* LfEQI Study Day

* Welcome!

The Health Foundation

* Session 1
* Why learn from excellence?

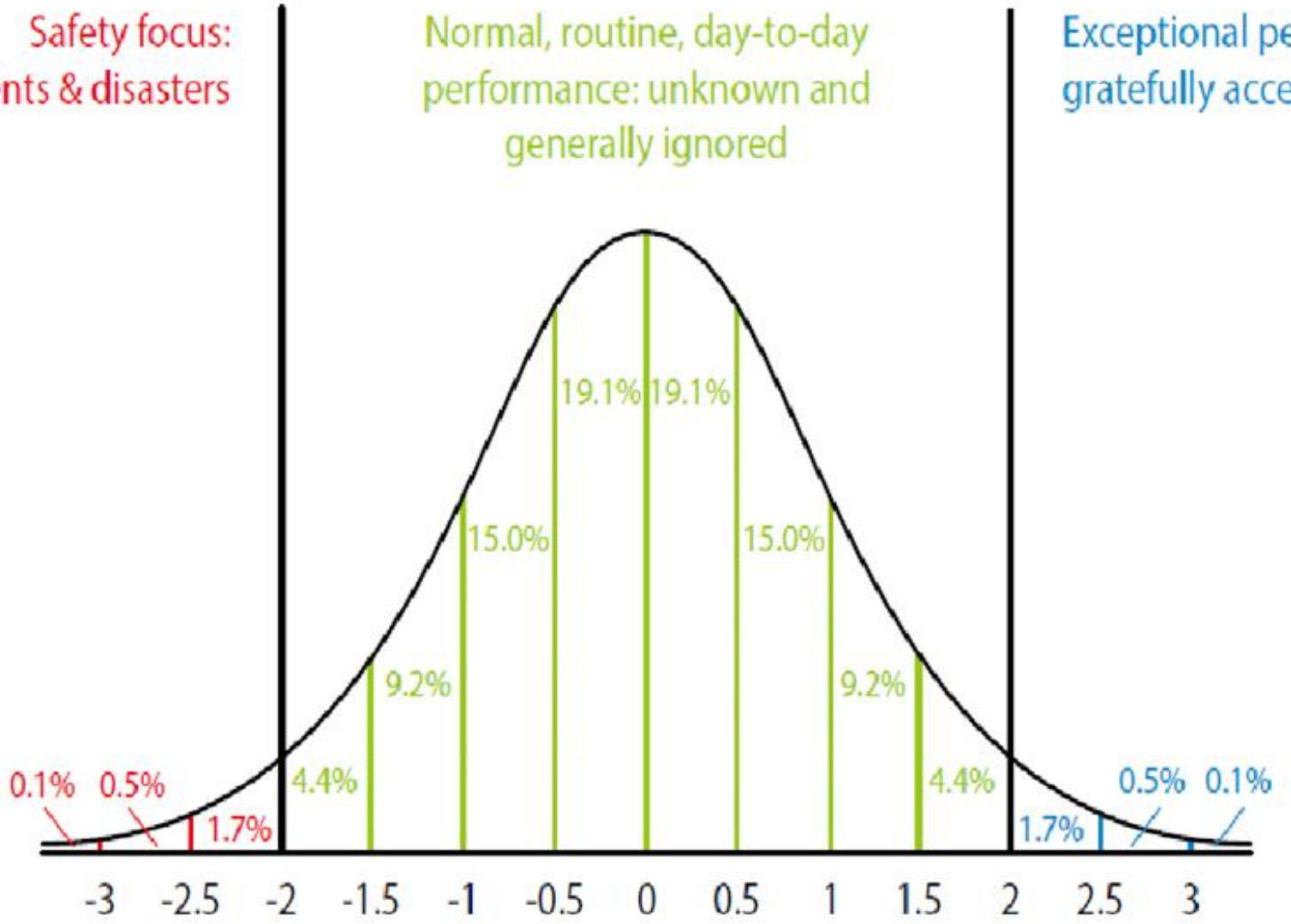
Why Learn from Excellence…?

Prevailing approach to safety
Negativity bias
'2nd victim'
Availability heuristic
Language/behaviour : incivility/defensiveness
Complexity, conditions, WAI : WAD

Twin aims:

To learn from what goes well in healthcare
To boost morale through positive feedback

@adrianplunkett 2014



Source: Eurocontrol.
From Safety 1 to Safety 2. A white paper
www.eurocontrol.int

Event probability and safety focus

Safety - I

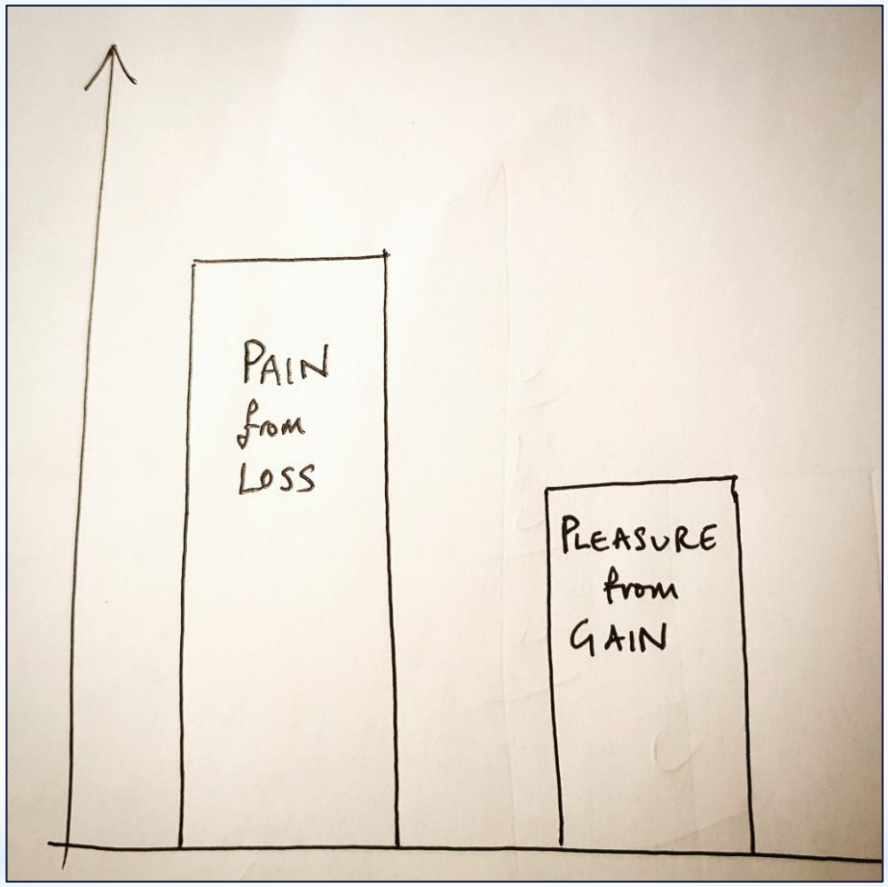
Where as few things as possible go wrong

Safety - II

Where as many things as possible go right

1+1 = 2
2+2 = 4
3+3 = 7
4+4 = 8
5+5=10

Theirs nothing worse than misplaced apostrophe’s



'I hate to lose more than I love to win'

Jimmy Connors

The Psychology of Choice:

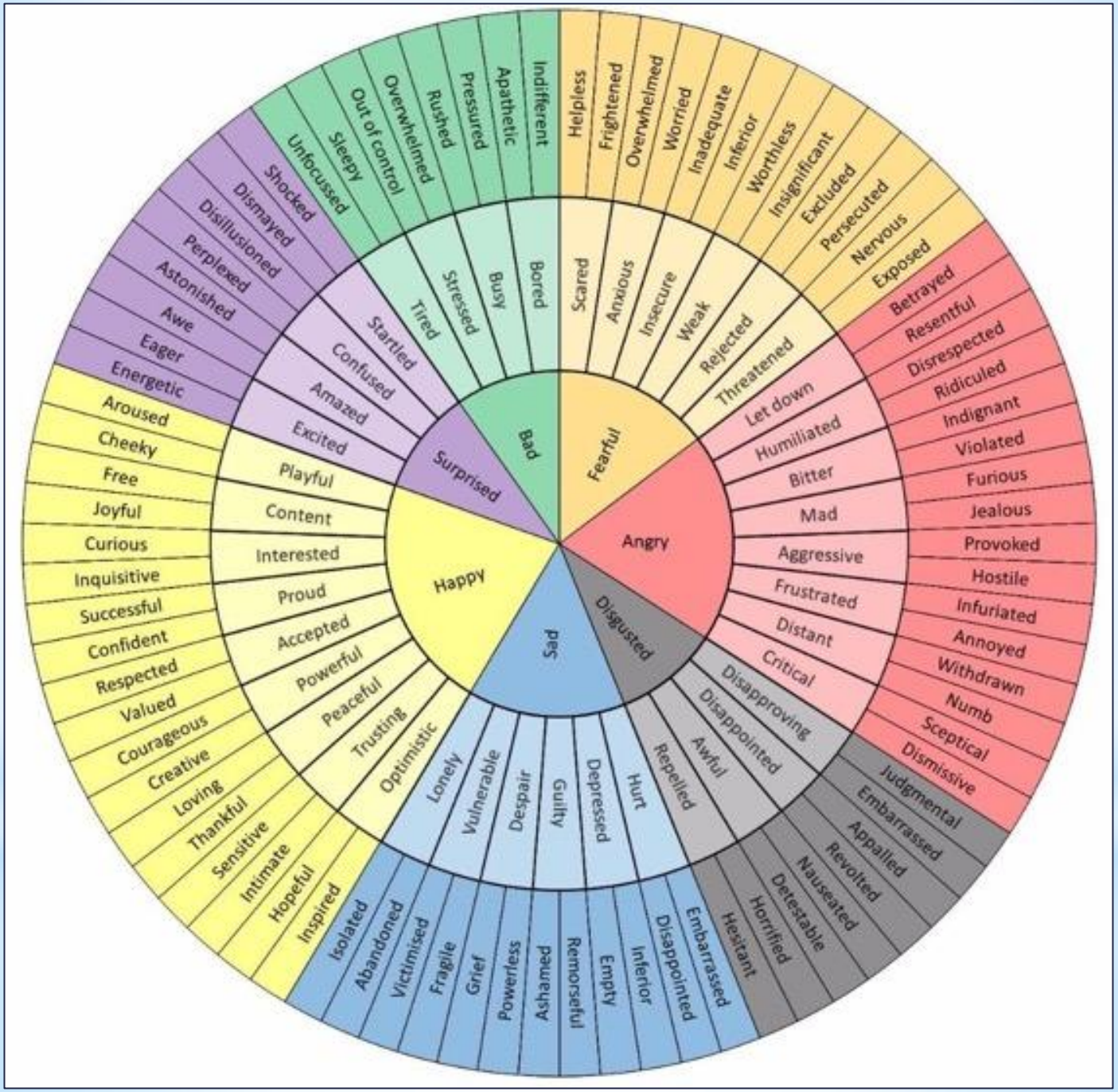
availability heuristic

the tendency to estimate the probability of an event by the ease with which it comes to mind

Tversky & Kahneman

Reticular Activating System (RAS)

https://www.youtube.com/watch?v=QCnfAzAIhVw


Bad
Fearful
Angry
Disgusted
Sad
Happy
Surprised
Bored
Busy
Stressed
Tired
Scared
Anxious
Insecure
Weak
Rejected
Threatened
Let down
Humiliated
Bitter
Mad
Aggressive
Frustrated
Distant
Critical
Disapproving
Disappointed
Awful
Repelled
Hurt
Depressed
Guilty
Despair
Vulnerable
Lonely
Optimistic
Trusting
Peaceful
Powerful
Accepted
Proud
Interested
Content
Playful
Excited
Amazed
Confused
Startled
Shocked
Dismayed
Disillusioned
Perplexed
Astonished
Awe
Eager
Energetic
Aroused
Cheeky
Free
Joyful
Curious
Inquisitive
Successful
Confident
Respected
Valued
Courageous
Creative
Loving
Thankful
Sensitive
Intimate
Hopeful
Inspired
Isolated
Abandoned
Victimised
Fragile
Grief
Powerless
Ashamed
Remorseful
Empty
Inferior
Disappointed
Embarrassed
Hesitant
Horrified
Detestable
Nauseated
Revolted
Appalled
Embarrassed
Judgmental
Dismissive
Sceptical
Numb
Withdrawn
Annoyed
Infuriated
Hostile
Provoked
Jealous
Furious
Violated
Indignant
Ridiculed
Disrespected
Resentful
Betrayed
Exposed
Nervous
Persecuted
Excluded
Insignificant
Worthless
Inferior
Inadequate
Worried
Overwhelmed
Frightened
Helpless
Indifferent
Apathetic
Pressured
Rushed
Overwhelmed
Out of control
Sleepy
Unfocussed

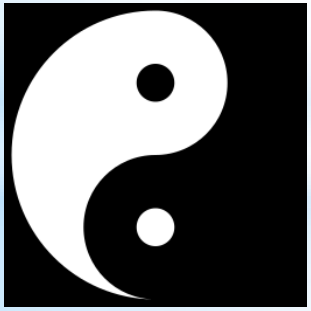
Negative and 'high-jacked' language

adverse events, error, risk, harm

morale, engagement, resilience, workforce, compassion, leadership

safety

CIVILITY SAVES LIVES



Human Error → Human Factors

World War II: US lost hundreds of planes due to

'pilot error' esp. Flying Fortress aircraft

Levers for landing gear and wing flaps identical AND side by side

1942 Alphonse Chapanis (psychologist) changed the shape of the levers and this 'pilot error' all but disappeared

It is an ‘obvious fact’ that human performance cannot be separated from the design of tasks, equipment and the working environment

Work as imagined (WAI)
work as *should* be done (guidelines, SOPs)

Work as done (WAD)
work as can be managed within our complex sociotechnical environment

Embrace the complexity; focus on simplicity
People are the solution not the problem

Details of Excellence

*** Date Excellence Achieved** (dd/MM/yyyy)

Please use the following format for the date e.g **01/12/2018**

Time (hh:mm)

*** Please describe what was done that shows excellence**

This section allows you to spell check by using the icon. It is located to the bottom right of the text box

*** Please describe one thing we could do to develop excellence in this area**

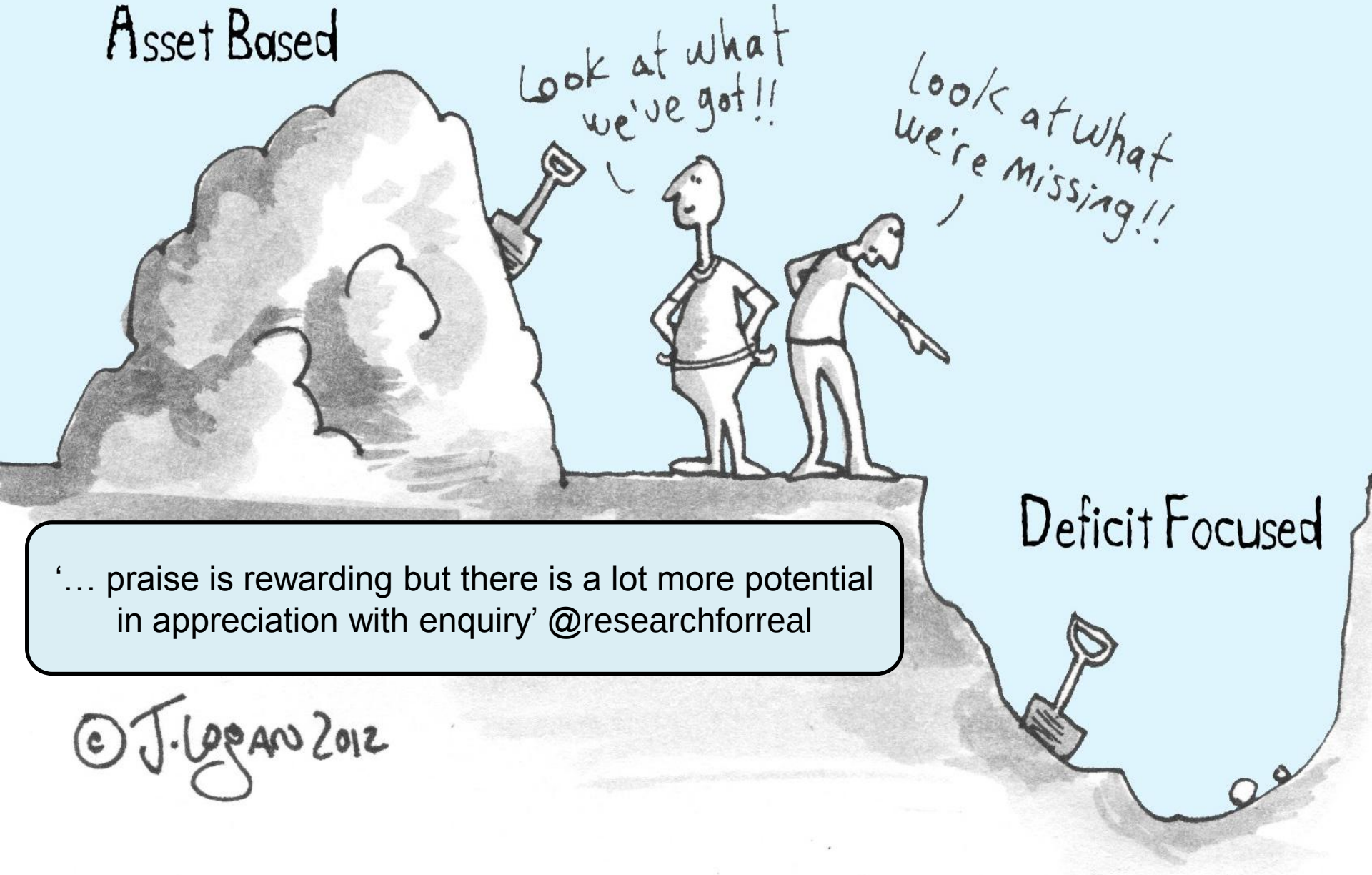
This section allows you to spell check by using the icon. It is located to the bottom right of the text box

Who achieved excellence?

Name of Person

Please search by typing in the person/s surname first.

Appreciative Inquiry



'… praise is rewarding but there is a lot more potential in appreciation with enquiry' @researchforreal

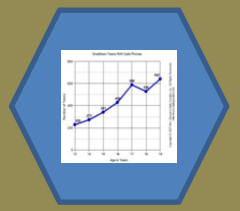
confirmation
flattering
grateful
smile
reinforce
happy
recognition
proud
reward
like
pleased
feedback
humbling
lovely
good
smug
nice
incentive
satisfying
motivation
brilliant
great
success
excellent
reaffirming

PRAISE Improvement Cycle

Step 4: enable

Step 5: seek, report & enquire

Step 3: design



Step 8: feedback

Step 6: measure

Step 2: collaborate

Step 7: improve

Step 1: define

START

SHARE

www.learningfromexcellence.com

* https://learningfromexcellence.com/communityofpractice/

*Take 5!