

Discover

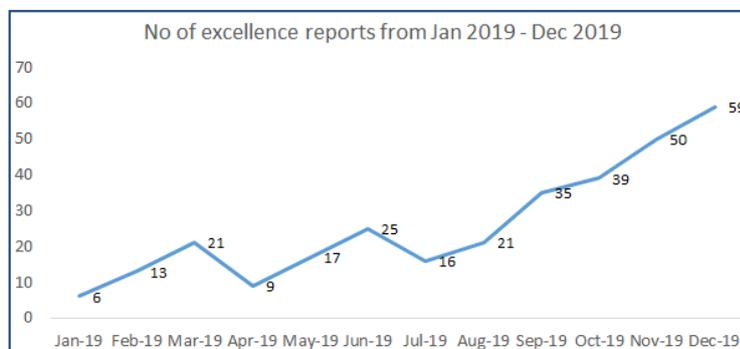
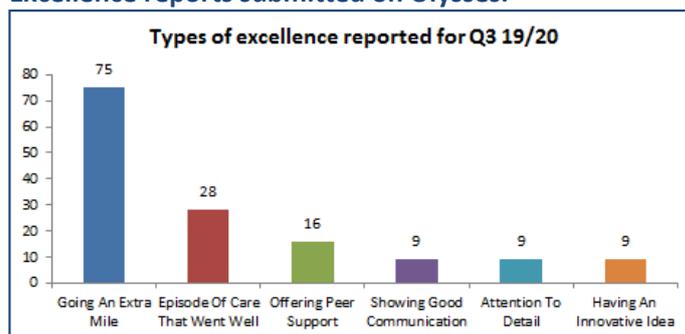
'Safety in healthcare has traditionally focused on avoiding harm by learning from error. This approach may miss opportunities to learn from excellent practice. Excellence in healthcare is highly prevalent, but there is no formal system to capture it. We tend to regard excellence as something to gratefully accept, rather than something to study and understand. Our preoccupation with avoiding error and harm in healthcare has resulted in the rise of rules and rigidity, which in turn has cultivated a culture of fear and stifled innovation. It is time to redress the balance. We believe that studying excellence in healthcare can create new opportunities for learning and improving resilience and staff morale.' (Learning from Excellence website)

AIM

'Provide a system for the reporting of excellence for all staff to access and to share excellence reported trustwide'

Achievements

From January to December 2019 there have been 301 Excellence reports submitted on Ulysses.



Develop communications to raise awareness

Quick link on staff intranet

Patient Safety Matters with a focus on learning from excellence

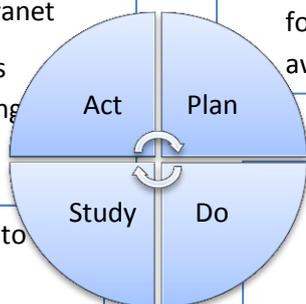
Staff feedback - simple to complete

Not all staff aware of excellence reporting

Design

Develop form on Ulysses for excellence and raise awareness

Form developed. Poster designed and sent to all ward managers, team leaders and senior management to raise awareness



Destiny

Excellence reports are shared with senior management in a monthly report.

Our next step is to link with compliments received from patients and families into one report.

We want our staff to feel appreciated and valued and believe that reporting excellence is one way to increase 'Joy at Work'.

Overcoming Challenges

The challenge at present is to disseminate this to staff, so that everyone can report. So we are promoting it at every opportunity.

- A screensaver has been developed by the Comms team.
- Trustwide events
- Incident training
- Everyone reported as showing excellence will receive a handwritten thank you card and an excellence pin badge