GREATix and DATIX: how we introduced an excellence reporting system in theatres to complement the 'little sad stories' generated from incidents reporting.

Southern Health and Social Care Trust

Eireann Toner[+], Laure Martin[*], James Crockett[$], Roisin Carolan[#]

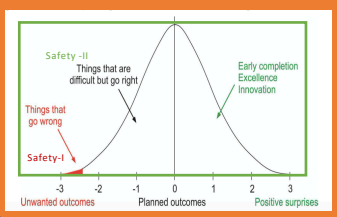
[+]CT3 in Anaesthesia, Craigavon Area Hospital, [*]Consultant Anaesthetist, Craigavon Area Hospital, [$]Specialty Doctor Anaesthesia, Daisy Hill Hospital, [#]Staff Nurse Theatres, Craigavon Area Hospital

DEFINE

DESIGN

Background

- Despite increasing demand and complexity within our health system the rate of harm remains relatively static.
- The traditional idea of safety (Safety I) is that things go wrong due to an identifiable failure that can be altered.
- Crucially, however, this doesn't help identify why things so often go right.



Safety management should move from **Safety I** *as few things as possible going wrong* to **Safety II** *as many things as possible going right*

Our Aims

Learning through excellence

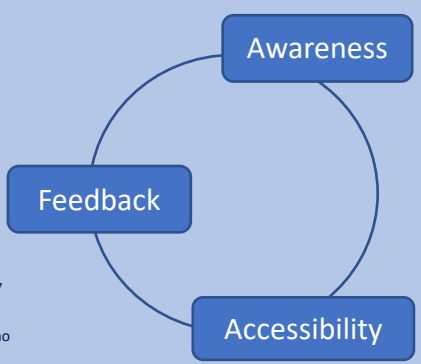
boosting staff **Morale**

What we did

- We introduced **paper forms** in our communal staff areas which can be filled and placed in a sealed box.
- We also offered the possibility to send GREATix directly to an **email address** excellence.report@southerntrust.hscni.net
- Each week, we collect the forms and convert them into an **email** which is sent to the recipients(s).

DISCOVER

Our 3 main drivers



Feedback to nominee

- GREATix sent by secured email within 7 days.
- Paper copy distributed to line manager (in case email is missed)
- GREATix form used for individual appraisal purpose.

Feedback to nominator

- 'Thank you' card sent within 7 days.
- Recognises the individuals who support excellence reporting.
- Opportunity to remind the nominator how to send another GREATix.

Staff Meetings

- We present our 'GREATix' reports at each monthly departmental meetings alongside the incidents reported in Datix.
- We also presented GREATix at our multidisciplinary 3-montlly meeting that included our surgical colleagues.
- GREATix's from the previous week could be discussed at the weekly theatre staff brief.

'Celebrating GREATix' Event

- Afternoon 'drop-in' events happened at the end of the first year of GREATix.
- Huge range of interest – hospital executives, theatre managers, nursing and medical staff.
- Take-home booklet, 'One Year of GREATix' with individual examples and statistical results.

High Visibility Campaign

- Posters on staff information boards and in rest areas.
- Business cards placed in strategic areas with Information on how to access the excellence reporting email address directly.

Paper Form

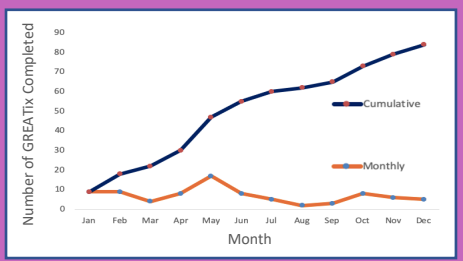
- Currently only available in our staff rest area, planning to place paper forms in each theatre.

Electronic Form

- Available as a quick-link available from personal devices.
- Currently under development.

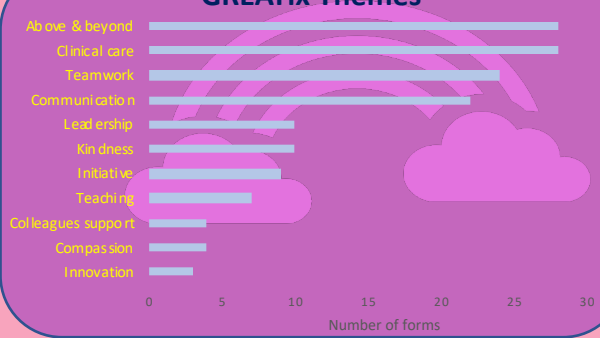
RESULTS

Number of GREATix completed

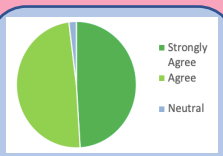


283 staff received a GREATix

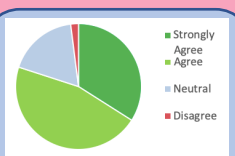
GREATix Themes



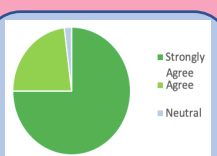
Nominee Feedback Survey



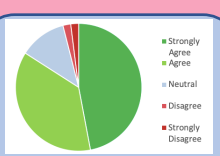
By reporting excellence I am helping to improve patient care



I learn best by studying examples of best practice



Excellence reporting improves team morale



After receiving this excellence report it is more likely I will practice a similar way in the future

How receiving a GREATix made you feel?

4.5 STARS

CONCLUSION

The **little stories** collected from GREATix and from the staff feedback are proof that excellence reporting has boosted morale and has enhanced learning.

This email has really stopped me in my tracks! In all my years with the trust no-one has ever commended me on my work.

D. and her team go above and beyond to facilitate investigations for service users at short notice to facilitate surgery.

S. completes the pharmacy order every Saturday night which keeps our department functioning to an impeccable standard.

Calm behaviour during anaphylaxis intraoperatively. Great attitude when being asked to perform multiple tasks simultaneously. Excellent and safe clinical care.

Always works to such a high standard with friendly and extremely pleasant and professional manner towards both patients and staff.

VISION

Extend learning from excellence to other departments within our hospital and roll it out to other hospitals within our trust.

Share our experience with other departments in our hospital who are already using learning from excellence.

Develop an electronic form that is available via a simple link or scannable barcode and that is accessible from personal devices.

laure.martin@southerntrust.hscni.net @LaureMartin13