

YOKOTEN:

A Platform to Share Learning from Excellence, Innovation and Achievements

Ground-breaking introduction of interactive Yokoten Sessions into the Healthcare setting

Our Inspiration

Yokoten: a Japanese word for ‘learning through lateral spread’ or ‘transfer of knowledge and practices from one operation to another’, used mainly in automotive manufacturing and supports sharing improvements and best practice from one part of the workplace to all

Aim to Discover

July 2020, we developed regular Yokoten sessions at Kettering General Hospital NHS Foundation Trust to provide a platform for organisation-wide learning from and celebrating of excellence.

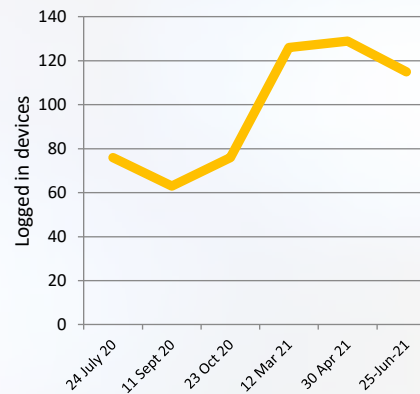
Yokoten aspires to be: credible, inclusive, accessible, non-onerous, and fun

‘Share your sparkle so the whole of KGH can shine’

Design and Concept

Focus on...	...to achieve
Patient first commitment	Aligning our ‘True North’
Small individual ideas to complex multidisciplinary projects invited	Promoting a positive culture of continuous quality improvement
Including initiatives which did not go well initially, but ‘turned it around’	Encouraging ownership, learning from experience, accountability
Sharing of QI initiatives widely	Replicating best practice
Multidisciplinary interaction	Generate new ideas to refine projects
Organisation-wide engagement	Promotes networking and inclusivity
Clinical & non-clinical, frontline & behind the scenes teams presenting together	Demonstrating collaborative working
All healthcare providers and regulators being welcome to attend	Sharing our commitment to Quality & Safety
Presenting to a large and diverse audience	Enhanced confidence and exposure
Celebrating success, progress and awards	Improved staff morale through appreciation
National and international guest speakers and special events	Learning from experts

Attendance



Delivery

- Hosted via MS Teams, allowing unlimited reach
- Diverse far-reaching system-wide audience, including our regulators CQC and NHSE
- GDPR compliant
- 6-8 presentations per session
- Formal and informal presentations welcome
- ‘Short and Sweet’ – average of 3 slides per presenter
- Interactive format, real time Q&A and via chat box,
- Earlier session recording made available to all staff



Learning from Excellence

Boundaryless Yokoten has provided an opportunity for all staff groups; clinical and non-clinical, across the whole organisation from frontline to back office and up to the Board to come together and talk about their/team’s proud moments at work, their successful and not so successful quality improvement initiatives.

Unexpected Benefits

- ✓ Building individual and organisational resilience and staff morale
- ✓ COVID enforced virtual hosting facilitated the ability to reach a wider, diverse audience
- ✓ Creating positivity, buzz & bonding (breaking traditional boundaries) amongst all staff and proving to be a culture change tool
- ✓ Positively impacting on enhancing confidence of our service users as communication Team use Yokoten platform as a tool to identify positive stories
- ✓ International adoption in healthcare through social media and networking

The Dream...

- Increase in frequency of Yokoten events without compromise of quality
- Waiting list of presenters/projects to showcase excellence, including external healthcare providers
- Yokoten ‘Show reels’/Bitesize Specials/Highlights/Tic-toc videos to support further learning through sharing and spread – ‘Grab and Go’
- Creation of supporting newsletter highlighting excellence, positivity and shared learning
- Continued positive staff feedback reporting how Yokoten continues to inspire, and drive improvement in delivering excellence in patient care

