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Discover

- Performance assessment in healthcare traditionally uses a Deficit-Focused approach
- Everyday excellence is often overlooked, missing opportunities for learning and negatively impacting staff morale
- LfE is designed to redress that balance, by learning from positive events

Dream

To use Learning from Excellence (LfE) to achieve 4 interdependent aims;

1. Increase deliberate recognition of excellence among PICU staff (target >50%)
2. Increase staff morale (target self-reported levels >50%)
3. To better understand what staff value as excellent/important
4. To share learning points from excellence reports at weekly staff meetings

Design

An MDT of LfE Champions was assembled from all sectors of our PICU staff

1. An electronic LfE reporting system was designed using QR code cards (Figure 1)
2. An LfE poster board was installed to educate staff and demonstrate anonymised reports
3. LfE reports are explored at weekly department safety huddles
4. Pre- (n= 82) and post-implementation (n= 49) surveys were conducted (Table 1)



Figure 1. LfE QR Code Card



Figure 2. Sample LfE Certificate

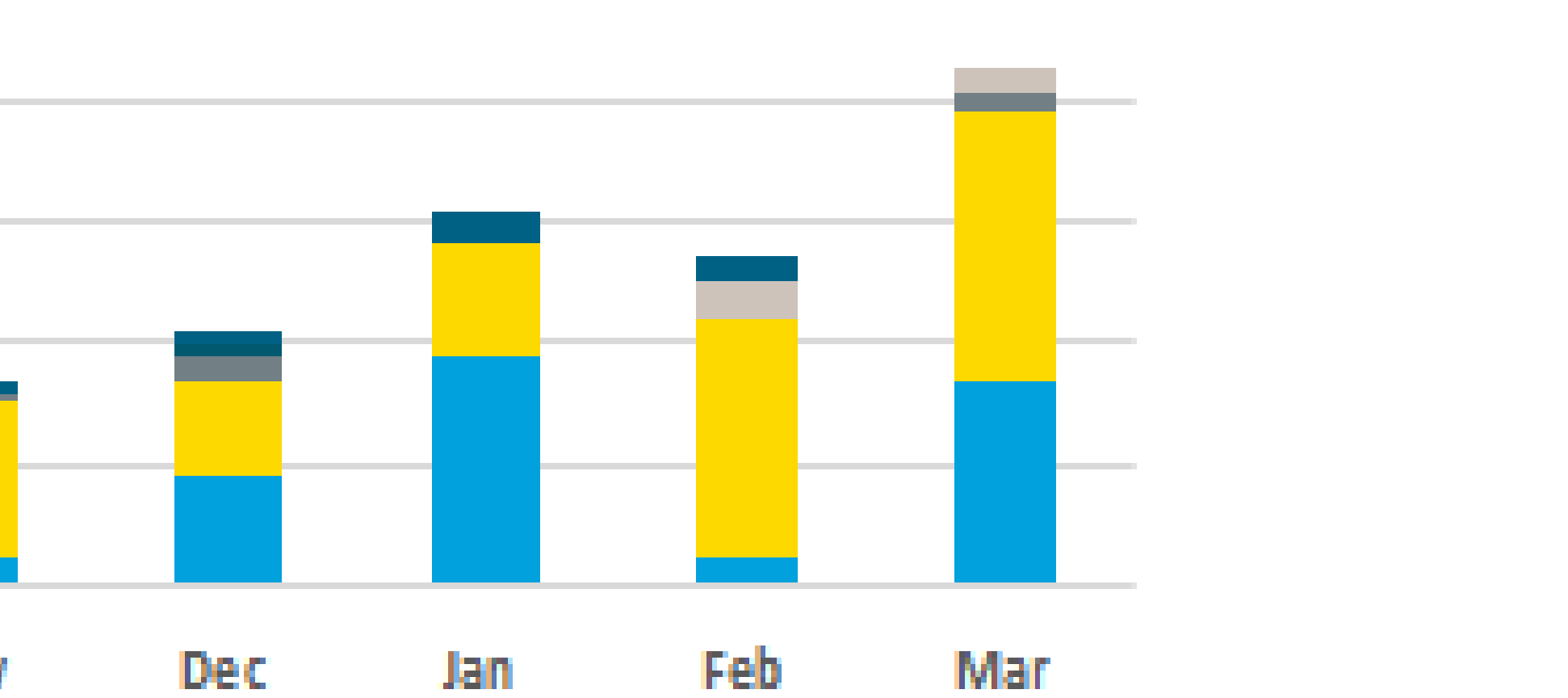
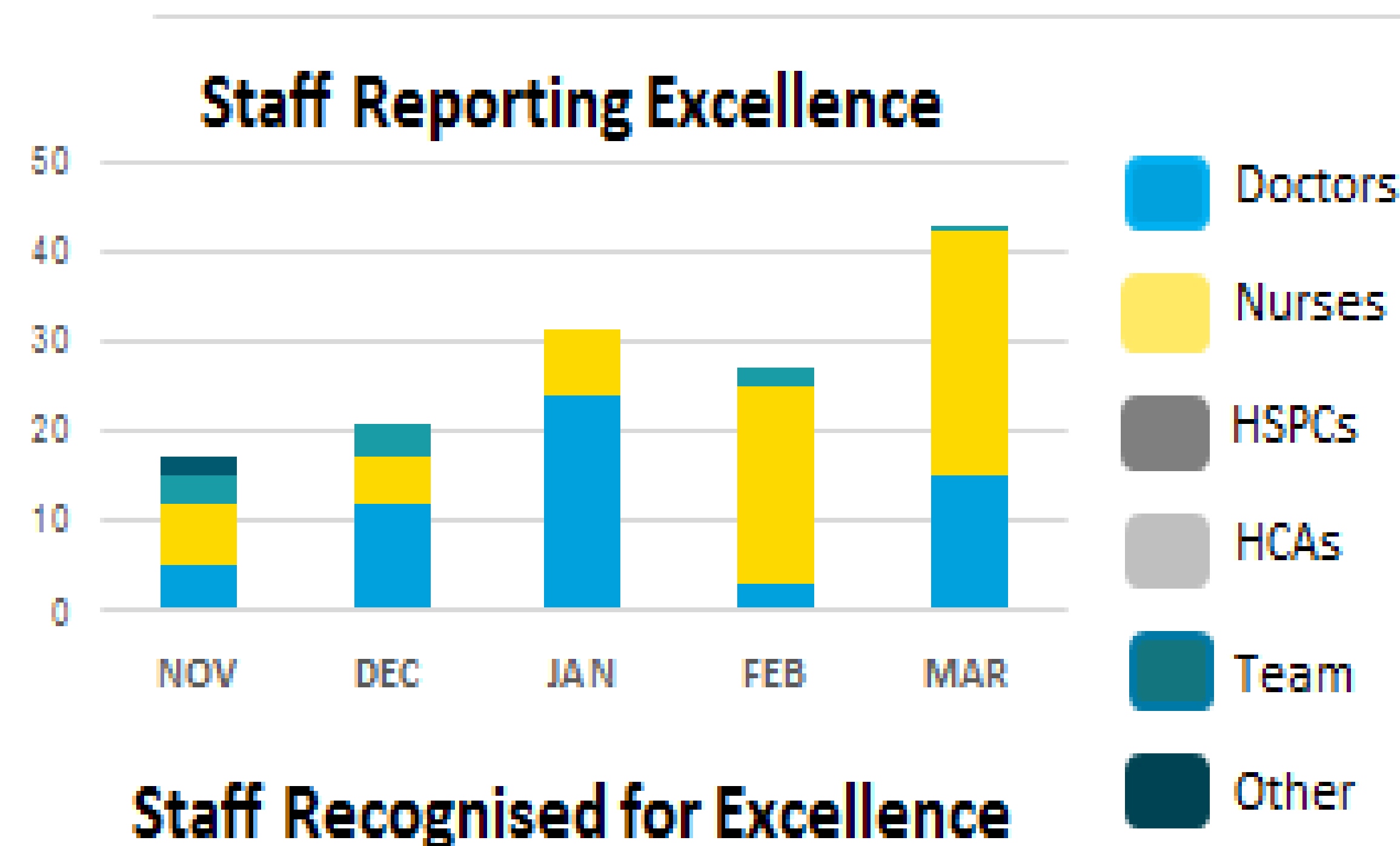


Table 1. LfE report issued

Survey Results	
• 72% of staff have received positive feedback	
• Significant improvement in staff morale (self-reported values increased from 27% to 59%)	
• 98% staff feel LfE has had a positive impact	

Table 2. Survey Results summary

Destiny

Appreciative Inquiry

We aim to introduce AI structures when discussing LfE reports at safety huddles

Using LfE to target Specific Themes

E.g. Civility in the workplace

Expansion of LfE across all CHI Sites