

Priming the pump of excellence reporting (what did and didn't work for us)

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On changing to an internet/app-based approach, the excellence reporting system at the UHCW Emergency Department had suffered a significant reduction in reports. We wished to get some understanding of how we might raise the profile of this again.



We used appreciative inquiry to identify what was going well

- people like getting them
- the cards are pretty

and effort/impact assessments as to how we might improve the utilisation of the cards.

Future cycles

Our next identified cycles include larger posters, reintroduction of a paper based alternative and publishing an anonymous breakdown of the things people have been nominated for- the idea being that this will encourage those who are more data driven to see where value is perceived in the department.

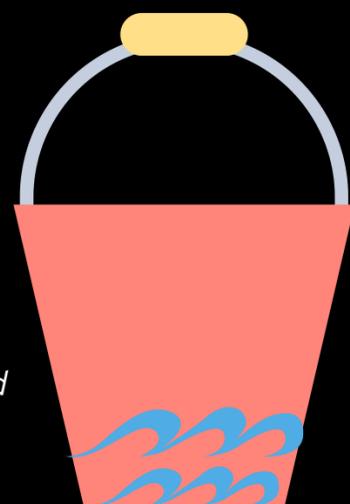
Conclusions

The small steps we took to re-energise the brilliance box were successful, however we think they could have been even more so if we had made some minor changes (in italics below the cycles) to how we did them. As we approach winter we are excited about implementing our new changes



Cycle 1 personal, 1 to 1, discussions

if doing this again we would document how many discussions and also literally show people how to use the app.



Cycle 2 small posters (A4) created and distributed in staff areas

This had minimal impact. If doing this again we would make the posters A3 at least and get senior nurse buy-in to ensure they could be put up in staff areas.



Cycle 3 mentioning at morning handover

if doing this again we would get one of the staff who are involved to raise the profile of the programme as otherwise the message can be lost in the sea of other information being discussed.

