Learning From Excellence

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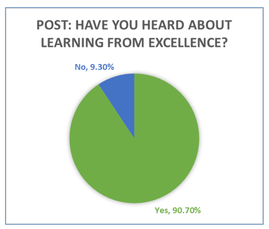
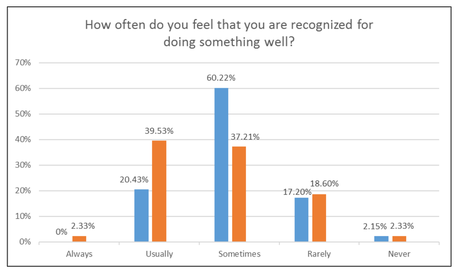
" We can always choose to perceive things differently. We can focus on what's wrong in our life, or we can focus on what's right." -Marianne Williamson

WHAT'S THIS ALL ABOUT?

Learning from Excellence (LfE) is an approach to safety in healthcare developed by Dr. Adrian Plunkett that focuses on "what went well" as compared to our traditional reporting systems of focusing on failures to prevent recurrence





"Excellence is never an accident; it is the result of high intention, sincere effort, intelligent direction, skillful execution and the vision to see obstacles as opportunities."
-Anonymous

HOW DOES IT WORK?

-Email address is set up to receive feedback
-LfE member responds to all submissions, forwards reply to receiver and their supervisor
-LfE Committee meets monthly
-Review submissions and assign themes
-Choose one or two for appreciative inquiry

LfE AIM: TO BOOST MORALE THROUGH POSITIVE FEEDBACK

OUR TIMELINE

June 2019

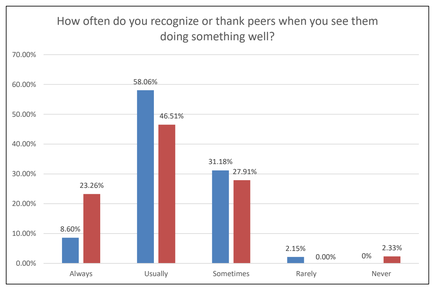
-Survey to members of the ICN multidisciplinary team, asking how individuals like to be recognized and how they recognize others
-A presentation about the concept of LfE was provided to staff

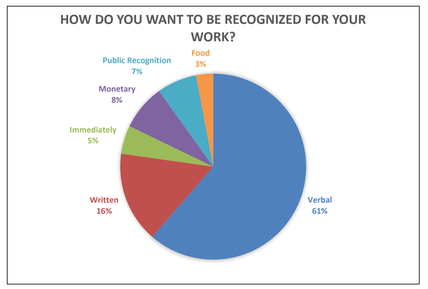
July 2019

-ICN Learning from Excellence Outlook e-mail account started and made available to staff to submit observations and recognition

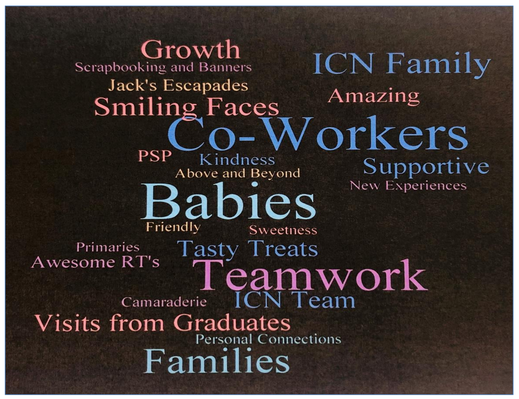
February 2020

-Survey to staff to measure change in feedback and recognition practices, value of process





CELEBRATE JOY AT WORK



"…exceeded the expectations of a family experiencing a loss"

"…everyone worked as a team to admit unexpected triplets—you all rock!"

"I am in awe of the milk room team's work ethic and utmost attention to detail"

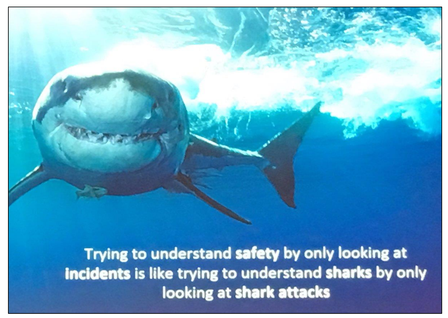
"…the folks on the carpentry and paint teams are nothing short of great"

APPRECIATIVE INQUIRY

A method for reflection on a report

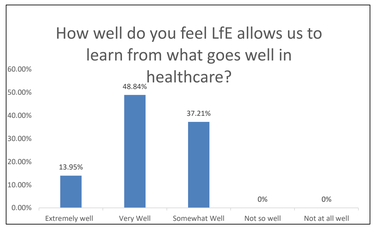
-What happened?
-What was it that made it happen?
-What were the challenges?
-How did it feel?
-How can we promote this excellence in practice?

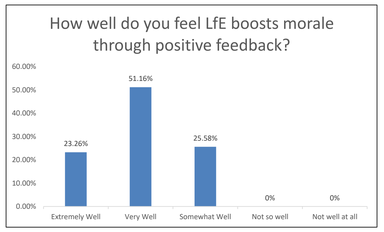
LfE AIM: TO LEARN FROM WHAT GOES WELL IN HEALTHCARE



OUTCOMES

-We have received 112 submissions
-Themes have included Patient Safety, Teamwork and a Willingness to Help
-Many examples of our peers "doing the right thing just because it's the right thing"
-Submissions have included multiple departments and disciplines





CHaD Children's Hospital at Dartmouth-Hitchcock