The QEUH Critical Care GREAT-ix experience – *Development of a Learning from Excellence reporting mechanism.*

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BACKGROUND:

A reporting system to recognise positive professional behaviour is an essential component of clinical governance to learn from excellence.

The QEUH GREAT-ix project launched in January 2020 across the critical care unit.

AIMS:

1. Boost staff morale
2. Celebrate staff who perform well, despite challenging situations
3. Apply Safety-II concepts in partnership with traditional governance tools to maximise corporate learning

HOW?:

Initial pilot in a single critical care pod.

Then rolled out across the floor. Educational events delivered and executive buy-in gained from senior management.

Submissions initially paper based via post box.

Then upgraded to an electronic QR code-based submission portal in July 2022 to improve efficiency of reporting.

A GREAT-ix team was formed, tasked with promoting submissions, creating and disseminating certificates and publicising quarterly newsletters.

GREAT-ix submission data are maintained and analysed to allow identification and reinforcement of themes consistent with excellent practice.

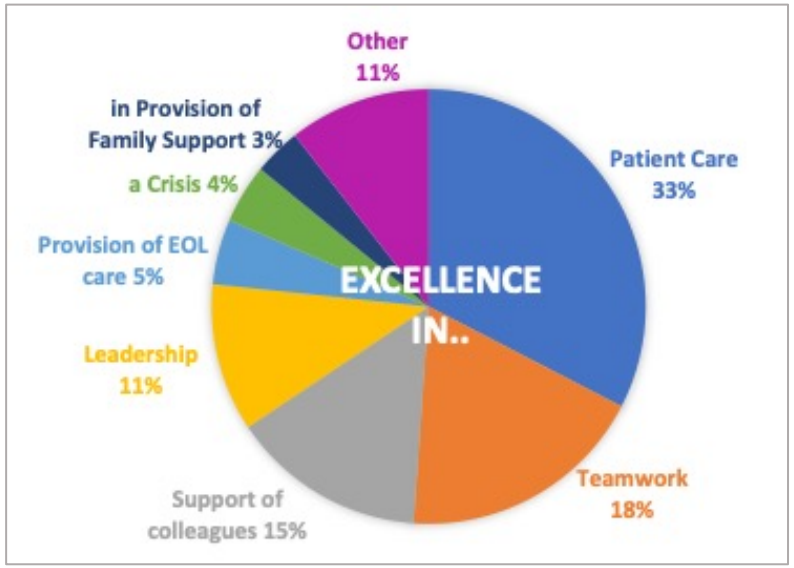
RESULTS:

This project has been well-received, demonstrated by considerable engagement from the MDT.

A **total of 227 GREAT-ix submissions** have been received and in the 12 months since digitalisation, totals are:

106 - Paper	121 - Electronic

The following qualitative categories represented themes of excellence in an analysis of all submissions:



'Other' themes related to excellence in innovation, teaching, shared working across the critical care floor, and superb input from other clinical teams.

Excellence in patient care was the most frequent theme in submissions. Highlights include managing delirious patients, compassionate care, and a holistic and patient-centred approach.

"Provided excellent holistic nursing care to an intubated awake patient. Due to her exceptional care the patient did not require sedation. She was calm, explained everything clearly, sought solutions to any issues"

Excellence in teamwork both within each critical care pod, but also working across the units was a recurring theme. Teamwork between all staff on shift was frequently highlighted.

"Time critical situation and entire team could not have been more helpful […] Proactive suggestions from team members about other interventions that could help this young girl."

Excellence in support of colleagues recognised individuals giving their time, providing emotional support, lending skills and sharing expertise with others.

"For being so helpful and supportive on the unit with some emotionally challenging cases and boosting team morale ensuring everyone was well fed and watered!"

DISCUSSION:

Three years since launching GREAT-ix in QEUH Critical Care, this learning from excellence mechanism has become a routine and core part of our clinical governance process.

A digital submission and certificate generating process has improved ease of management and allowed efficient distribution and record keeping. Engagement from our team remains high, allowing outstanding staff and team performance to be captured and celebrated.

Promoting positive professional behaviours and compassionate actions represented in submissions is vital and should be reinforced, particularly in recent times of crisis.