GREATix-pectations:
A Multi-Site Quality Improvement Initiative in Intensive Care and Theatres in Belfast

Dr A Murray, Dr H Cuthbertson, Dr LJ Mottram. Belfast Health and Social Care Trust

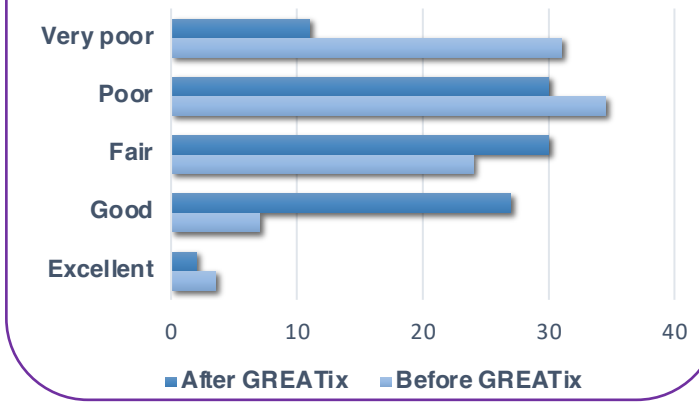
The Inspiration

'Learning From Excellence' is an initiative aiming to improve reporting culture in healthcare.
From a baseline survey in the intensive care unit we found **65% of staff said staff morale was poor.**

With the nature of large multi-disciplinary teams in intensive care and theatre, it is often difficult to see the contributions and amazing work of individual colleagues. **We are striving to change that.**

In February 2022, we launched GREATix in the Regional Intensive Care Unit in the Royal Victoria Hospital, Belfast and in Belfast City Hospital Theatres in November 2022.

How Would You Rate Staff Morale?



The Aims

1. Provide recognition and positive feedback to staff
2. Allow us to learn from excellent practice
3. Improve staff morale and teamwork

The Design

Launch with promotional video → Posters with QR codes to nominate colleague → GREATix Certificate generated → Regular Reminders of GREATix at meetings

Overall GREATix has shown improvement in staff morale rating and recognition within teams

"It really brightened up my day when I got a GREATix"

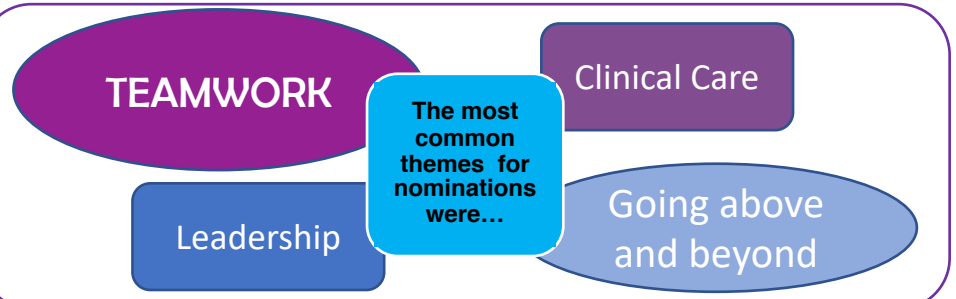
"Receiving a GREATix made me feel valued and grateful that someone had noticed how hard I am working"

The Impact

Over 280 GREATix Certificates since we started

Nominations analysed into 9 themes. The most common theme was **teamwork**, followed by **going above and beyond**.

While difficult to quantify the impact of GREATix reporting, with follow up surveys we found an overall positive improvement in self-reported staff morale. We have also received ongoing support from colleagues and our Trust senior leadership team for the initiative.



The Future

Although staff morale is multi-factorial, GREATix gives us **hope** that staff morale can continue to be improved through positive feedback and staff recognition.

To reduce the administrative burden of GREATix reporting we developed a Microsoft app which helps thematic analysis and generates certificates automatically. We hope GREATix will spread throughout the Belfast Trust using this platform.

Thank you to all the staff in the Royal Victoria Intensive Care Unit and Belfast City Hospital Theatre and Intensive Care for their continued support with this project,