Redefining Excellence in the Emergency Department : The Innovative Impact of GREATIX

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Introduction

Incorporating lessons from excellence, GREATIX adeptly balances Safety I and Safety II, robustly accentuating human resilience and Team Psychological Safety, forging a new standard for unparalleled healthcare excellence.

Questions to Reflect Upon

1. **Safety I vs. Safety II:** In recognizing what goes right (Safety II), how does our perspective transform compared to a mere focus on errors (Safety I)?
2. **Team Psychological Safety:** Amidst the ED's demanding backdrop, how does GREATIX bolster an environment where staff feel empowered to voice ideas, concerns, and celebrate achievements without fear?
3. **Human Factors in Healthcare:** How does GREATIX, rooted in Safety II principles, align with Human Factors to foster a system that optimizes both human well-being and system performance?

Objective

To highlight the revolutionary impact of GREATIX in the ED by integrating Safety II principles, promoting Team Psychological Safety, and emphasising the significance of Human Factors.

COMPASSIONATE CARE ISN'T SOFT; IT'S HARD AND MUSCULAR

Methods

Setting
Newham University Hospital's ED.

Data Collection
A specially curated GREATIX-focused questionnaire

Analysis
In-depth feedback, both written and verbal, obtained from ED staff

Results

Ever Nominated Someone for GREATIX?

YES-71%

Perceptions Upon Receiving a GREATIX

Proud **Acknowledged** **Appreciated** Recognised Motivated Happy **Great** **Positive**

Reactions to Not Receiving a Greatix

Needs More Effort **Unequal Recognition** **Disappointed** Undervalued Unrecognised Un-affected **Left Alone** Unhappy

Achievements vs. Shortcomings Perception

45% of staff believe the focus is on failures (Safety I)

55% emphasise celebrating successes (Safety II)

Invaluable Learning

95% attest to the learning benefits of the new GREATIX system.

"The learning elements are really good. I really find it great how you find useful EM-related references for each Greatix email."

"Really like the new style, think there are some great learning points in there and much more focused on the team and general things we can all do to help each other improve."

"Each of these report is a treasure trove of learning - so brilliant the way it's been put together and thought about."

"I am really enjoying reading your reports and so important to get the balance between learning from mistakes and learning from good practice."

Transformative Insights/Conclusion

Championing Psychological Safety

Establishing an environment for open dialogue, learning from excellence fosters adaptability and innovative thinking.

Human Factors at the Forefront

A focus on human factors ensures an equilibrium between individual well-being and optimal system functionality.

Blazing a Trail of Excellence

By integrating Safety I & II, Team Psychological Safety, and Human Factors, a new pinnacle in healthcare practice is achieved.

References

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