Applying the Crossingham thematic framework to Excellence Reports in a Dutch Emergency Department: cultural insights

Aim

Crossingham et al. (2023) introduced a thematic framework categorising excellence reports in the UK into **five themes**.

We explored this framework in the Dutch context, to reveal cultural insights in what is recognised as excellence.

Methods

We conducted a retrospective analysis of one year of excellence reports from both our **Emergency Department** locations.

Three reviewers independently categorised reports using the *Crossingham framework*; discrepancies were resolved by consensus.

Reports *total of 218*

- Pro-social behavior 23,9%
- Positive work ethic 22.9%
- Leadership and teamwork 20,2%
- Expertise 17,4%
- Personalised Patient Care 15,6%

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Insights, suggestions, ideas, questions?

Discussion

Staff valued supporting colleagues, showing compassion, maintaining optimism over technical expertise.

This likely reflects flatter hierarchies and expectations of team equality in Dutch healthcare.

Organisation psychologist *Ellemers* (2023) suggests that exactly this **prosocial behaviour**, **positive work ethic**, and **collegiality** may serve as explicit behavioral norms for (new) staff.

Learning from Excellence may help establish and reinforce such norms to shape ED culture.

M.C.E. van Bavel[1], R.C. Bertholet[1], J.W. Schuitenmaker[2], M. Anneveld[3], M.M.S. Zwartsenburg[3]

[1]Resident, [2]Nurse practitioner, [3]Emergency Physician

OLVG Amsterdam, location East and West, The Netherlands