Introducing Learning from Excellence to Improve Patient Safety, Quality of Care & Staff Morale
Royal Hospital for Children (RHC) Glasgow

Aims
1) To learn from and replicate clinical excellence
2) To positively impact staff moral and culture

Methods
We conducted a staff survey across 3 pilot areas to understand staff views on LfE. Using a model established by Birmingham Children’s Hospital (6), we introduced LfE to PICU, Theatres and ED in March 2017. We developed an online LfE electronic reporting system (Fig 1). This flowchart illustrates what happens to the submitted reports. Selected reports undergo Appreciative Inquiry (AI) to facilitate deeper learning. We spread the word about LfE via posters, emails, a communication board and regular newsletters.

Outcomes
105 LfE reports have been completed to date. Common themes include ‘going the extra mile’, compassion, kindness, communication, team work and excellent patient care.

Conclusions
Our pilot successfully demonstrated the value of reporting excellence in terms of safety and morale. We have taken the first steps to enhancing our safety culture by creating a positive reporting system within which excellence is shared and replicated.

LfE will be implemented across Hospital Paediatrics and Neonates within NHS GG&C from August 2018.

References
7. Learning from Excellence (LfE) uses the ‘Safety 2’ model which considers daily successes and learns from events where individuals and teams perform well (4). By introducing LfE we aspire to deliver a culture of positivity which strives towards team and organisational learning.

Nurturing positivity improves resilience and creates a workplace where staff feel appreciated and motivated (1). Such a workplace is associated with improved care quality outcomes including reduced mortality (2, 3).

“I think the Learning from Excellence is a very positive process. It makes staff feel more valued within the jobs they do and realise that going the extra mile is actually appreciated.”

“Thank you for introducing this excellent tool to our theatre team. It’s benefits are many, and there is much to learn from our good and excellent performance. Apart from that, it is good for team morale.”

The LfE reports highlighted many and varied ways in which we can improve our service, safety, patient and staff care. AI discussions yielded further learning points and suggestions for patient care and service improvement.

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Figure 1. RHC online Datix excellence reporting system

Staff who are valued and treated well improve patients care and overall performance (NHS Scotland 2020 Workforce Vision) (5)