

Learning from Excellence in a Paediatric Healthcare Setting

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Aim

Crosshouse Hospital paediatric department implemented the “Learning from Excellence”(LfE) initiative in August 2018. The initiative aims to identify learning from episodes of peer reported excellence. Staff are able to nominate others for an award by writing on nomination cards and posting it in an LfE nomination box where they are reviewed monthly. Those who are nominated receive an online certificate from the clinical lead and if learning points can be generated from these nominations then they are circulated to all the staff. However, the initiative is in the early stages and many staff are unaware of the scheme.

The aim of this project is to increase awareness of the Learning from Excellence initiative through various interventions detailed below and obtain baseline data for future endeavours and further improvements.

Methods

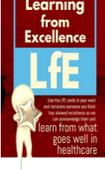
Project timeframe: 5 weeks

Data collection:

Surveys- were sent out at the beginning and end to a mailing list including all nurses and doctors in the paediatric wards, neonatal unit and inpatient maternity unit. The survey was anonymous and intended to be short, concise and provide both quantitative and qualitative data.

Nominations- A survey was also sent out the previous nominees to gauge their thoughts and previous nominations were analysed.

Interventions to increase awareness:



Posters to raise awareness were placed in various locations



Noticeboards were put up with posters of learning points from previous nominations

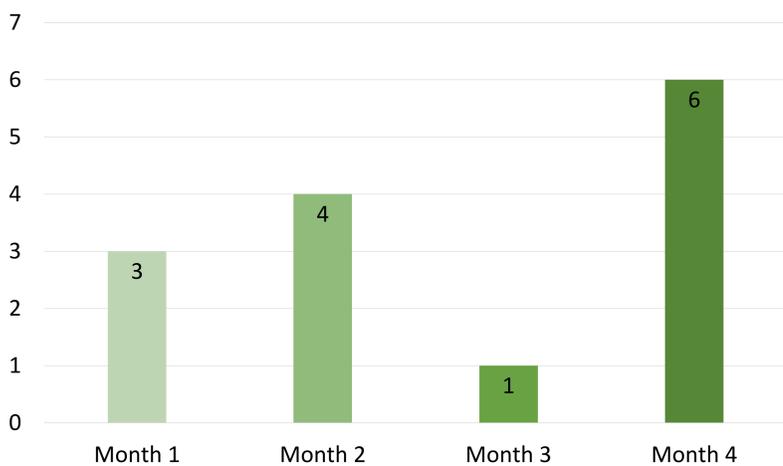


Nomination boxes and cards were placed in all targeted wards

Emails- 4 were sent out to a mailing list. These detailed various aspects of LfE and its importance.

Results

Number of nominations- Figure 1



During the month of the project, the number of nominations increased by 5 from the previous month. Some examples of what people were nominated for are listed below:

Examples of LfE Nominations		
What did they do?	What can we learn from this?	What might we do differently?
Identified that paediatric major haemorrhage protocol had not been activated as it should have been	Very few staff are aware of this protocol, a need for further education has been recognised	Ensure there are adequate opportunities for staff education regarding protocols
Identified an area in need of clarification with regards to the management of a patient with suspected torsion of testes- developed a flow chart	Anyone can identify areas for improvement and through collaboration these improvements can have a positive influence on patient care and management	Refer to the flowchart which is now clear and concise
Liaised with next door staff to “modernise” crash trolley, standardising care and improving patient safety	Effective working between wards equals safer standardised care	Work closely with whole of paediatrics as a team to improve service
Excellent leadership and organisational skills in very stressful and challenging circumstances- sick ICU baby and short staffed	Importance and true value of effective teamwork to ensure safe care of all babies at all times	Vital to give staff this feedback
Controlled a very stressful tense situation with psychiatry patient in for bloods. Very patient and succeeded after a long period of time	Patience and time is sometimes all that is needed. Forcing/ rushing patients doesn’t always work	Time isn’t always a factor in some situations, if possible take that little bit longer to build rapport and trust with the patient

Figure 2



Figure 3

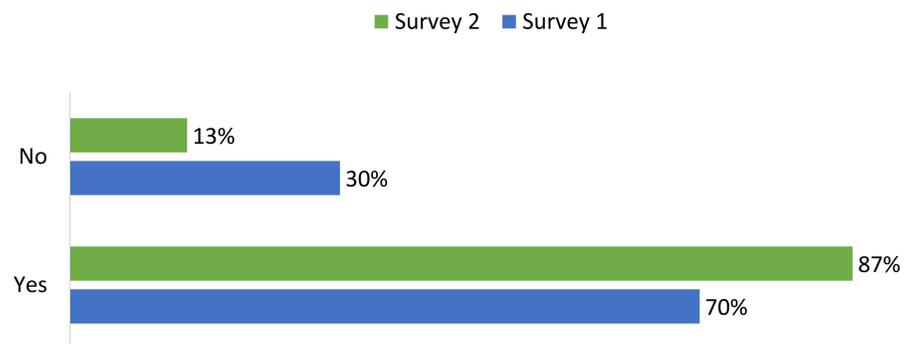
Comments and feedback- Nominee Survey

Hard work and development in care should be acknowledged
The initiative should be continued to make staff feel valued and appreciated and recognise that there is good work undertaken every single day throughout the NHS
The initiative should be continued to recognise what staff are doing well and set good examples to others
Fantastic idea!
It is a lovely way to recognise those who try to give that extra to their work

Figure 4

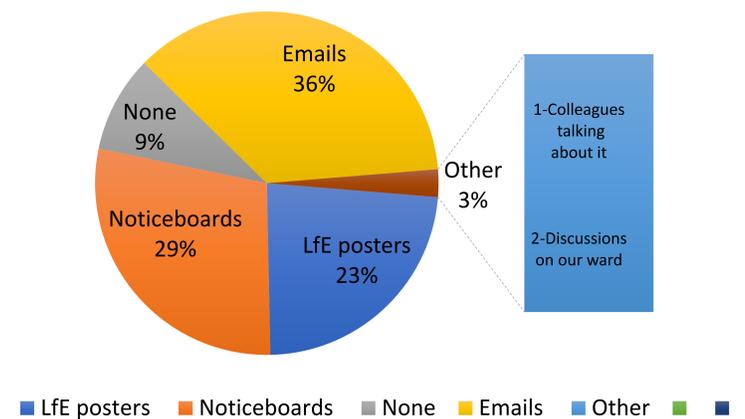
From the nominee survey, the commonest word used to describe how they felt upon receiving a nomination was “valued”.

Have you heard about Learning from Excellence?- Figure 5

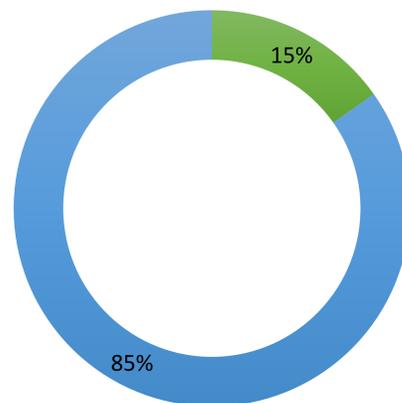


50 people responded to both surveys. The percentage of people who had heard of LfE increased, with 36% mentioning that the emails had helped increase their knowledge the most, as shown in the figure below:

Which one of these did you feel helped increase awareness of Learning from Excellence the most? Figure 6



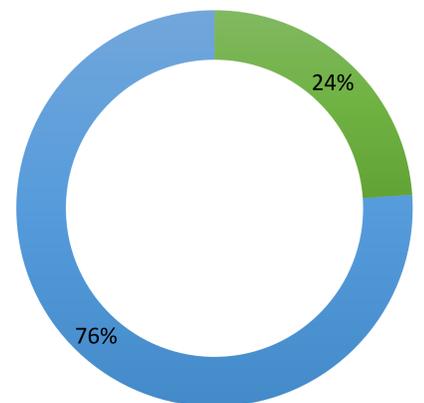
Would you consider nominating somebody for a LfE award in the future?- Figure 7



■ No ■ Yes

In the final survey, 85% of respondents said they would consider nominating someone for an award and 76% said they felt like their knowledge of LfE had increased over the project timeframe.

Do you feel like your knowledge of LfE increased in the past month?- Figure 8



■ No ■ Yes

Conclusion

Awareness of the Learning from Excellence initiative improved and baseline data was obtained to inform further improvements. Although it is apparent that there can be steps taken to improve the project, the majority consensus was that the initiative was useful and welcomed. These positive results will be useful to other institutions looking to implement the scheme. The Learning from Excellence initiative can help share good practice; recognise hard work; discover new ideas; increase staff morale and reduce second victims. Most importantly, in accomplishing these things, patient safety and patient experience benefits.