

# Introducing 'Learning from Excellence' within Gloucestershire Hospitals

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## Background and Introduction

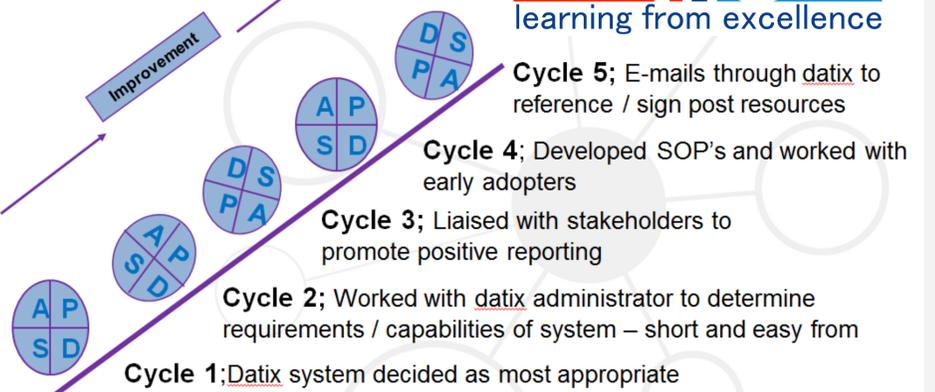
Safety in healthcare has traditionally focused on avoiding harm by learning from error and, whilst excellence is widely prevalent, until recently, there has been no formal process to capture and learn from it. 'Learning from Excellence' (LFE) was introduced in 2014 by Dr Adrian Plunkett as a method to report, learn and share excellent practice. With roots in industry (safety I to safety II - Hollenger et al, 2015), LfE not only provides learning opportunities but can also build upon staff and team morale and resilience through appreciation and recognition of good and excellent work.

## Aim of project / Outcome measure

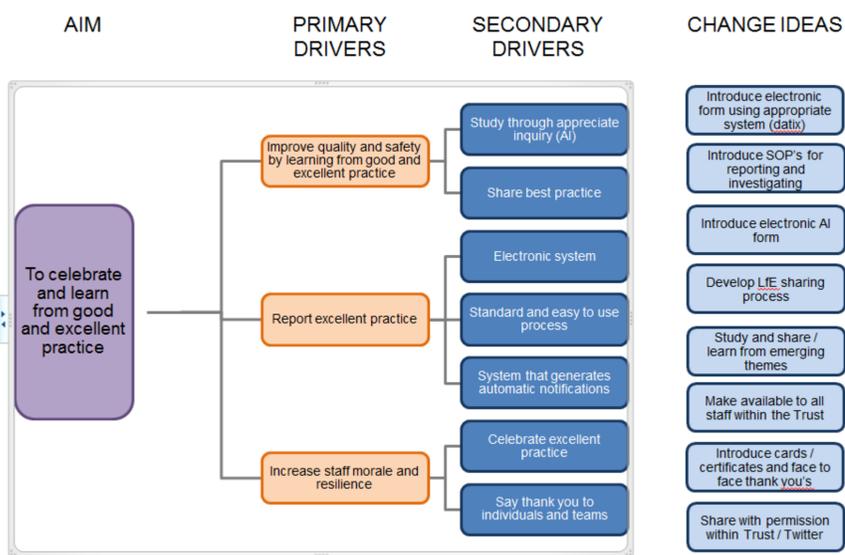
Staff within the Department of Critical Care (DCC) will feel that their excellent work is recognized, shared and used to inform clinical practice



## PDSA Cycles



## Driver Diagram



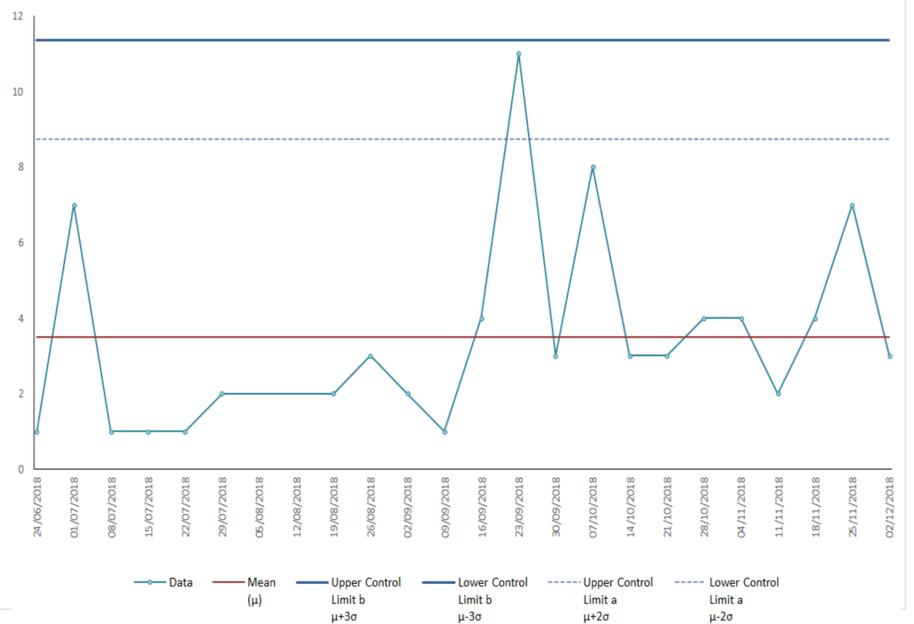
## Next steps;

- Increase number of AI's within DCC and feedback learning to team and wider trust—LfE newsletter
- Further promote and meet with key stakeholders to support investigation / feedback process / Increase social media activity
- Introduce 'You are appreciated' cards for staff and consider LfE patient/relative system / consider amalgamation with other feedback processes

## LfE reports within and outside of DCC



## Learning from Excellence by Week - Trustwide



## Acknowledgements;

- Adrian Plunkett - Intensive Care Consultant, BCH and LfE national lead
- Andrew Seaton - Director of Safety and QI facilitator for LfE
- Leta Beard - Datix Administrator and LfE team member
- Early Adopters of LfE - Critical Care team, Suzie Cro—Deputy Director for Quality and Freedom to Speak Up Guardian, Steve Hams –Director for Quality and Chief Nurse, Josette Jones - Lead for Quality and Governance (W&C division), Liz Bruce - Divisional Chief Nurse for Surgery, Helen Bailly - Clinical Governance and risk