

LEARNING FROM EXCELLENCE (LFE)

WHAT IS LEARNING FROM EXCELLENCE (LFE)

Learning from Excellence (LfE) is a system for reporting episodes of good practice or when things work well. Excellence was first reported at a hospital in Birmingham. It can be thought of as both opposite to and complementary to traditional incident reporting systems but with a simpler form and a different process for handling the reports.



WHY INTRODUCE LFE

There are two main reasons for introducing LfE. Firstly, to show appreciation to staff for their good work and secondly to learn from their excellent practice.

It is important to learn from incidents and near misses reported as they identify areas that can be improved. However, constantly focussing on incidents can be demoralising and it's known that the emotional impact for staff involved in an error can be significant. Some balance is needed to help staff develop their resilience. It is all too easy to forget that lots of excellent work takes place every day; staff tend to accept this and move on. Learning from Excellence is introduced to provide this balance and it enables the organisation to identify when things work well so that more of this happens in the future.



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HOW DO YOU KNOW THAT SOMETHING IS EXCELLENT

Excellence can be difficult to define. Staff work extraordinarily hard every day and there can be a tendency to think that “they are just doing their job” or “they should do that anyway”. But it is this “ordinary excellence” that needs recognising so that gratitude can be shown and shared learning can take place.



WHAT SORT OF THINGS COULD TRIGGER AN LFE REPORT

It may be an individual member of staff who performs a task exceptionally well, goes above and beyond their usual role or does something in an innovative way. It may be an excellent episode of communication with a patient, relative or colleague or an exceptional teaching session. Or it could be an example of excellent team working which might be in an unexpected emergency or just a normal day that went really well. Protocols, guidelines and standard operating procedures guide your work and it is not always easy translating these into practice – every one of your patients is unique and the environment and workload is constantly changing. It is the adaptations made in the face of this variability that is all part of the shared learning.

LfE can also be used as a quality improvement (QI) tool. Ulysses Excellence can be used to improve an aspect of care in an area by asking colleagues to report examples of what is working well. As an example, Ulysses Excellence could be used to report excellent antibiotic prescribing to increase the number of gold-standard antibiotic prescriptions. Giving positive feedback to staff about something they have done that is excellent is also a simple QI intervention in itself.



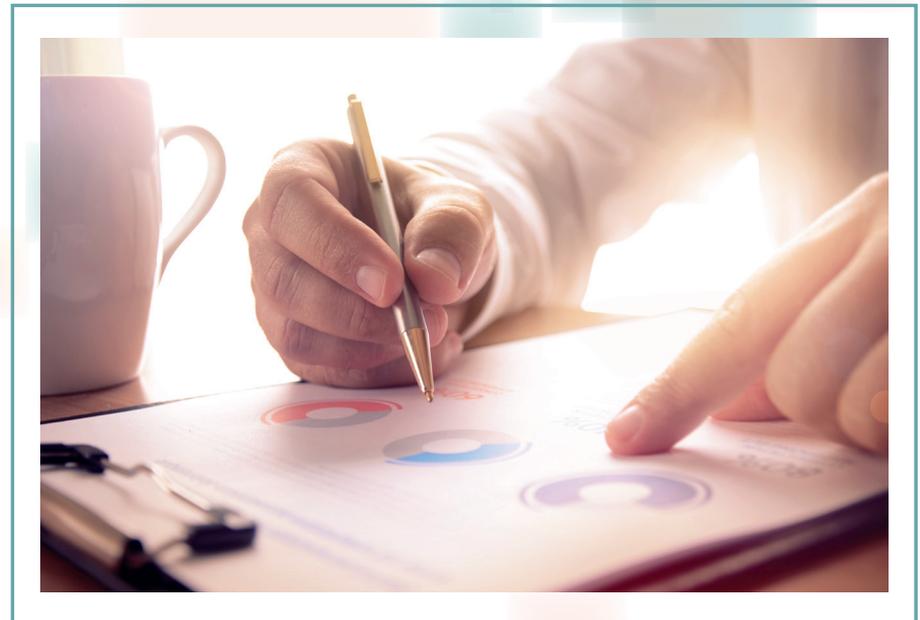
WHAT HAPPENS WHEN THE REPORT IS SUBMITTED

When a report is submitted, a copy of that report is sent by email to either the Patient Safety Team and/or the relevant managers (all part of the Notification Rule process within Ulysses). The staff member that completed the report will receive a thank you notification. This email can include a copy of their report to enable them to use as evidence of reflective practice and giving feedback. Also, the report can be sent to the staff named in the report. The report is not edited and the staff member receiving the report is aware who has given the feedback. The staff member can of course choose to share their reports as they wish, for example by uploading to their portfolio or in appraisals.

The reports can be reviewed by the Organisation to decide how to share the learning.

This could be in one or more of the following ways:

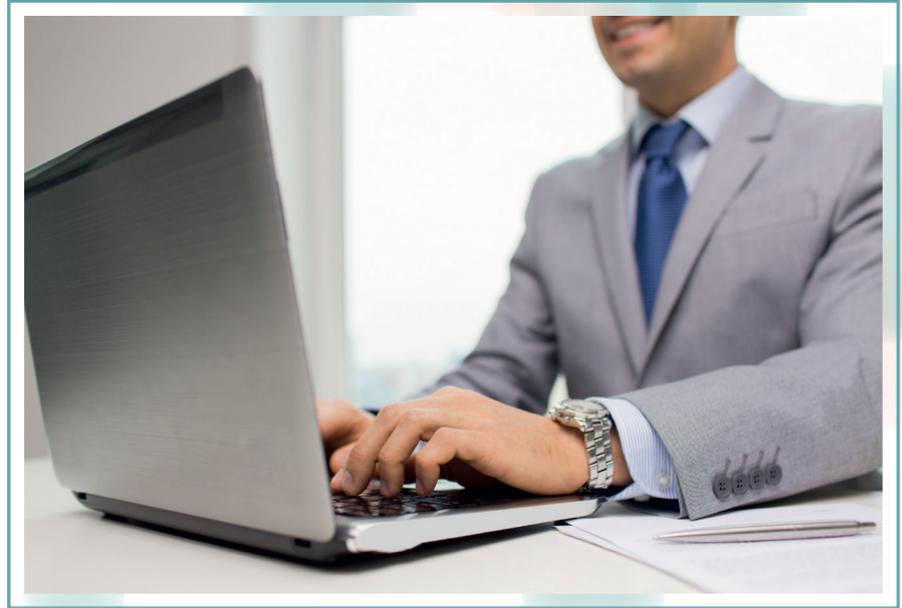
- Anonymous sharing in a bulletin
- Adaptation of the scenario for an education or simulation session
- A mini conversation with the person reported or reporting
- A roundtable meeting with all those involved



HOW DOES THE WHOLE ORGANISATION LEARN FROM THE REPORTS

There are several ways that the organisation can learn from the reports e.g. sharing examples of the reports in bulletins. All reports can be made anonymous before sharing.

Another option is to hold a roundtable meeting to review the episode and think further if that good practice can happen in the future.



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THIS ALL SOUNDS TIME
CONSUMING; WHY
INTRODUCE LFE
REPORTING

Filling in a report won't take long at all and the impact can be really powerful for the person or people reported. Working in the Healthcare industry is often challenging, submitting a report is a way of showing appreciation for colleagues and the good work they are doing. It also enables the organisation to learn from good practice.



EXCELLENCE REPORTING FORM

The excellence information is captured using a form specifically designed for this purpose and this new form can be installed and tailored for your own organisation.

Excellence Reporting

Welcome, Peter Chan (jennyp@ulysses.co.uk)

Excellence reporting in healthcare can create new opportunities for learning, improving resilience and staff morale. Please enter details of the Excellence Event that has occurred.

Details of Person Completing Excellence Form

Surname: Chan
First Name: Peter
Job Title: Post Grad MC Manager
Work Email Address: jennyp@ulysses.co.uk

Describing the Event

Date of Event: 01/03/2018

Describe the excellence and contribution made by staff

Describe what the member of staff did that you feel is praiseworthy

Theme: Going The Extra Mile

Where the Event Happened

Where did the excellence event take place?

Excellence Site: New Town Hospital
Department, Service or other Location: Ward 1
Location Details:

Staff Named in the Excellence

Person Details 1

Staff

Staff Name (Surname/First Name): Paula Low
Surname: Low
Forename: Paula

Was another Staff Member Involved? Yes No

Delete Person

Person Details 2

Staff

Thank you for entering this Excellence Event. Should you have any questions please call XXXXX XXXXX.

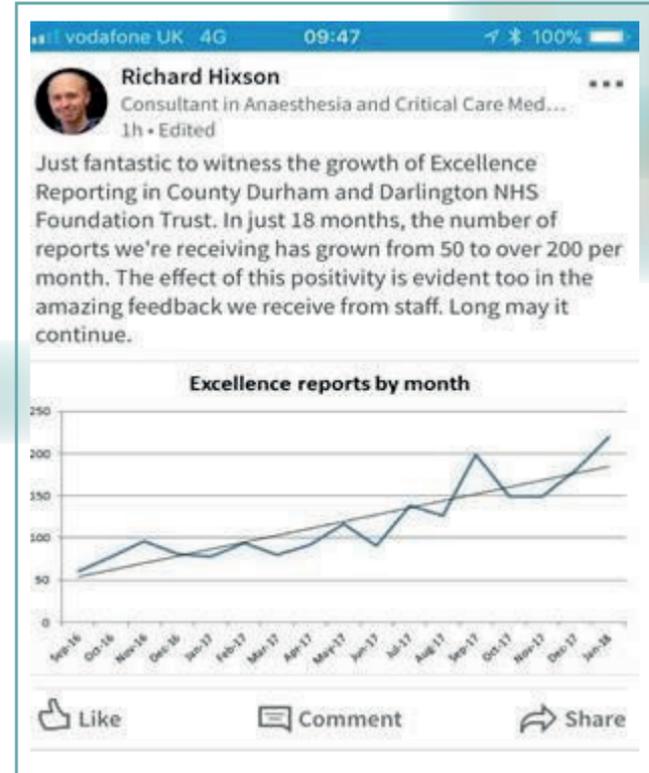
ULYSSES EXCELLENCE AT COUNTY DURHAM & DARLINGTON NHS FOUNDATION TRUST

YouTube

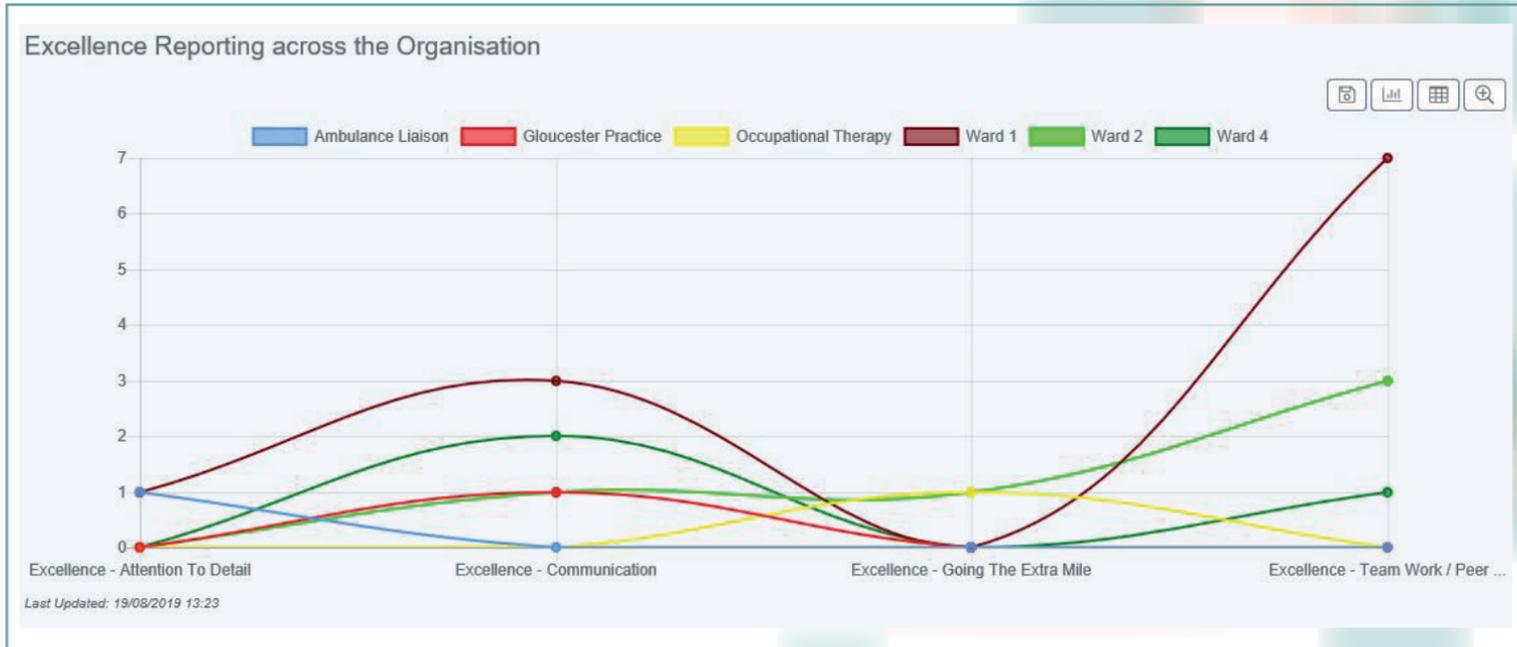
<https://www.youtube.com/watch?v=GBbT0SX9T8A&feature=youtu.be>

Blog

<https://learningfromexcellence.com/blog/>



ULYSSES DASHBOARDS



REPORTS

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Excellence Reported During July

Record No.	Date of Event	Recipient	Person Completing	Details	Themes
		Job Title/Department	Job Title/Department		
835	16/07	G.P. Gloucester Practice	G.P.	Safety in healthcare has traditionally focused on avoiding harm by learning from error. This approach may miss opportunities to learn from excellent practice. Excellence in healthcare is highly prevalent however we tend to regard excellence as something to gratefully accept, rather than something to study and understand.	Excellence - Communication
836	25/07	Midwife Ward 4	Charge Nurse Ward 4	The NHS safety culture predominantly focuses on negative events with staff being encouraged to report incidents via online tools such as IR1 or Ulysses. Obligations in relation to a formal duty of candour further perpetuate a culture based around reporting negative outcomes. While it is vital to learn from errors in healthcare having this as the sole focus results in unintended consequences that positive performance is not recognised and transfer of good practice is delayed.	Excellence - Team Work / Peer Support

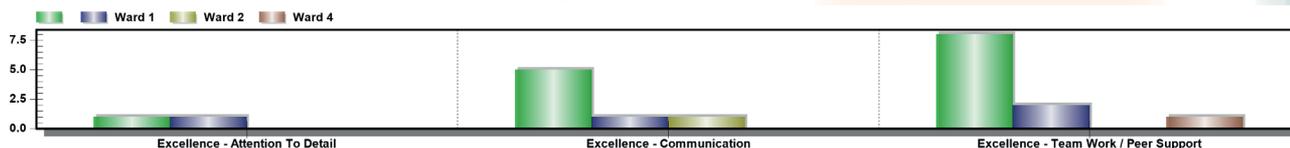
REPORTS

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Excellence Reported in the last 12 Months												
Department Reporting	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
No Department	0	0	0	11	0	0	1	1	0	0	0	1
Accident And Emergency	0	0	0	0	0	0	0	1	0	0	0	0
Ward 1	0	0	0	3	0	0	1	0	0	1	0	0
Ward 2	0	0	0	1	0	0	0	0	0	0	0	0
Ward 4	0	0	0	0	0	0	0	0	0	0	0	1
Total	0	0	0	15	0	0	2	2	0	1	0	2

Top 3 Themes By Department Reporting Excellence



Top 3 Themes By Division Reporting Excellence

