

# Learning from Excellence the MKUH Way



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## Patient Safety



## What went so wrong?



## Adverse incidents are the minority of healthcare interactions



Figure 1: The imbalance between things that go right and things that go wrong

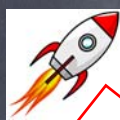
Trying to understand **safety** by only looking at **incidents** is like trying to understand **sharks** by only looking at **shark attacks**

*Attributed to Bob Wears*

## What went so right?

**We do need to understand what went wrong but this needs to be in the context of what is going right .....**

## GREATix in MKUH



Launch Oct 2017

ED May 2018



452 reports

42 ED



Learning  
Right-Cause analysis

## GREATix in ED



42 GREATix ED Reports



## Learning Themes

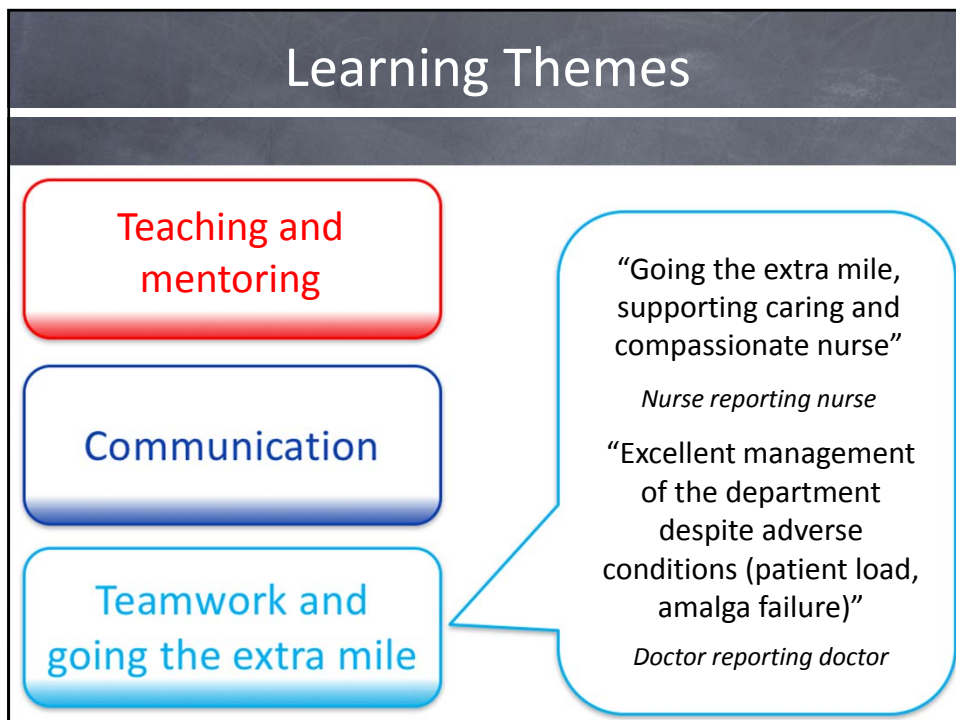
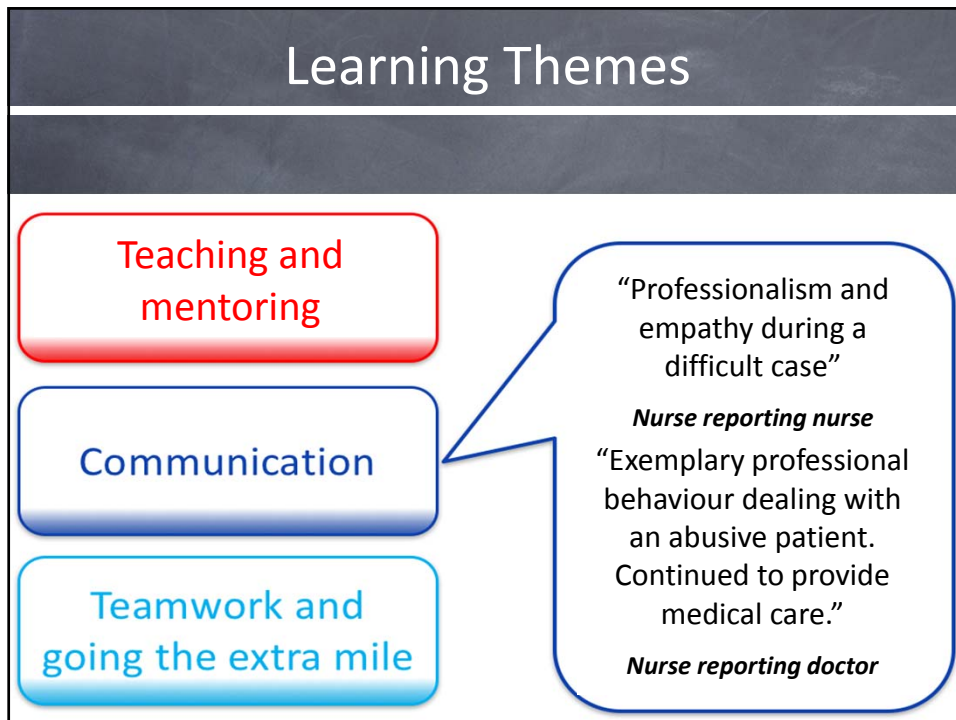
Teaching and mentoring

Communication

Teamwork and going the extra mile

“An excellent role model, demonstrating high standards of care”

*Nurse reporting doctor*



“...during a busy shift ... took the time to communicate with family with compassion and kindness... the family was comforted and reassured. Empathy, kindness, extremely supportive towards the whole family.”

**Just nice? So what?**

**Appreciation improves motivation and can lead to culture changes**

Where is the learning?



## Looking at the ED data



- People who receive multiple GREATix
- Look at cases reported by multiple staff
  - Burns patient
  - difficult paediatric case
- What does going the extra mile in ED mean?

## Appreciative Inquiry

- Departmental Champions
- Learning how to inquire
- Putting it into action

*“it seems the key factor that supported the team was the clarity and composure of the clinical leadership provided by the Consultant Anaesthetist with the Consultant Obstetrician”*



## What can you do?

- Language changes
- Reflect on cases that went well and tell each other – submit a greatix
- Join the with regional teams **TREX**
  - Above and Beyond in Reading
  - Excellence in Bucks
  - Start-up your LFE journey



Emergency Medicine is

**GREATix**