

# A Simple Cost-Free Initiative to Promote a Culture of Excellence, Quality Improvement and Patient Safety



Natalie Bee, Harriet Coleman, Fiona Osborne, Sonia Joseph, Mairi Stark  
Royal Hospital for Children, Edinburgh



## Introduction

**Setting:** a large paediatric hospital with a high level of clinical acuity providing both tertiary and quaternary care.

**Challenge:** the impact of shift based working, transitional staffing groups and high service demand on longitudinal team learning.

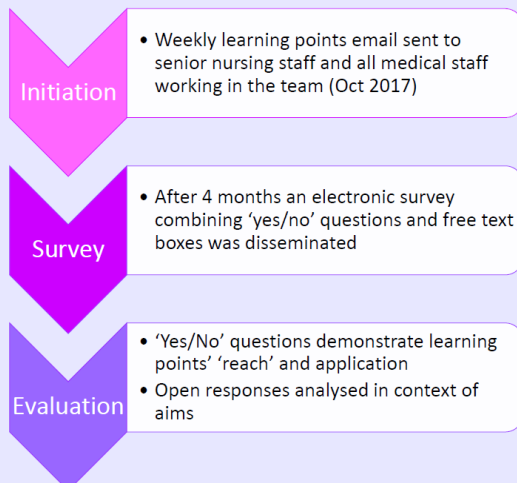
**Solution:** a simple cost-free initiative to enhance team learning and promote a culture of excellence, patient safety and quality improvement.

*Quote of the week:*  
"Don't aspire to be the best on the team.  
Aspire to be the best **FOR** the team."

## Aims

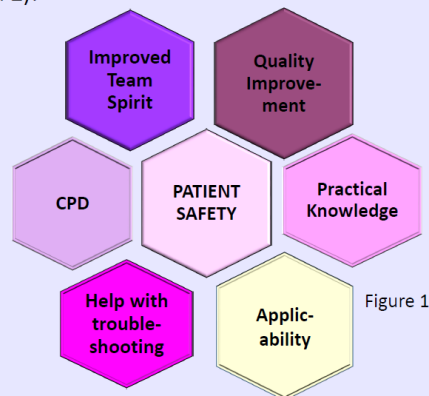
- Inspire team learning and reinforce team working.
- Promote evidence-based practice.
- Promote a culture of quality improvement and patient safety, highlighting local and national initiatives applicable to our daily work.

## Methods



## Results

- Overall there were 17 respondents out of 24 (response rate 70%).
- Some questionnaires were partially completed.
- 16 out of 17 read the learning points in a typical week, and 14 out of 14 would recommend reading them to a colleague.
- 13 out of 14 had changed their clinical practice based on the learning points.
- Themes identified amongst open question responses indicated key benefits including (figures 1 and 2):



## In your opinion, what are the key benefits of the learning points?

"Platform to share audit/quality improvement work"

"reinforcement of facts needing special attention; positive learning from mistakes"

"Each week there is some nugget of information that I didn't know"

Figure 2

## Conclusion

- For our department, weekly learning point emails were successful in facilitating changes in practice to promote patient safety and quality improvement.
- This is a simple **cost-free** initiative which can be applied to any department to create positive change.