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

- **Initiation**
  • Weekly learning points email sent to senior nursing staff and all medical staff working in the team (Oct 2017)

- **Survey**
  • After 4 months an electronic survey combining ‘yes/no’ questions and free text boxes was disseminated

- **Evaluation**
  • ‘Yes/No’ questions demonstrate learning points ‘reach’ and application
  • Open responses analysed in context of aims

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”

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.