



## Learning from Excellence initiative at CCDHB

Briar Coleman & Anne Pedersen

ACE team members in absentia: Dr Jay Amaranathan & Caroline Leaf



- Safety in healthcare has traditionally focused on avoiding harm by learning from error
- This approach may miss opportunities to learn from excellent practice

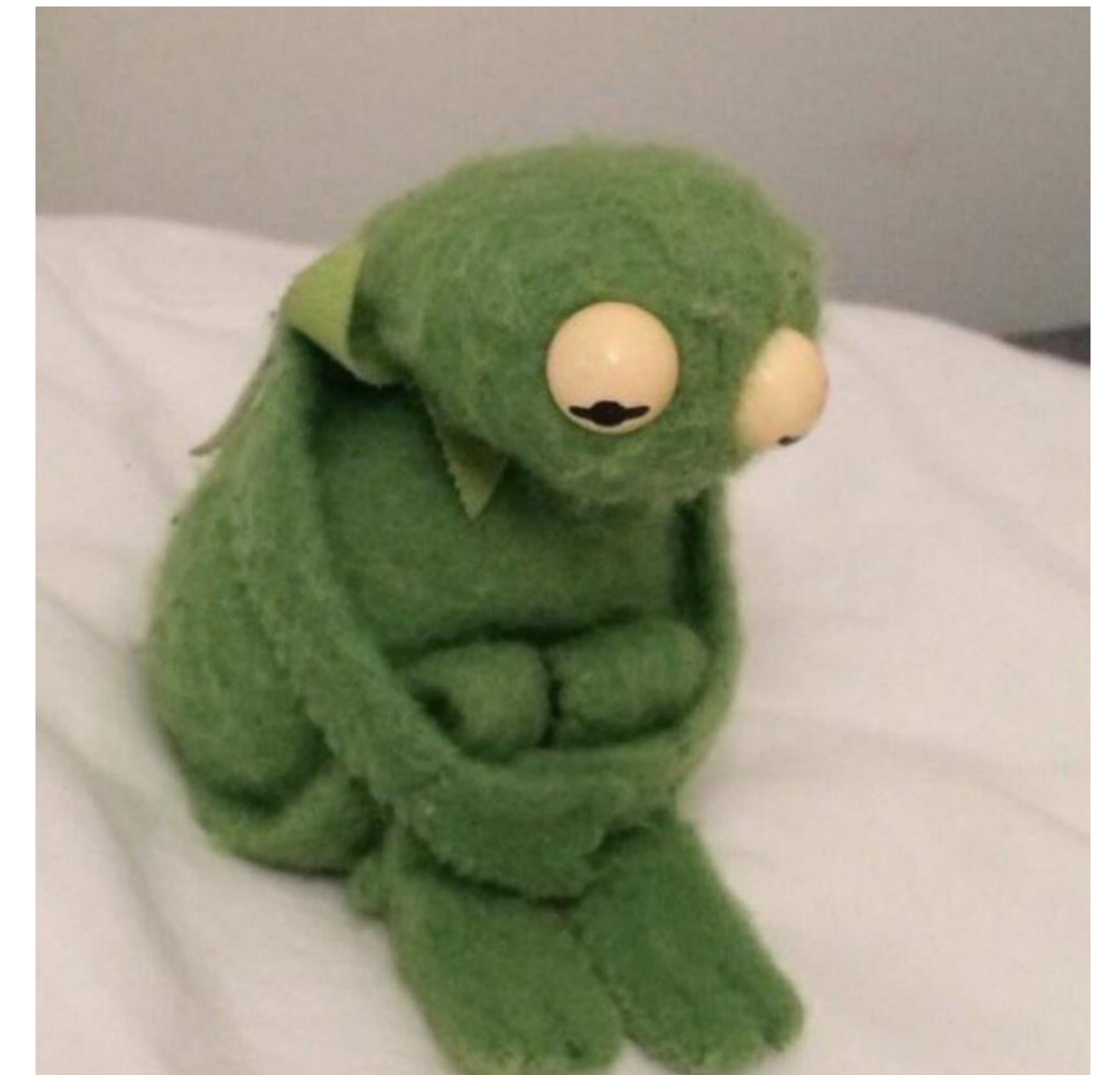




- Excellence in healthcare is highly prevalent, but there is no formal system to capture it
- We tend to regard excellence as something to gratefully accept, rather than something to study and understand



- Our preoccupation with avoiding error and harm in healthcare can result in the rise of rules and rigidity, which can sometimes create a negative climate.
- Studying excellence in healthcare can create new opportunities for learning, and improve resilience and staff morale.





# ACE AWARDS

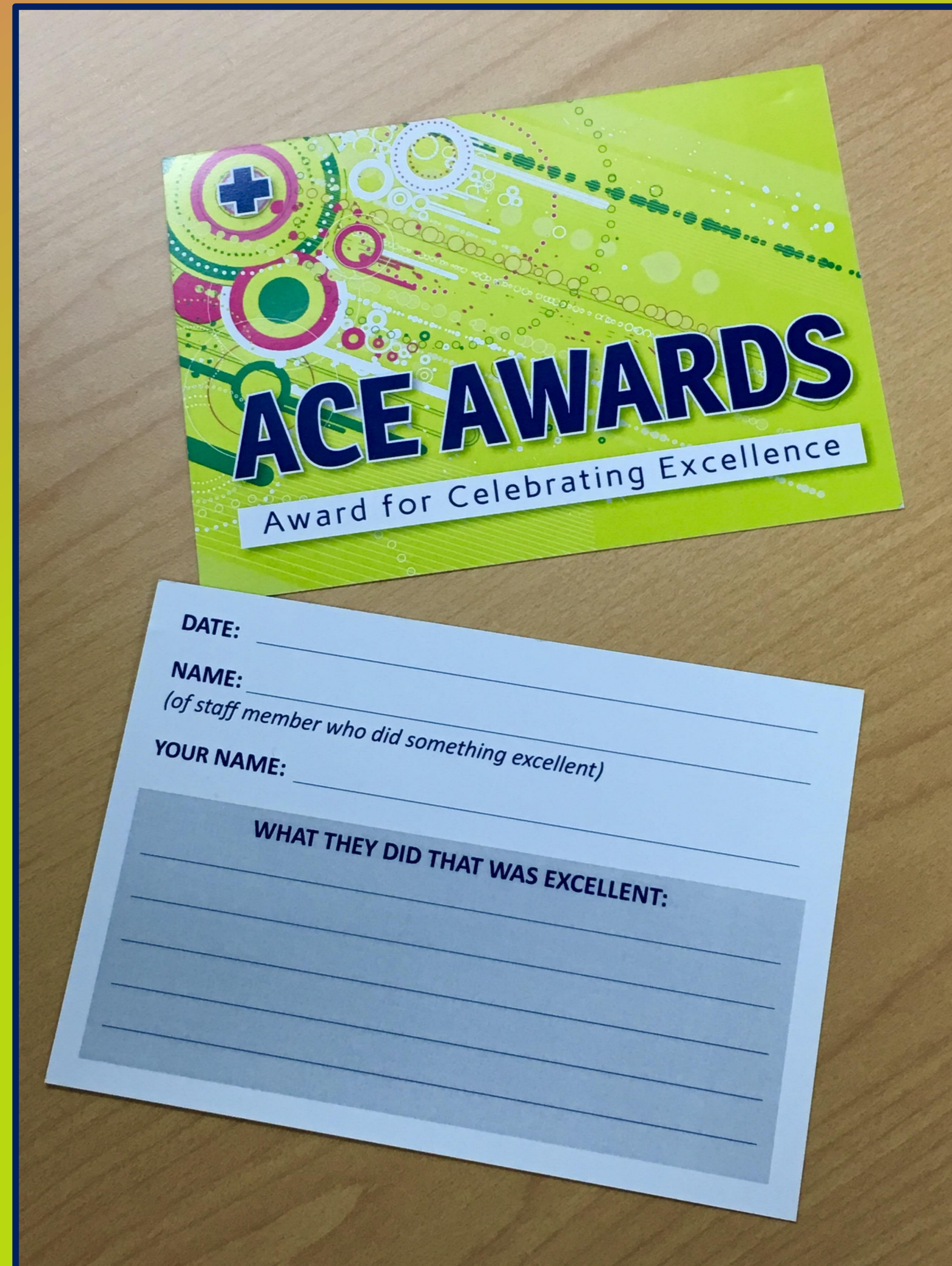
Award for Celebrating Excellence

# Step 2: Report

Who achieved excellence?

What did they do that was excellent?

Who made the nomination?



# Step 3: Feedback



# Step 4: Share

- Professional Excellence
- Angus MacGyver Award for Problem Solving
- The Yoda Award for Mentorship/Teaching/Support
- Excellence in Contribution to Project X
- Daenerys Targaryen Award for Firm but Fair Leadership
- The Korg from Thor Award for Positivity in the Face of Unrelenting Reality
- S Pool Tannoy Voice Award for Excellence in Being Goodly at Communication Well



# ACE AWARDS

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### Professional Excellence

Marnela Pasamba. So quick to identify shockable rhythm and deliver shock to patient who arrested in the waiting room. Very calm and saved the patients life.

John Lee (physio). Saw and discharged a man with new acute back pain..improved pain, mobility and [outlook] in a single review.

Emma Van der Maas - assisting with paediatric IV line.. built rapport with 3 year old..superb distraction and reassurance... mad eth job fun, painless, smooth. Had the equipment to secure line/splint all set up!

### Angus McGyver Award for Problem Solving

Alic Beaney. Whānau centred care for elderly patient whose goals of care were to avoid intervention/admission - shared decision making with family ensured patients wishes were respected.

Alice Rogan - Advocated for early recognised patient with recent relapse would benefit from urgent/early intervention.

Jonny R, Zac S, Andy C, Craig W - compassionate care to support patient and family through dying process. Gentle, low distress extubation in the ED when no ICU bed available.

### The Yoda Award for Mentorship/Teaching/Support

Reinier Krog - as usual for taking time to explain and teach passionately.

Jonny R - got us coffee on weekend shift

Felix - for standing up for staff, going like a machine and being a star - thanks, it is noticed.

Michelle S (2/12/17) .. great job looking after staff and managing the department. Your work is noticed!

### Excellence in Contribution to Project X

ED Team 4/12/17 pm - 99 patients between 1300-2100, everyone worked well as a team...got breaks...managed acute sick patients...finished the shift with style..

Kirsty Morrison - 1st day alone at triage.108 presentations 1300-2300. triaged efficiently & just kept going...did well under enormous pressure.

Rich + Georgie C - exceptional teamwork in MCZ..large numbers of patients + supported each other/other caring for them.

### Daenyrys Targaryen Award for Firm but Fair Leadership

Tony (Orderly).. handled unpredictable patient single handedly. [someone could have been hurt]..if not for Tony's skilled intervention.

Craig J ACNM + Michelle S (PFC) - great shift..work well together..seamless even though it was busy felt it was under control.

### The Korg from Thor Award for Positivity in the Face of Unrelenting Reality

Trent - 1st ever ED shift faced with challenging patient with acute on chronic back pain. Appropriate workup, treatment and when this failed referral to admitting service.

Eleanor (HCA) - always keen to help, very caring, great rapport with mental health patients

### S Pool Tannoy Voice Award for Excellence in Being Goodly at Communication Well

Laura H - patient feedback "outstanding treatment" "caring and informative" "made us feel we were...focus of attention". "Took time to answer our questions"

Craig W - open to discuss patient care with RNs!

## ACE AWARDS

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### Professional Excellence

Tony (Security Orderly) - ..down to each conversation while watching patient with intermittent aggressive behavior... really helped.

Jas, Reinier, Bridget - early recognition of life threatening HAGMA (high anion gap metabolic acidosis) in patient with initially normal vitals/non-concerning triage. High quality care including "resuscitate before you intubate" to avoid decompensation.

Alex K - excellent 1:1 care of very unwell 20 month old with bronchiolitis. (and for the mum as well)

Edorne (cleaner) - friendly and hard working, goes the extra mile with the standard of her work.

### Excellence in Contribution to Project X

Rebecca - Fantastic job floating, managing multiple patients and still smiling.

28/2-1/3 Nights Team - outstanding performance during heavy workload, complex patients and tons of mental health presentations. (Special mention to Richard C and Pia)

Grace, Theresa, Phinle, Julie F, Vic L, Anna, Llanell, Nigel - 46 patients over night, high acuity code 1s, stand-by for a mass casualty. Everyone remained calm, managed their patient load on very difficult night.

### Daenyrys Targaryen Award for Firm but Fair Leadership

Alan B - steering the ship steadily over the weekend despite very busy, high acuity. Cool, calm and collected and remained approachable!

Caroline - keeping it together on a very busy shift ensuring everyone had breaths and patient got good nursing care.

Jodie - helping staff even though busy and doing a great job in charge.

### The Korg from Thor Award for Positivity in the Face of Unrelenting Reality

Pia - worked PFC and float on nights. Getting on with jobs, diligent, hard working, no fuss.

### Angus McGyver Award for Problem Solving

Tessy - expert knowledge and attention to detail. Particularly in resus and with paed. Helped trouble-shoot with sick child and picked up a dose error that was corrected without harm to the patient.

Llanell - filled PFC role on busy night shift.

Lauren - Triage, floating and working up corridor patients on busy bed-blocked night shift. Never stopped all night!

### Patient Centred Care

Tony (Security Orderly) - entertained very scared 3 year old who's mummy delivered a baby in ED..calming influence on her while we attended to her son.

Zac - got Lazy-Boy chair for patient with Down syndrome which calmed him and made IV line easy.

Brittany - Expert 1:1 nursing for deteriorating 13 yr old in ED for Britts whole shift. Advocated for patient reviews and escalation (all while in pain herself!)

Mary - awesome bedside manner..inserted difficult IV whilst orientating to resus..appreciated by patient and family.

Mike + Sam (Security Orderly) - patience, professionalism and respectful treatment of patient throughout 7 hour security watch

### S Pool Tannoy Voice Award for Excellence in Being Goodly at Communication Well

Carolyn (HCA) - excellent communication and calming presence with mental health patient she was watching. We can always rely on Carolyn to do a great job with her watches.





The ACE award team and some of the winners so far



# ED STAFF SHINE IN LEARNING FROM EXCELLENCE PROJECT



# ACE AWARDS

Award for Celebrating Excellence

AWARDED TO

TONY LANE

**Certificate awarded for Professional Excellence**

For providing excellent patient education; for compassionate care for a dying patient delivered with the highest level of care and dignity. For also providing excellent family support. Thank you.

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January 2018



*“Patient seen by EMS with stroke symptoms said to have resolved, [name] picked up subtle signs and discussed her urgent concerns. Led to stroke fast-track and thrombolysis.”*

*“[Name] was removing maggots from a patient’s wound like a champ after the primary RN had to stand back.”*

*“Ultimate team-work helped me through a truly phenomenal bowel-motion-commode disaster. I will be forever grateful. 10/10”*



*“[Name] says he does not like triage but was doing a fantastic job against the odds (and there were many) – thanks for hanging in there.”*

*“Always friendly and approachable, went above and beyond to help staff on a busy shift. You’re amazing!”*

# Step 5: Amplify

- Explore – measure baseline practice
- Engage – design QI delivery plan
- Enhance – teach and share the learning
- Evaluate – celebrate, re-design and re-deliver

## Key Lessons from November ACE.

Traumatic/Hypovolaemic Peri-arrest.

The team did such a good job resuscitating this patient that they went from peri-arrest to "too well to be admitted to the hospital". An ACLS (chest compressions, defib etc) wouldn't have benefited this patient, instead the team focused on fixing the underlying cause by prioritizing C over A and B - getting IO access and filling the patient back up with blood. This sort of problem-solving approach may be further facilitated by the nurse-led resus approach Patrick will be working on in the next 6 months.

40+ Nominations for ACE in the first 3 weeks! Clearly nominations are just the tip of the iceberg of the good work consistently going on in this department - keep them coming.

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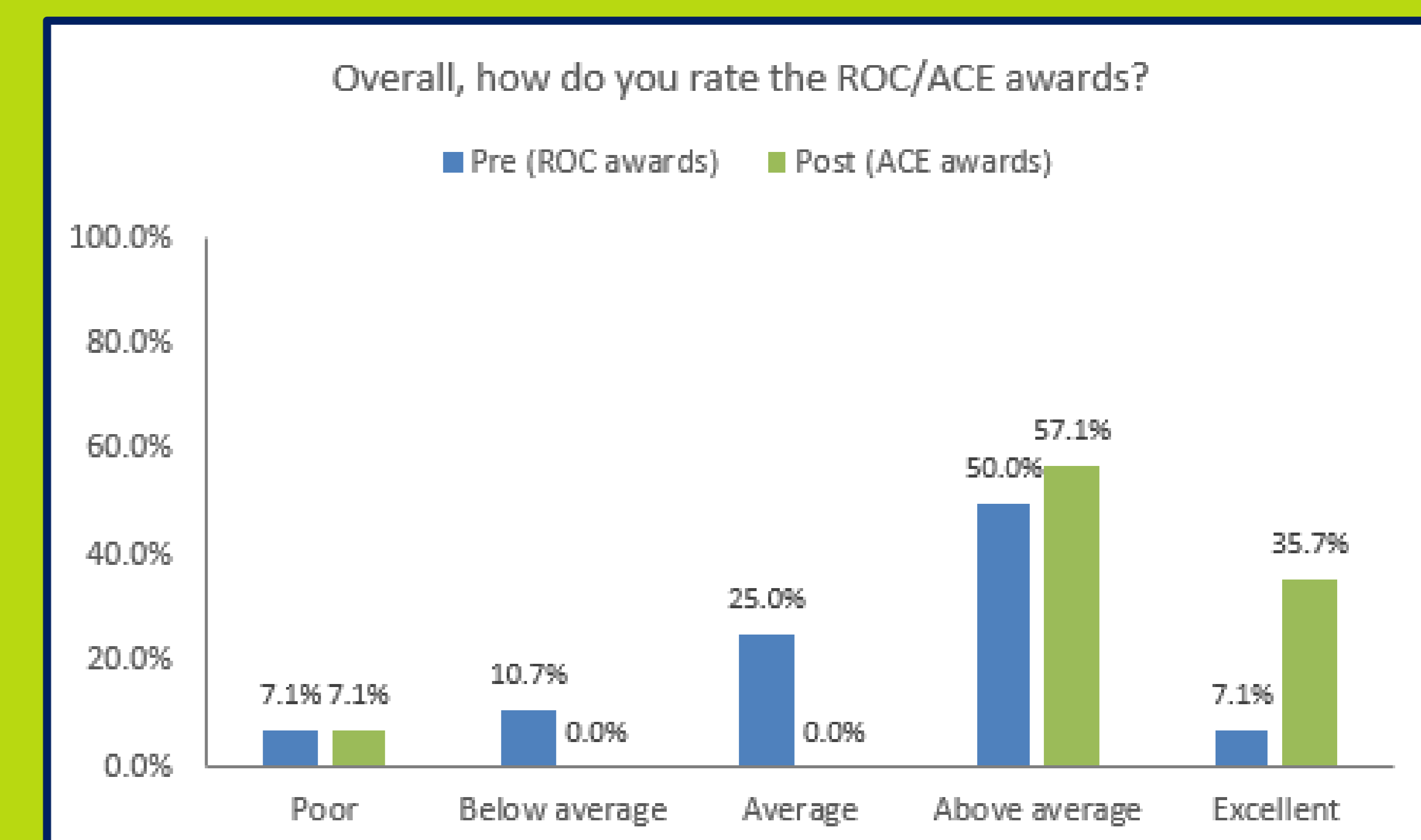
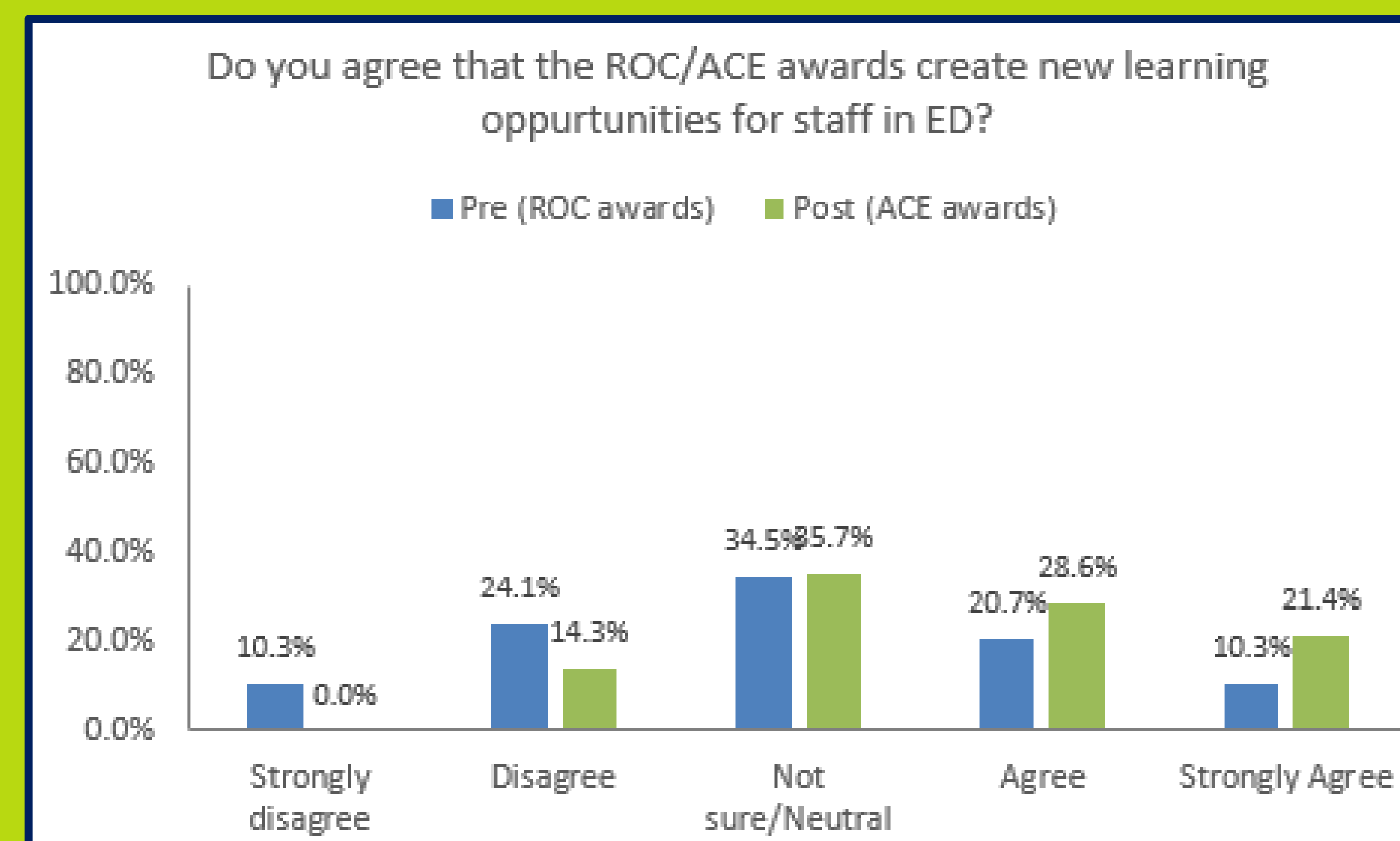
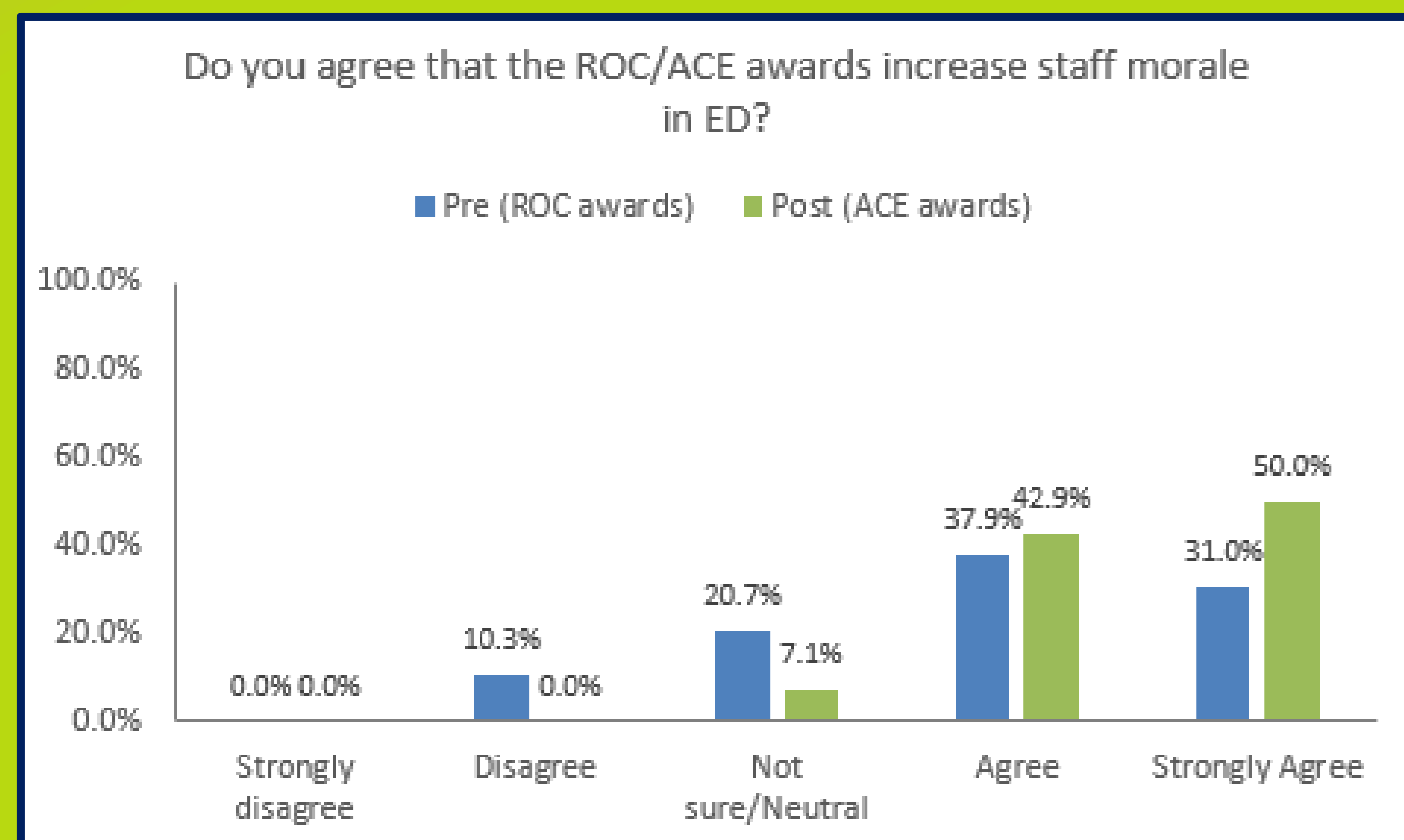


# Findings/Results

*“Likely to increase patient safety through learning from excellent practice”*

*“Celebrates good practice instead of highlighting faults”*

*“Great for morale, team resilience and bonding”*

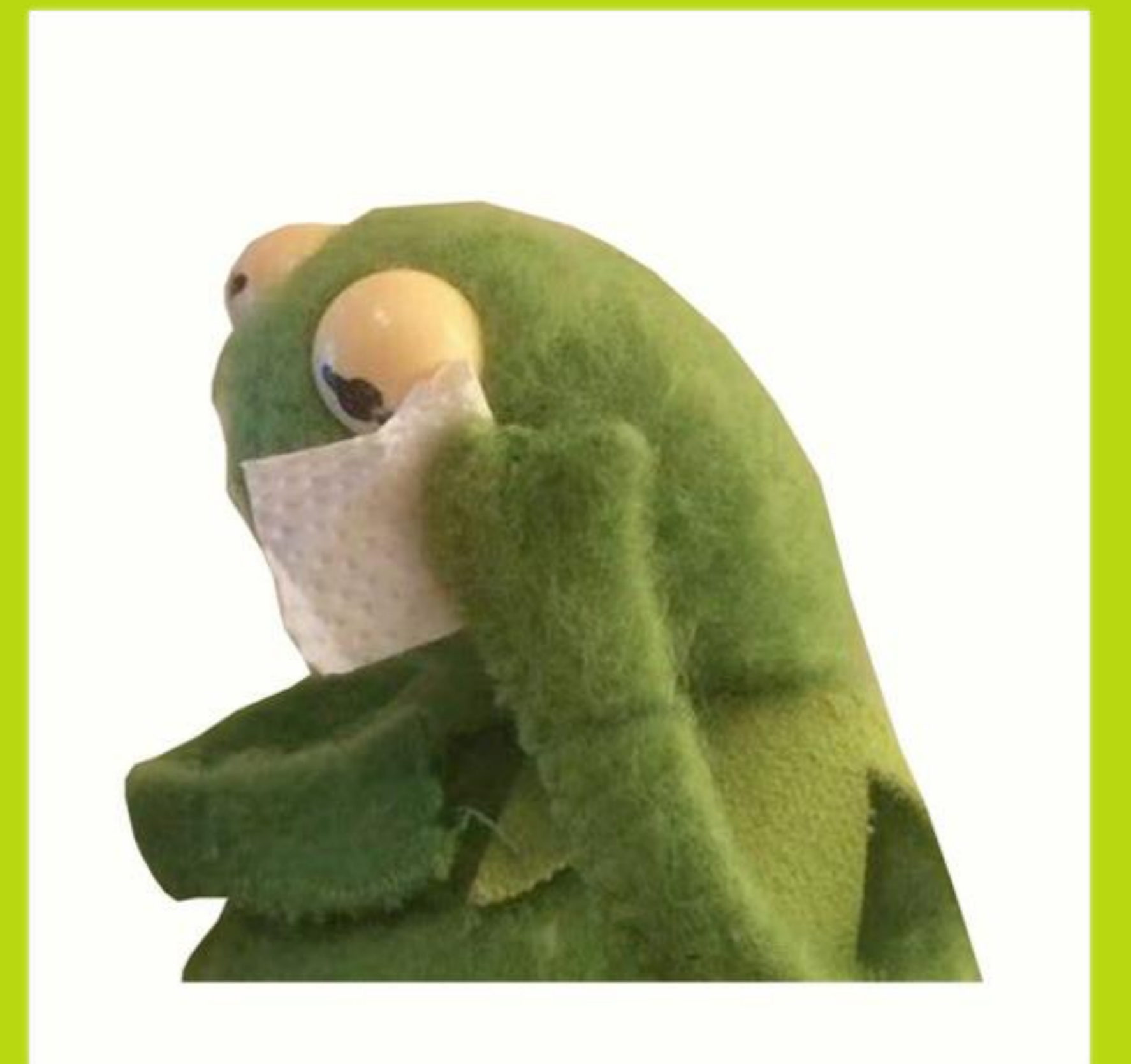


evaluate valued appreciate  
co-design winners project  
team-work celebrate  
support  
feedback  
healthcare positivity  
enhance  
well-being learning success  
share opportunities quality  
develop  
awards safety patients  
excellence thanks resilience  
contribute morale proactive  
motivate improve collaborate engaged  
nominate initiative  
innovation

# ACE trolls – it wasn't all positive

*“Some of the nominations are nonsense, and at the end of the day - aren't we all essentially doing our jobs - do we really need to be patted on the back?”*

*“I thought ACE had pretty much fallen over in ED”*



# Step 6: Nurture

- Shared our project with the wider organisation, and ED continues to work with the Quality Improvement & Patient Safety, and Organisation Development teams in developing ACE to its full potential

## One Year On....

*“It’s always so encouraging to read about the moments of brilliance, staff going above & beyond, good catches, service with a smile, teamwork and excellence in clinical practice. This is ‘what we do, day in & day out’ and of course it’s what we are paid for... but it’s wonderful to stop and appreciate each other & celebrate our department and the amazing work that we do!”*

Caroline Leaf, ACNM (2018)

# Where to Next

- RN checklist in ED, fast-tracking to Cath Lab
- Feb 2019, ED extending ACE awards into their Observation Unit
- Early-Mid 2019, electronic reporting system
- Mid-Late 2019, roll out to other wards
- CCDHB's 'People Strategy' - included in this is a work-stream based on Learning from Excellence called *Speaking Up For Success*

*“Saying ‘thank you’ or ‘well done’ might be the simplest quality improvement intervention of all.”*



*“There is only a certain amount of motivation that can be done with a stick.”*

Dr Emma Plunkett

# Thank You

[www.learningfromexcellence.com](http://www.learningfromexcellence.com)

