

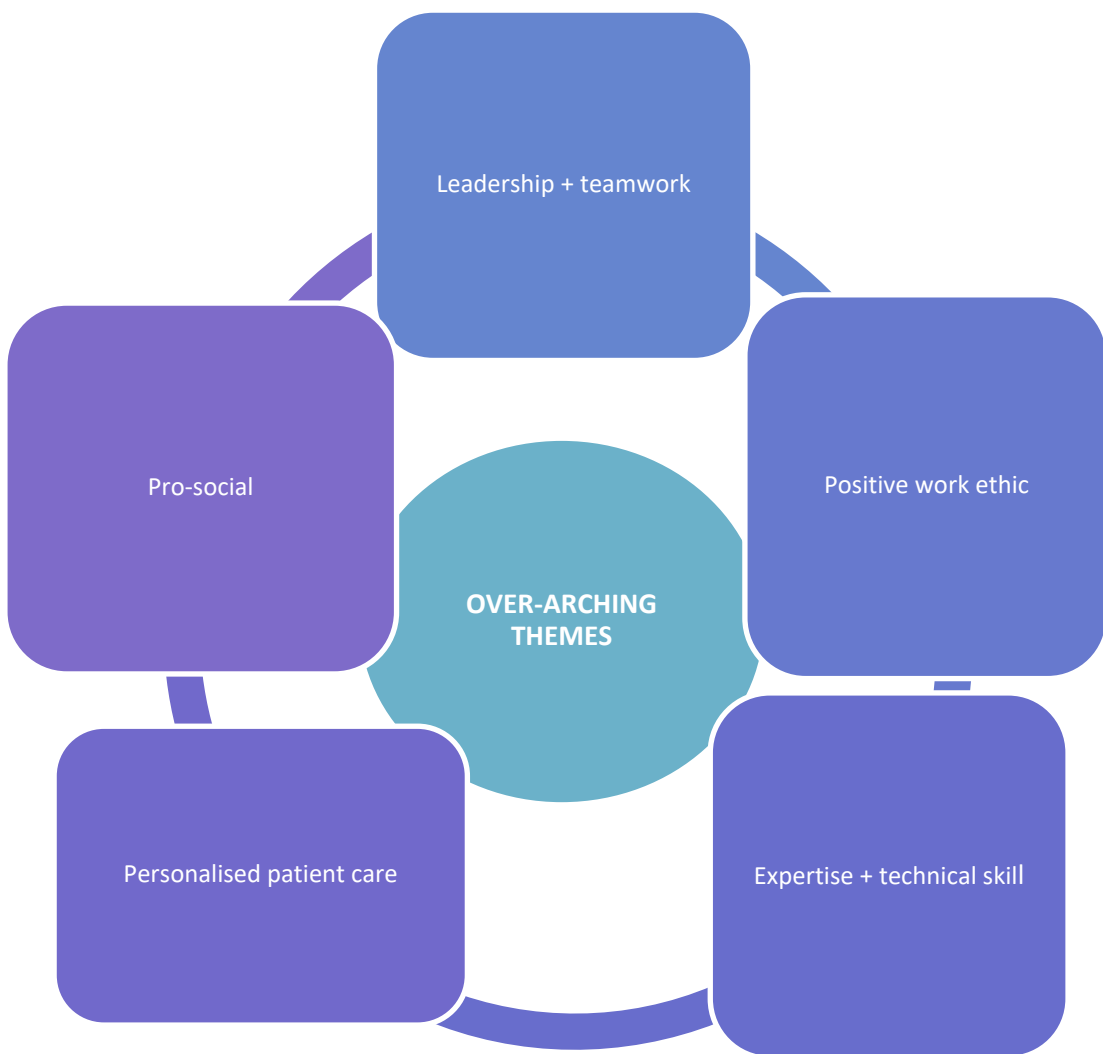
‘Learning from Excellence’ (LfE) is a philosophy + practice which aims to capture positive occurrences in healthcare so that successful “work as done” can be studied and shared. This enables reinforcement of positive practices, improve staff morale + wellbeing + optimise the conditions which allow excellence in healthcare to flourish

Aims of the study: To derive a global taxonomy of staff-reported excellence from two NHS Trusts; and to identify over-arching themes of excellence. Enabling us to better understand what NHS-staff deem excellence in Healthcare + therefore, how it can be replicated

Methods: Qualitative analysis of 400 LfE reports was undertaken by two separate NHS Trusts + were analysed in 4 phases:

1. Derivation of taxonomy of excellence in a single site (UHP), conducted by the UHP team.
2. Independent coding of contemporaneous sample of excellence reports from each site - 200 from each site, were coded independently + then compared with UHP taxonomy.
3. Refinement of taxonomy of excellence following comparison of codes between sites from phase 2.
4. Derivation of over-arching themes arising from the taxonomy

Five Over-arching themes were identified.....



Implications:
Potential applications of this data include service design, education and staff-led quality improvement projects.
Organisational support and recognition of this type of work, sends a strong message of staff support and an aspiration to deliver excellence in care, not just avoid failure. This has huge potential to positively influence culture, staff engagement and morale.



Results: Over-arching themes + theme examples

Pro-social: <ul style="list-style-type: none"> - Peer support - Humour - Above + beyond - Compassion 	Positive work ethic: <ul style="list-style-type: none"> - Dedication - Hard work - Initiative - No fuss
Expertise + Technical skill: <ul style="list-style-type: none"> - Calm under pressure - Clinical expertise - Education 	Personalised Patient Care: <ul style="list-style-type: none"> - Patient support - Listening - Giving time
Leadership + Teamwork: <ul style="list-style-type: none"> - Resilience - Communication - Conflict resolution - Adaptability 	



Findings:
This study has revealed that five over-arching themes incorporate the behaviours, actions and processes that are recognised by frontline staff as exemplary in the delivery of healthcare. This taps into a previous un-accessed resource of staff-generated appreciative perceptions of what goes well in modern-day healthcare and is designed to complement the current deficit-based system.

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