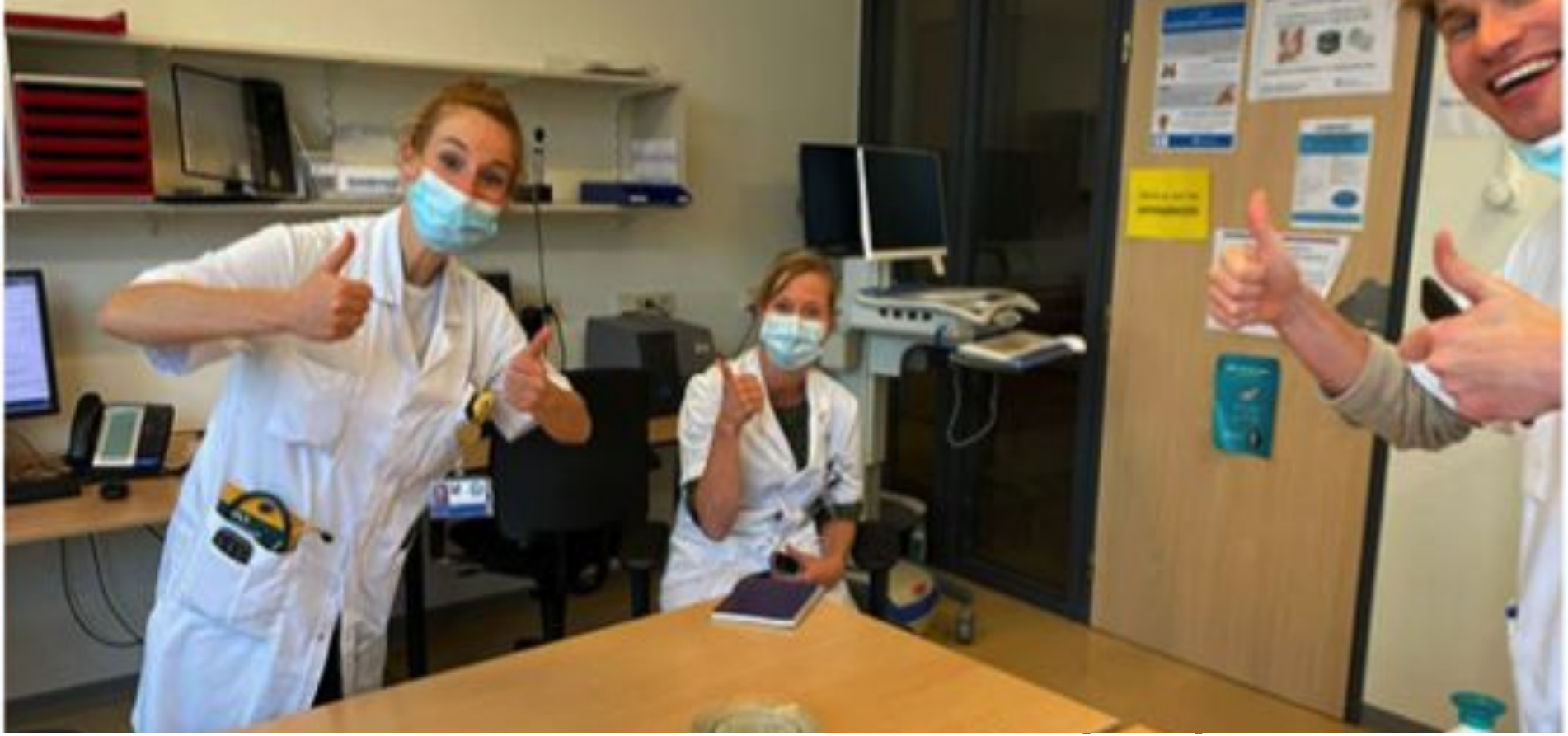

Experiences with 'learning from excellence' in a tertiary pediatric centre

21st june 2022 I Marije Smits

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Disclosure

No conflicts of interest to disclose

This is an experience based story

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UMC Utrecht

PIP
Positief incident in Patiëntenzorg

LEADING DOCTORS

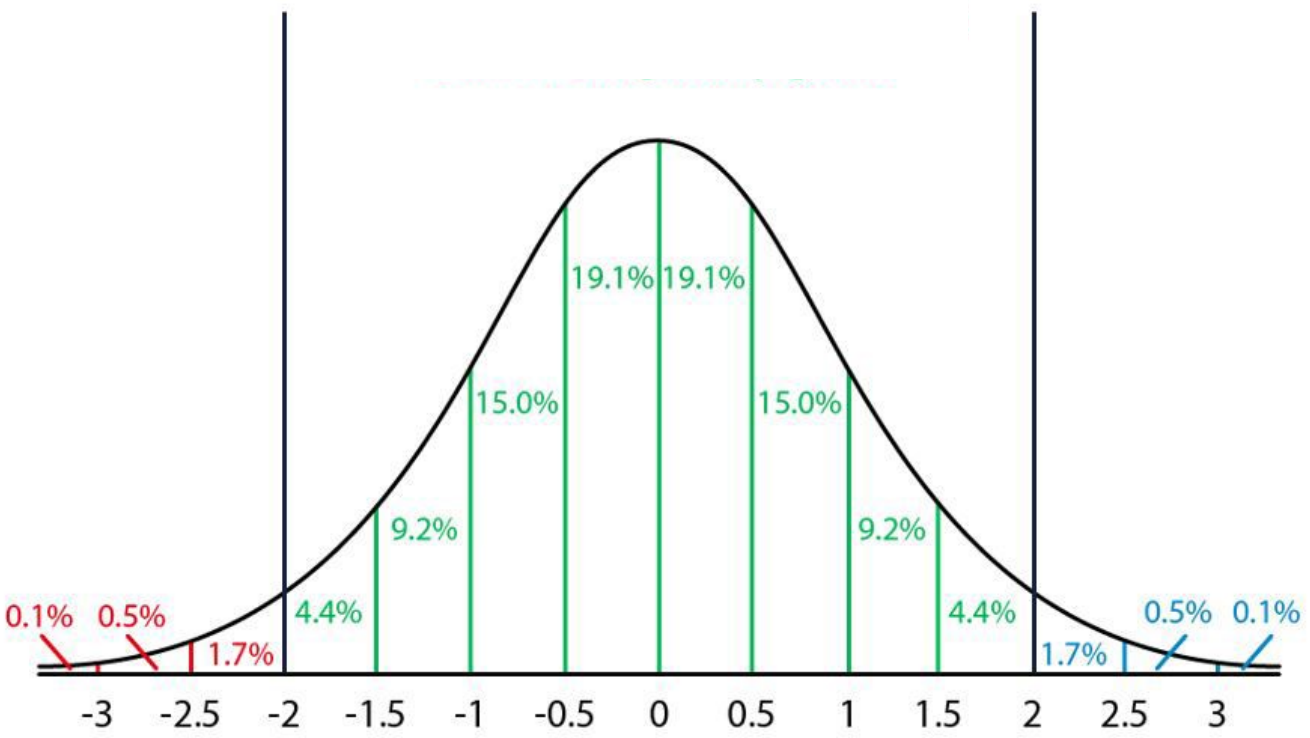
The last time something at your work went well beyond expectation

Why?

Contents

1. Background
2. The start and implementation
3. PIP in practice

Background



Complications errors

Planned outcomes

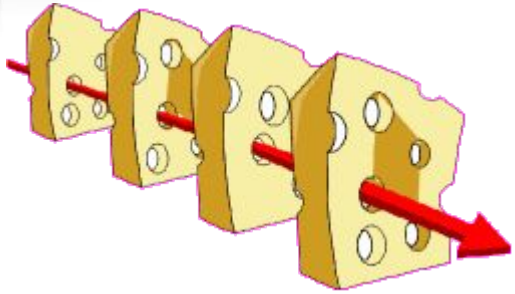
Positive surprises

Models in health care

Simple linear, root causes

(Heinrich's model 1931)

Sequential

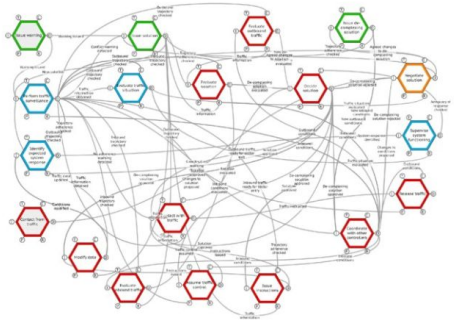


Complex linear model,

active en latent causes

(James Reason 1990)

Epidemiologic



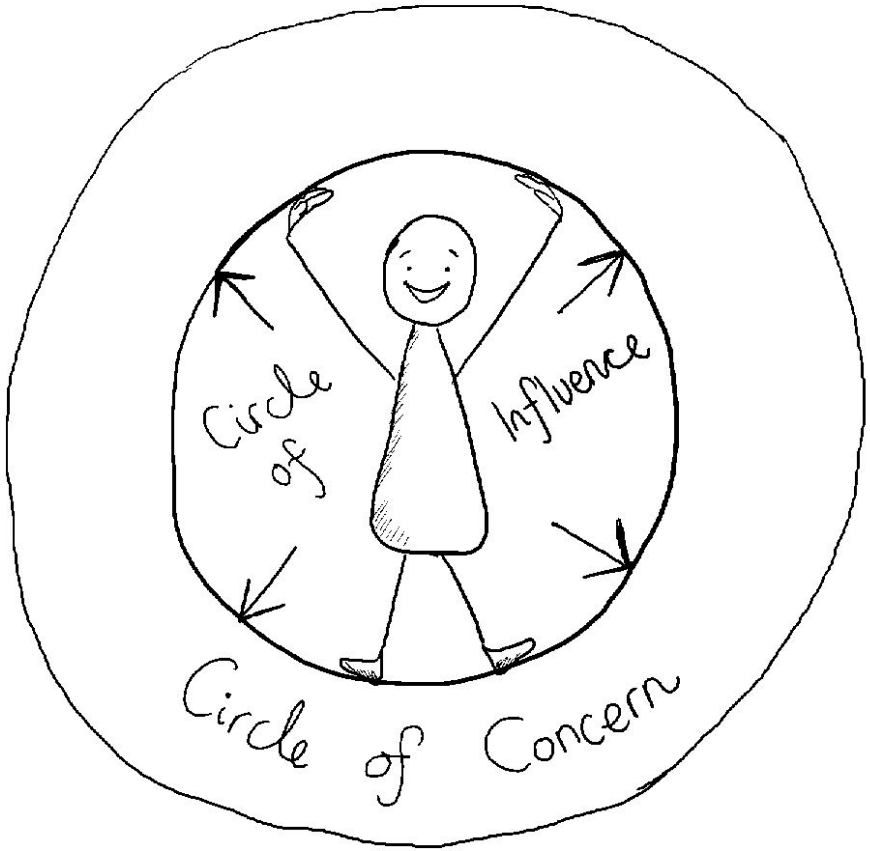
Complex dynamic model mutual dependency and coincidence as factors

(Hollnagel 2017)

Systemic

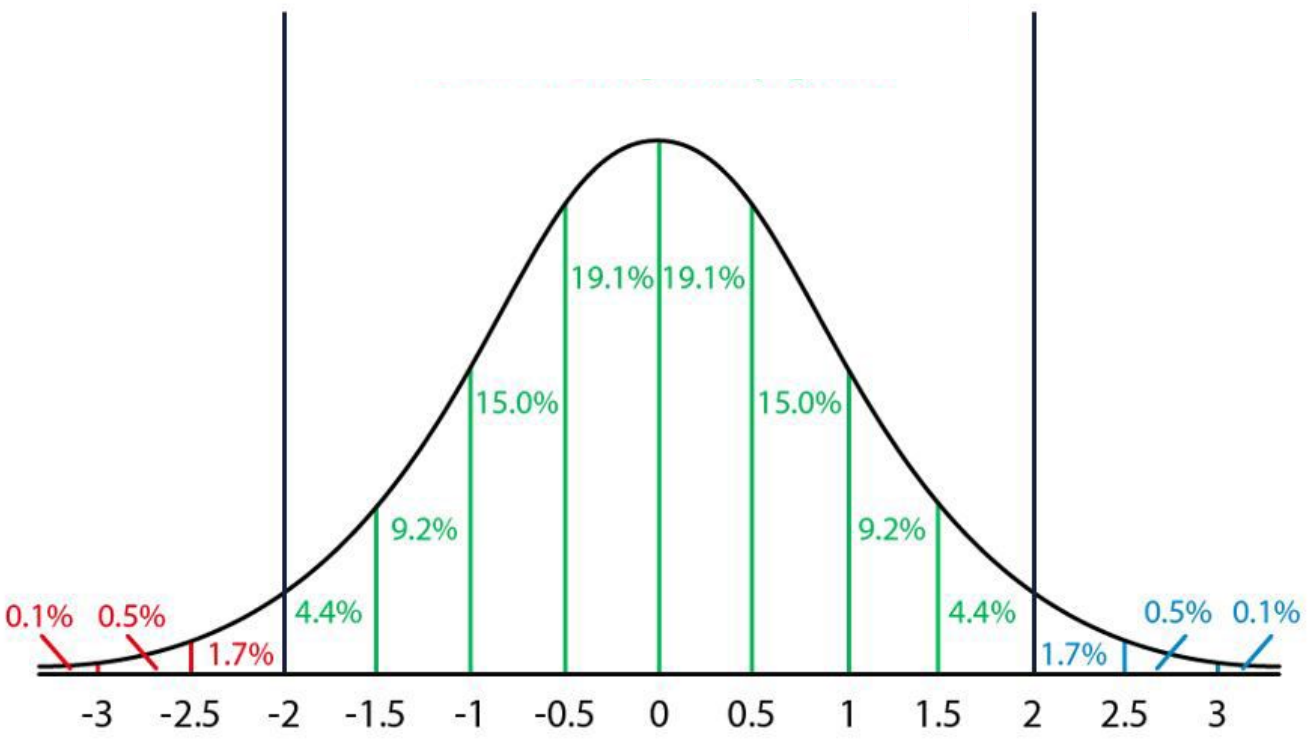
Resilience engineering

1. Respond: adapt to changing work conditions
2. Monitor: inside a system and its surroundings
3. Learn: from success as well as failed work outcomes
4. Anticipate: the future is different from the past



S. Covey 7 habits of highly effective people 1989

Positive incidents in patientcare (PIP)

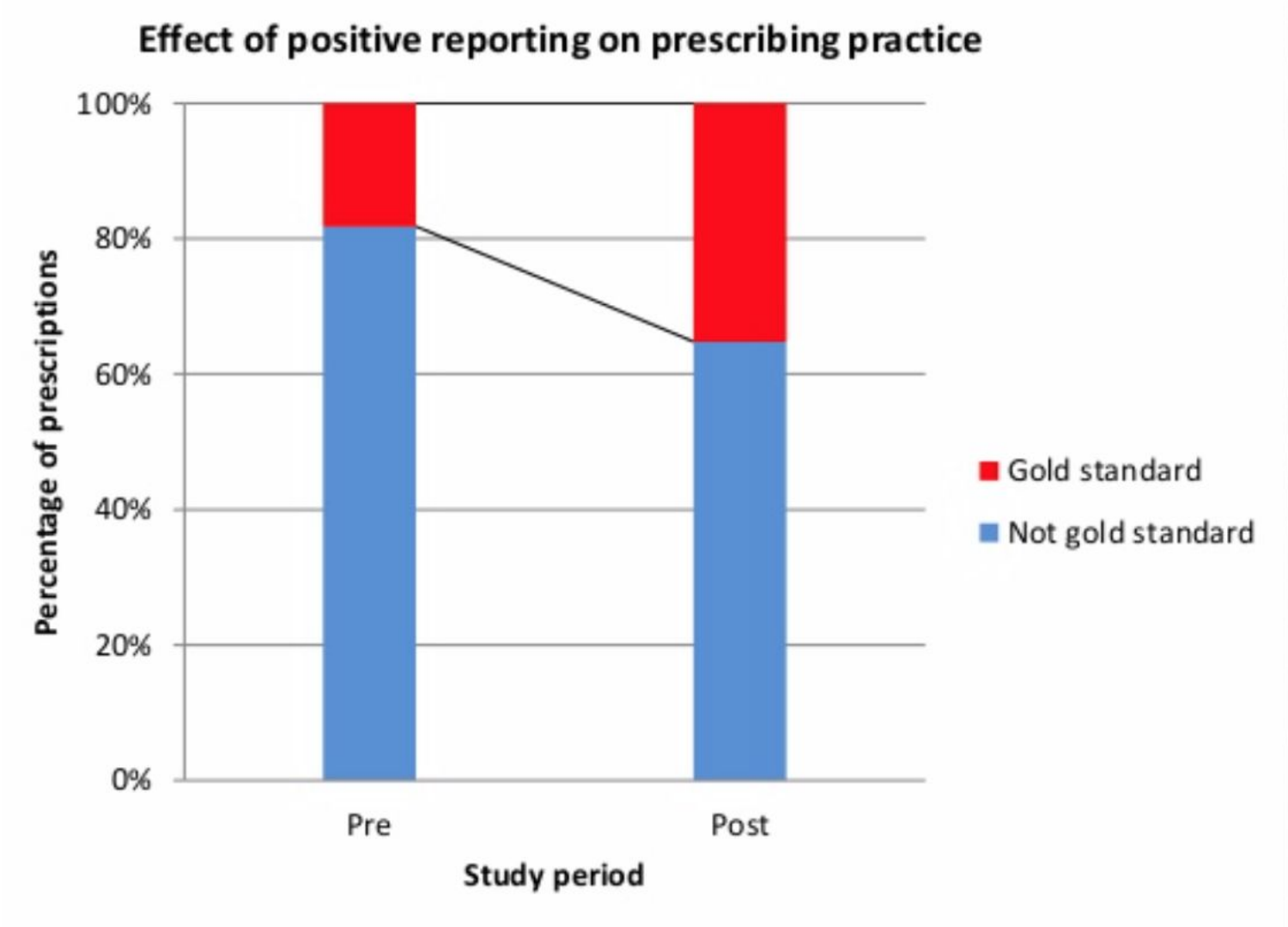


Positive surprises

Based on: Learning from Excellence

Kelly et al, Arch Dis Child 2016
https://learningfromexcellence.com

Learning from excellence



Jones et al. Pediatr Qual Saf. 2019

PIP – Who, what and why?

Goals

1. Improving health care processes in our children's hospital by learning from positive incidents*: Why did it went as well as it did?*

2. Improving team spirit

Implementation of PIP- start November 2021

1. **PIP committee:** residents, PhD, junior doctors
2. **PIP supporters at every department:** nurses, staff
3. **PIP in everyday practice:** in day starts, posters, talks, stickers, giveaway, theme month
4. **Analysis and feedback of data:** directly to the teams involved, incorporated in our 3 monthly ‘complication case discussions’ and hospital wide complication meetings
5. **Spreading the word:** share our experiences as a team with other departments

PIP example – a case at the NICU

Acute, mass bloodloss in a neonate resulting in hypovolemic shock

What went well and why

1. Shock acknowledged quickly, help was asked
2. Mass transfusion protocol activated quickly
3. Nurses at NICU reassigned tasks
4. Early involvement of anaesthesiologist, gastroenterologist
5. 10 seconds for 10 minutes at the OR
6. Neonatologist present during whole OR time

What can we learn?

PIP – data

12 PIP reports in 5 months

- 2 NICU
- 2 PICU
- 1 ED
- 7 departments (Schildpad / Panda / Papegaai)

Themes:

- Teamwork
- Clinical situations
- Communication
- Practical tips

PIP - challenges

- Aknowledge postive incidents
- Convince coworkers it is OK to talk about excellence
- Both strenght and weakness: bottom up initiative

PIP - ambitions

To make a positive incident report
just as normal as a negative incident report
and maximize learning from them,
to create a more resilient team

Questions?

pip@umcutrecht.nl

Thanks to

The children, parents and caregivers of the Wilhemina Children's Hospital

With the help of

Prof dr J. Frenkel (Director of the paediatric residency program
& professor of patient and family centred education UMCU Utrecht)
B. de Vries *(*Sr. Advisor Quality and Patient Safety at UMC Utrecht)
Prof. dr. Leistikow (Inspector at Dutch Health and Youth Care Inspectorate
& professor at Erasmus University Rotterdam)

My coworkers from the PIP-committee at Wilhemina Children's Hospital

Aafke Bakker (resident in paediatrics), Sarah Hak (PhD-student/junior doctor), Karin Vissers (resident in paediatrics), Rinck Smits (resident in paediatrics), Emma Berkelbach van der Sprenkel (PhD-student/junior doctor) Marije Smits (resident in paediatrics)

De PIP – een aantal voorbeelden

- **Uitgebreide bespreking PICU n.a.v. zorg die bijzonder goed verliep in een levensbedreigende situatie**
  - Diverse actiepunten uit voortgekomen m.b.t. ouders mee naar OK in levensbedreigende situatie, in huis bellen extra verpleegkundigen (back-up)

- **Praktische oplossing voor probleem van wisselende tolken**
  - Notitie van telefoonnummer juiste tolk op voorblad indien tolk akkoord geeft

- **Oplossing voor problemen met centrale toegang in het weekend**
  - Overleg tussen verschillende (sub)-specialismen voor out-of-the-box-oplossingen