

10 uses for LfE and AI

Learning from Excellence (LfE) is an initiative for noticing, reporting, appreciating and learning from episodes of good practice. It is based on the premise that we can learn from what goes well and showing appreciation to colleagues cultivates a positive workplace.

Appreciative Inquiry (AI) is also both a philosophy and a way of working. It is based on the theory that humans and systems move in the direction of what they study and discuss. Positive development and positive change therefore comes from studying what is working well.

Here are some potential ways you can use LfE and AI:

1 To improve quality

Use LfE to describe examples of your system working at its best and AI to explore why this has happened and how to make this happen more.

2 To promote Joy In Work

Staff experience is known to be linked to patient outcomes. Use AI to find out what makes a good day at work for staff and to generate ideas about how to make it happen. Aim for a workplace which enables its staff to flourish, not simply avoid burnout.

3 To learn from incidents

Link reported episodes of good practice to help inform investigations of adverse incidents on the same subject. Use reframing can help to ensure learning from negative incidents feels like a positive experience.

4 To debrief

Apply AI to debriefing conversations either in clinical practice or simulation. Use the whole 5D cycle to explore an event, or elements of it for shorter conversations.

5 To optimise patient experience

LfE reports are usually submitted by staff but often relate to patient experience. LfE systems could be adapted to be accessible by patients too. AI can be used with patients to discover their strengths and help them work towards their health goals.

6 To strengthen or merge teams

Use LfE and AI to discover the strengths of team members and discuss successful team projects. What factors led to the project being a success? When merging teams, look at what each team does well and how they can complement each other.

7 To support appraisal and staff development

LfE reports can be used in appraisal to highlight positive behaviours and evidence of reflective practice. AI can be used in supervisory meetings, appraisal and entrance or exit interviews to discover strengths, set goals and plan how to work towards them.

8 To develop an organisation, service or area of practice

AI focuses on what is working in a service and how to make more of it happen. Use group AI sessions with frontline staff to co-create improvements and implement them.

9 To increase staff morale and engagement

Highlighting the abilities of staff and providing a mechanism for positive feedback leads to staff feeling valued and appreciated. This boosts morale.

10 To foster innovation

LfE can be used to identify innovative practice and the "dream" phase of AI encourages consideration of novel approaches and solutions to problems.

Find out more at:

1. www.learningfromexcellence.com

2. www.appreciatingpeople.co.uk

3. [Institute for Healthcare Improvement Framework for Improving Joy in Work](http://www.ihf.org/resources/Pages/IHWhitePapers/Framework-Improving-Joy-in-Work.aspx)

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