

Learning the hard way? Or Learning the Leeds Way?

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The Leeds Way



Lessons Learned Group

Trustwide cross-professional group

“The Lessons Learned Group has delegated authority from the Safety and Outcomes Sub Group to communicate and embed learning in LTHT”

Methodology

- Identify and prioritise key learning points
- Agree the message
- Publish
- Disseminate

Sharing the learning

Multi-modal approach – same message, different channels

- Major campaigns
- “Learning Points”
- SBAR
- “Quality & Safety Matters”
- “PERTinent Points”
- Screen savers
- Social media – Twitter/blog
- Simulation

Issues

- Dissemination \neq retention
- Same incident – different location
- Do the front-line even know?
- That was them; this is us
- Keeping the knowledge fresh with a constantly changing workforce

Over to you