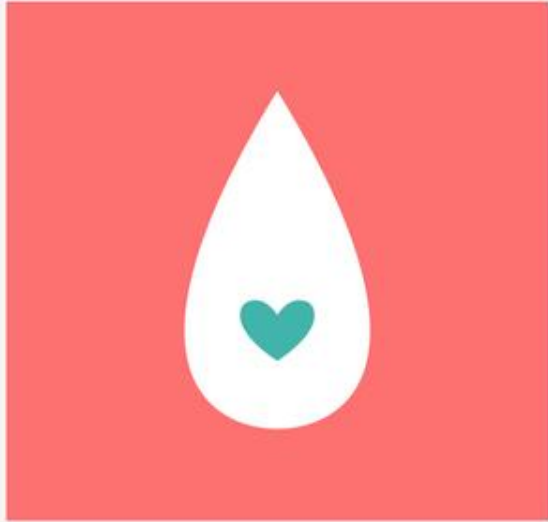


# BECOMING A LEARNING ORGANISATION

DISSEMINATING 'LESSONS LEARNED'  
BULLETINS TO IMPROVE PATIENT SAFETY

TRACEY PRATCHETT



"A drop of  
knowledge can go  
a long way"

# THE BACKDROP



KEOGH  
REVIEW



BERWICK  
REPORT



FRANCIS  
INQUIRY



# THE BULLETINS

- Content
- Collaboration
- Process

# THE NUMBERS

15

Bulletins

2

Years

600?

Recipients

# WHY IMPACT?

"...the **difference** or **change** in an individual or group resulting from their contact with library services"



**LQAF**



**SYSTEMATIC  
REVIEW**



**KNOWLEDGE  
FOR  
HEALTHCARE**



**LIBRARY  
STRATEGY**

"British Standard ISO 16439:2014 – 3.25"



# WRITING IMPACT QUESTIONS

- Literature
- Toolkit
- Strategy
- Feedback

# 38 RESPONDENTS



Doctors



Nurses



Managers



Admin /  
clerical



# MOST POPULAR BULLETINS

Duty of  
candour



Never  
events



Insulin  
errors





# HIGHEST IMPACT

Safe care **97%**

Quality of Care **89%**

Effective Care **81%**

Greater openness **67%**

Personal development **61%**

Service improvement **53%**



# LOWEST IMPACT

Care pathways 47%

Collaborative learning 47%

Capturing knowledge 44%

Guideline development  
47%

Revalidation 36%

Research 22%

# HOW EFFECTIVE AT SHARING LEARNING?



Very effective



Effective



Fairly effective



Not effective

# HOW CAN WE IMPROVE?



**TEAMWORK**



**TOO MUCH TO READ**



**FORUM FOR DISCUSSION**



**BROADEN TOPICS**



**ROTATE SPECIALITIES**



**DISSEMINATION VIA AUDIT**

# FUTURE PLANS

Discussion  
forum

Format

Learning  
events

A person is seen from behind, walking on a mountain trail. They are wearing a dark jacket and carrying a large pack on their back. The background shows a vast, mountainous landscape under a clear sky. The entire image is overlaid with a semi-transparent teal color.

"Building a Knowledge Enabled  
NHS for the Future" NHS England  
(2016)

# DISCUSSION

"What can libraries do to improve engagement with and increase impact of bulletins?"

# THE RESPONSE





# DISCUSSION

"What does a learning organisation look like and what is the library's role?"

# A ROLE FOR HEALTH LIBRARIES

Knowledge sharing

Learning capabilities

Culture and behaviours

Collecting & sharing examples

Developing communities

Utilising technology

"NHS England (2016) Building a Knowledge Enabled NHS for the Future"



# THANK YOU

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