

Appendix

Glossary

Safety-I: traditional view of safety, in which safety is defined as a condition in which the frequency of adverse outcomes is as low as possible. [2]

Safety-II: alternative view of safety, in which safety is defined as a condition in which the frequency of successful outcomes is as high as possible. [2]

LfE (Learning from Excellence): example of excellence reporting methodology piloted at Birmingham Children's Hospital

IR1 (Incident report): format for adverse incident and error reporting

IR2 (Excellence report): format for reporting episodes of excellence used at Birmingham Children's Hospital

SIRI (Serious Incident Requiring Investigation): format for investigating adverse incidents to identify a root cause and formulate strategies to prevent further incidents

Work-around: method or technique employed by individuals to overcome barriers to providing safe, efficient or quality healthcare services for patients

IRIS (Improving Resilience, Inspiring Success): format for investigating episodes of excellence to identify

AI (Appreciative Inquiry): framework for guiding dialogue to facilitate discussion around excellence and to help generate ideas for positive change