

**What is SHOT-ACE?** Exceptional transfusion practice by a team or department, that is above and beyond routine practice and has widespread learning opportunities. This promotes learning from what works well in a system and enables improvements in the quality and safety of transfusion practices (clinical and laboratory). It also helps boost the morale of staff performing it. SHOT-ACE reporting identifies excellence and learning opportunities in both the process and outcome. This is aligned with aspects of appreciative inquiry and Safety-II and is based on the Learning from Excellence initiative.

**When was SHOT-ACE introduced?** ACE was **first introduced** in the **2019** Annual SHOT Report and has been established as a **reporting category** in 2021, with the dual aim of recognising exceptional practice by teams or departments above and beyond routine practice, and innovative solutions to previous adverse events. Whilst SHOT continues to report on adverse transfusion incidents and reactions, it has always been acknowledged that excellence is highly prevalent and identifying this in the report will provide new opportunities for local learning and improving resilience and staff morale, contributing to a holistic approach to patient safety. Further information and useful resources can be found at this link:

[ACE Reporting - Serious Hazards of Transfusion \(shotuk.org\)](https://www.shotuk.org/ace-reporting)

### How can your organisation encourage and promote ACE?

<b>Identify</b>	<p><b>Has ACE concepts been introduced in your transfusion department?</b></p> <ul style="list-style-type: none"> <li>• If Yes, what more can be done to promote ACE? If No, how can ACE be introduced?</li> </ul>
<b>Promote</b>	<p><b>Introduce/promote the concept of learning from excellence to colleagues by using:</b></p> <ul style="list-style-type: none"> <li>• Online forms (internal or external sources) to capture excellence reports such as Greatix or SHOT-ACE reporting and facilitate quality improvement based on these reports</li> <li>• Use existing internal and external channels for promoting ACE such as teams meetings, newsletters, or social media. These includes regional transfusion committees or national transfusion working groups</li> <li>• Encourage and explore collaborative options in creating a platform within an organisation to encourage this for e.g., monthly newsletters and encourage discussions on how to use these for service improvement</li> <li>• Staff surveys to assess safety culture and encourage a holistic approach to safety within the transfusion department and include both clinical and laboratory staff</li> </ul>
<b>Measure and evaluate impact</b>	<p><b>Use data and evidence to monitor the impact of learning from excellence on quality, safety and satisfaction of patients and staff</b></p> <ul style="list-style-type: none"> <li>• Quantitative measures e.g., number of ACE reports, excellence outcomes, feedback score</li> <li>• Qualitative measures e.g., testimonials, stories and wellbeing/culture surveys</li> </ul>
<b>Share and scale up</b>	<ul style="list-style-type: none"> <li>• Apply quality improvement methods and tools such as Plan-Do-Act cycles, driver diagrams, run charts , etc.</li> <li>• Apply wider strategies for communication e.g., presentations, team discussions, publications, events, networks, conferences</li> </ul>

- Boosts morale, motivation and confidence. Positive feedback is a source of learning for both individuals and teams. SHOT –ACE encourages professional growth and promotes empowerment
- Being appreciative and expressing gratitude benefits staff wellbeing and helps develop relationships resulting in high performing teams
- Informs improvement and innovation by identifying and learning from the factors that enable excellence to happen (skills, knowledge, culture, systems)
- Inspires others, fosters multi-disciplinary collaboration and creates a positive work environment by sharing of excellence and insights across organisations or in different networks
- Produces better outcomes for patient through more engaged staff

### Benefits of ACE

### Recommendations

- Formal systems to recognise excellence should be implemented and promoted as much as possible. Teams should use this to give positive feedback to staff, improve morale and reinforce the positive behaviour as part of their approach to quality improvement
- The light of excellence dims when it is not shared. Where excellent practice is identified this should be shared locally and within regional/national networks so that the widest possible group of staff and patients can benefit

### Key SHOT messages

- Learning from ACE complements learning from transfusion adverse incidents. There are many ways to identify and recognise excellence which can be embedded within existing processes and day-to-day practice
- Excellence occurs within everyday practice and in response to unforeseen events. The quality framework within organisations should be set up to use positive feedback to improve morale and model the social behaviours that need to be reinforced in healthcare

### Learning from excellence in transfusion can be implemented at all levels in healthcare



### Available Resources

- ❖ ACE reporting - SHOT Definitions  
<https://www.shotuk.org/reporting/>
- ❖ ACE reporting - ACE examples  
<https://www.shotuk.org/wp-content/uploads/myimages/ACE-Examples.pdf>
- ❖ Learning from excellence  
<https://learningfromexcellence.com>
- ❖ NHS Employers Advanced Healthcare Heroes Awards  
<https://www.nhs.uk/advanced-healthcare-heroes-awards/>
- ❖ TALK  
<https://www.talkdebrief.org/talkhome>
- ❖ The King's fund Employee engagement and NHS performance  
<https://www.kingsfund.org.uk>

**CELEBRATE GOOD PRACTICE**

