



# *Driving value*

## *Continuous improvement*



A continual openness to learning, sharing, reflecting, challenging and improving the way things are done.

### *Acceptable*

- Seek and report ways to improve a service.
- Challenge the status quo.
- Seek consultation to find better ways of doing things.
- Be open to continual learning.
- Be willing to share learning.
- Talk about what has been learnt from mistakes.
- Apply new knowledge and skills into working role.
- Make time to reflect the bigger picture away from operations.
- Make a commitment to undertake training to adopt new processes.
- Make a commitment to developing staff and regular reviews.
- Set realistic workloads to allow for continuous improvement.
- Use simple key performance indicators to track and celebrate improvements.

### *Unacceptable*

- Negative attitude towards learning and development programs.
- Not reporting safety issues, service gaps or opportunities to improve the service.
- Ignore or deride those who raise issues that challenge the status quo.