**Artichoke Rounds: Getting to the Heart of Interprofessional Issues -A New Leading Canadian Best Practice**

Accreditation Canada is the regulatory body that ensures Canadians have **the right to safe, high-quality health services!** Through the development of standards, Accreditation Canada works with health care organizations to help them improve quality, safety, and efficiency. Accreditation Canada has influence over many aspects of the health care continuum including: hospitals, walk-in clinics and labs, emergency medical services, long-term care homes, home care services, mental health services, and community health programs, among others. The Value Statement issued by Accreditation Canada states that health care should be provided within a collaborative environment committed to quality, client service and professional growth; valuing excellence, respect, integrity, and innovation.

Through Accreditation Canada, there is excellent opportunity to share innovative practices across health organizations nationally and internationally. The development of a Leading Practices Database is the location for these innovative practices. It fosters inter-organizational learning and harvesting of new ideas. These practices are felt to be leading the way in a service delivery area using innovative and effective strategies to improve quality. Some are seen to be ingenious in their simplicity. Often, they are implemented by organizations with limited resources, showing how innovative and creative strategies can achieve positive results at a minimal cost. To be recognized as a Leading Practice, the practice must be:

* Innovative and creative
* Client- or family-centred
* Evaluated
* Able to demonstrate intended results
* Sustainable
* Adaptable by other organizations

Most recently one of Southlake’s interprofessional initiatives entitled: **Artichoke Rounds: Getting to the Heart of Interprofessional Issues** was awarded to be a Leading Canadian Best Practice!

What are Artichoke Rounds?

We believe, Interprofessional process improvement occurs when opportunities are identified through inquiries, near misses, and incident analysis. Artichoke Rounds serve to leverage learning by sharing information gained, improvements made, and the emotional impact of acknowledging errors. They are an effort to heal emotions associated with errors by presenting lessons learned, and for others to consider application of these new lessons. Participants are asked to reflect on information heard to consider any potential weaknesses in their systems. Artichoke Rounds attempt to create a positive culture shift through connectivity, emotion and compassion

Why is this Important?

Artichoke Rounds serve as an arena to lessen moral distress, alleviate compassion fatigue, and promote safety; system causes are explored and improvements shared, Artichoke Rounds aims to raise the bar on quality by reaching frontline staff across programs to gain input, learn from errors and not repeat them. It is recognized that some of the themes discussed are not comfortable to hear or speak about. Artichoke Rounds are about aiming to do better; not about blaming or shaming people. Southlake has a new core value called: “Speak Up”, Artichoke Rounds align with a Speak Up culture.

Recently in Artichoke Rounds, the Southlake Heart Rhythm Program (HRP) shared their experience presenting at Artichoke Rounds: *“It took bravery and vulnerability for our team to share their story. Our program is outstanding; we take pride in our work. We own our mistakes. We’ve shared our experiences which carried great weight with the audience. This will allow broader teams to learn from our mistakes and proactively make changes to improve patient safety. When the experience of patient care error is shared, we can all learn. Discussing gaps gives teams the emotional support and compassion that is often needed, but often over looked.”*

Listeners of the presentations are often so moved they take time to message presenters to thank them for the courage they demonstrated in sharing their story, and exposing their vulnerability so learning can take place.