

The celebration checklist

When you are working with improvement, it is important to celebrate milestones and successes. Experiences from improvement programs in hospitals and in the primary care show that celebrations contribute to create joy in work and motivation for further improvement.

You can celebrate whenever you reach a milestone or achieve a good result. Or you can design your own event, celebrate a colleague as an improvement hero, invent a prize or a diploma to celebrate an idea or an achievement.

Celebrations don't have to be big or time consuming. A brief marking of a good result can take 5-10 minutes. But sometimes it is worthwhile to invest a little more time and energy, and maybe invite guests or even the press.

Therefore, not all items on the checklist apply to every celebration. Use the checklist as inspiration.

Before the event

- Find an appropriate day and time for the event
- Who should participate?
- Invite colleagues, and collaborators
- Invite the CEO?
- Post an invitation on the local intranet
- Plan for "catering"
- Buy a present/flowers and/or design a "diploma"
- Prepare a speech
- Get help from the organization's communication team
- Invite journalists
- Write a press release
- Agree on who will take photos or film the event

During the event

- Remember to take photos or video of the event
- Make sure that journalists have access to relevant background information, and relevant interviewees

After the event

- Write a mention of the event for the internal media (webpage, newsletter)
- Send photos from the event to internal media/the communication team
- Send photos to external press/journalists

The celebration checklist has been composed for use in the Danish Safer Hospital Programme, and has been updated for use in "In Safe Hands", an improvement program in the primary care in the Danish municipalities.