Peer learning that supports improvement and risk management

Make it easier to ask for help, discuss what went wrong, and reuse a practical lesson.

Morning discussion | Janet Braker

Participants wanted peer learning that is brief, useful, and easy to enter. Examples included provider communication, shared templates, joint problem-solving, and a clearer collective explanation of operational issues. Competition and fear of punitive responses can inhibit candor. The group considered safety, financial, reputational, and implementation risks while emphasizing learning rather than blame. Requested formats included short coffee chats, one-page examples, and an easier way to locate a willing peer with relevant experience.

Afternoon discussion | Erin Keltner

The afternoon group examined learning at frontline, supervisory, executive, and cross-agency levels. Time, competing demands, and distrust were recurring barriers. Participants described proposal debriefs, difficult-case reviews, family-finding discussions, supervisor lunch-and-learns, and reflection after incidents. Leaders build trust when they acknowledge mistakes and make visible changes after feedback. Mentoring also requires support: repeatedly relying on experienced staff without adjusting their workload can create strain. Direct peer contact and consistent follow-through were discussed as ways to sustain trust during difficult periods.

Put the learning to work

- Use a short case brief: the problem, context, what was tried, what changed, limitations, and one question for peers.
- Open with clear expectations for non-attribution and respectful discussion, and close by naming a change to test.
- Give mentoring and debrief work a realistic place in the workload. Check whether participants can see what changed after feedback.

Questions for your team

What makes people hesitate to ask for help early? Which learning routine produces a visible improvement rather than another meeting?

Proposed CY2027 connection

July LX; HR, CEO, COO/CPO, and CQO quarterly work; November proposed learning follow-through session.

Source and coverage: Morning automatic transcript and complete Erin Keltner transcript added 25 October. Reported practices are not new group commitments.