Coaching an ELFT QI Project

qi.elft.nhs.uk
@ELFT_QI
Elft.qi@nhs.net

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How to find your project?

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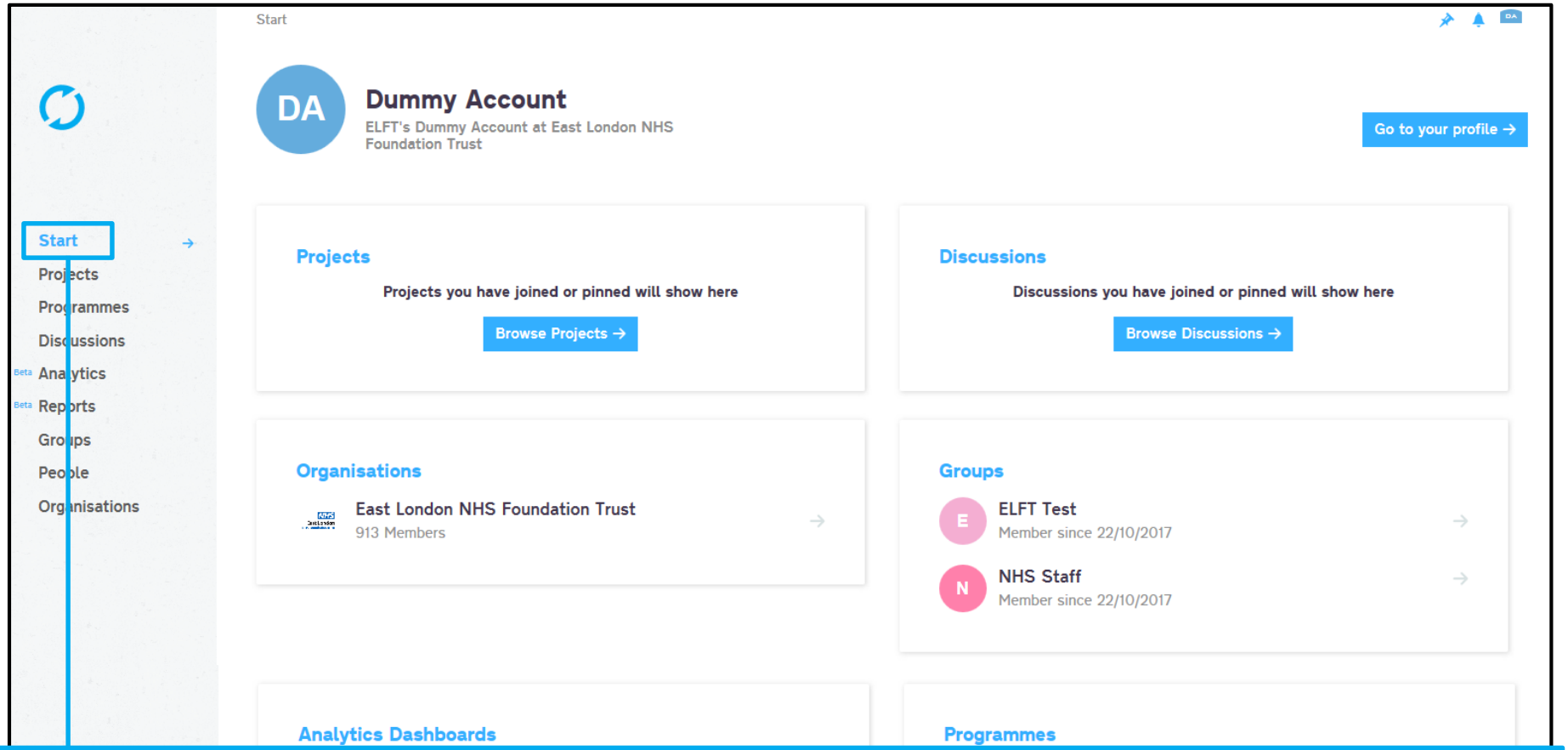

When you log into the platform, you will be taken to the "Start" page. You can pin specific projects, discussions, organisations, groups, dashboards and programmes to appear here.

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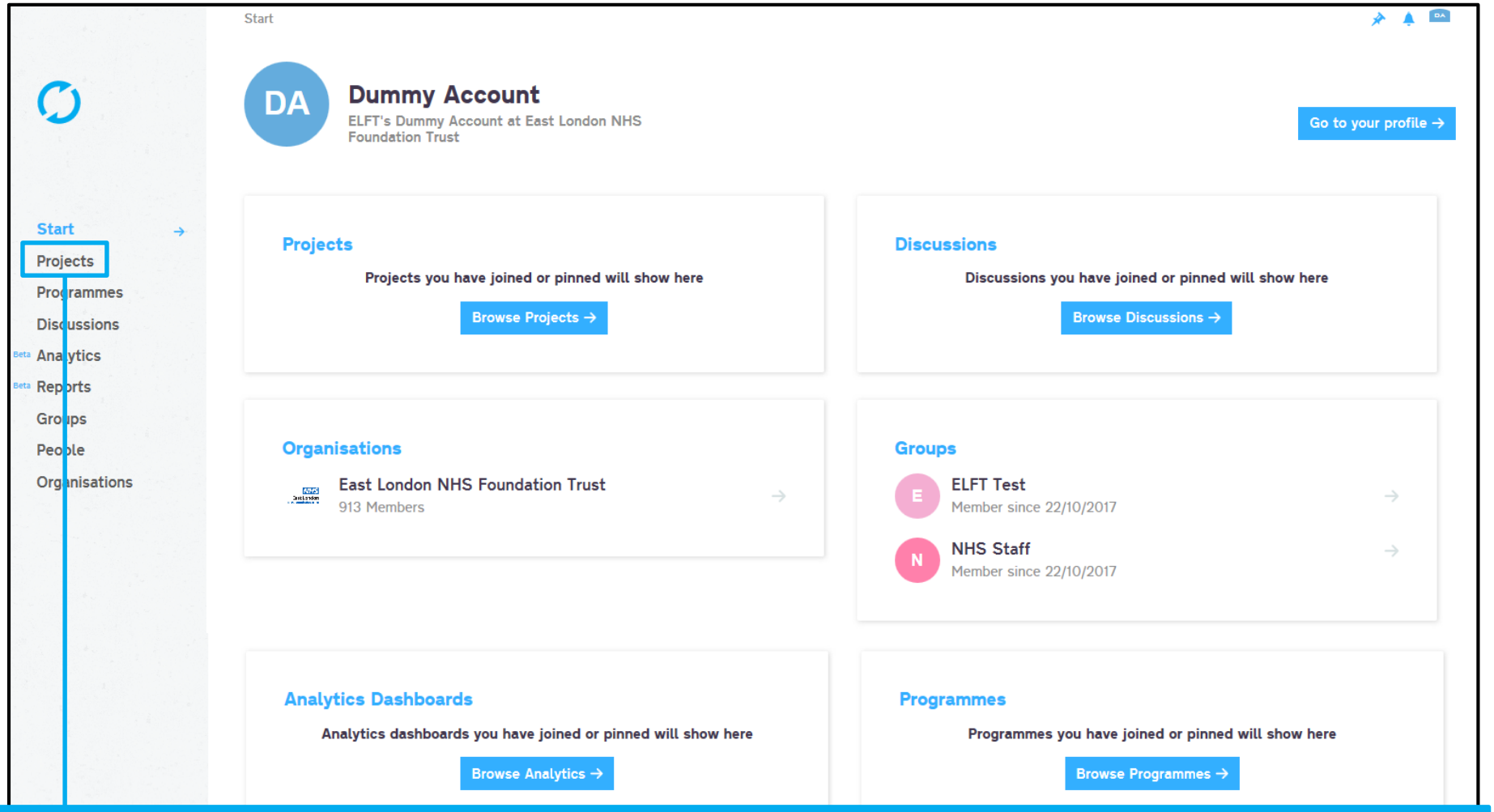

If you click on “Projects” you will be able to see all the projects registered on the platform.

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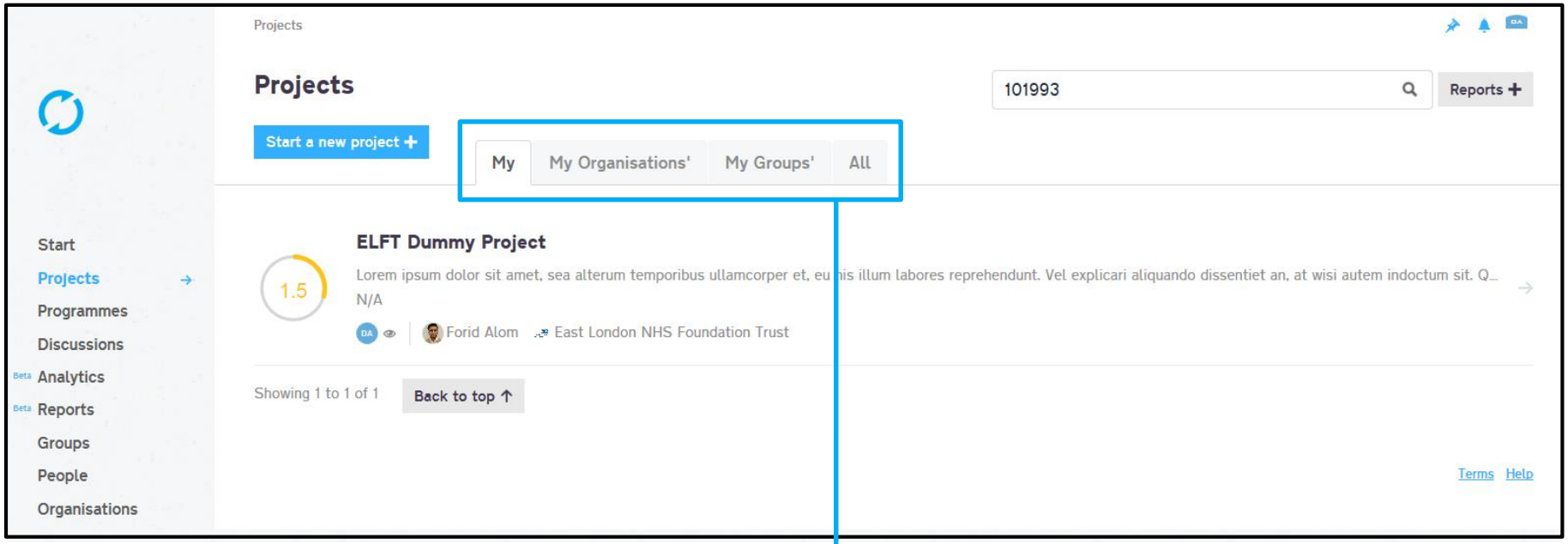

The page will default to showing you “My” projects. These are any projects where you are down as a member or a coach.

If you would like to see projects taking place in your organisation, click on “My Organisations” projects.

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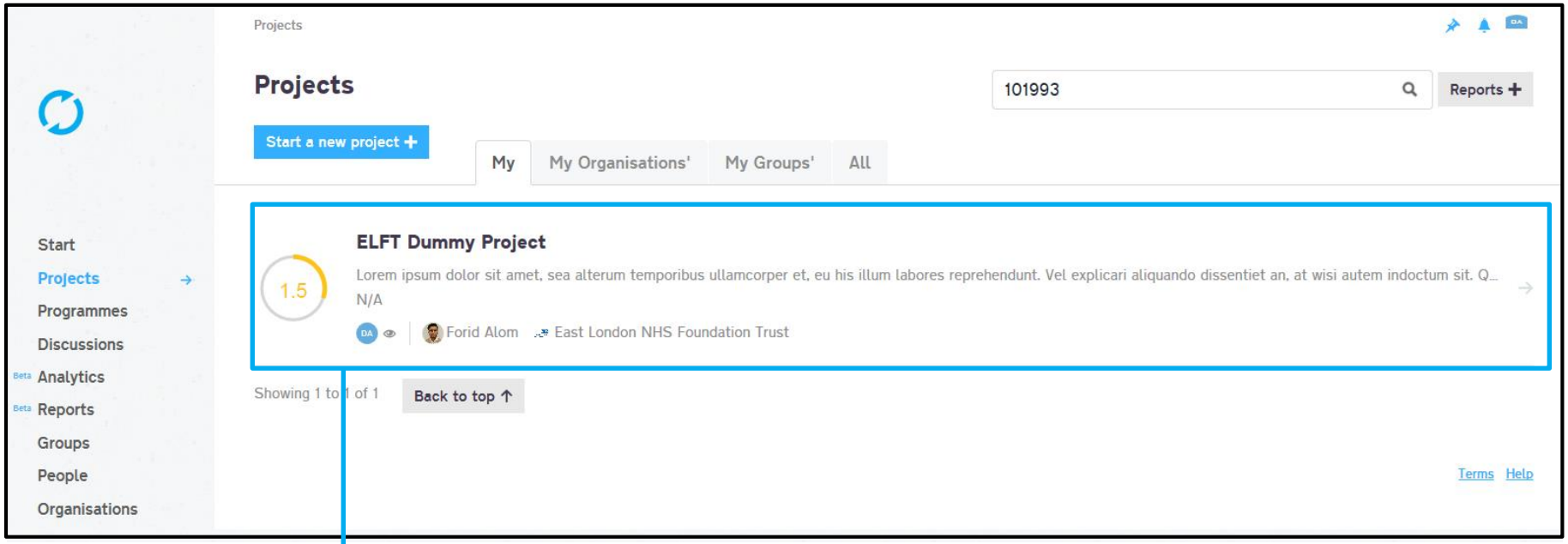
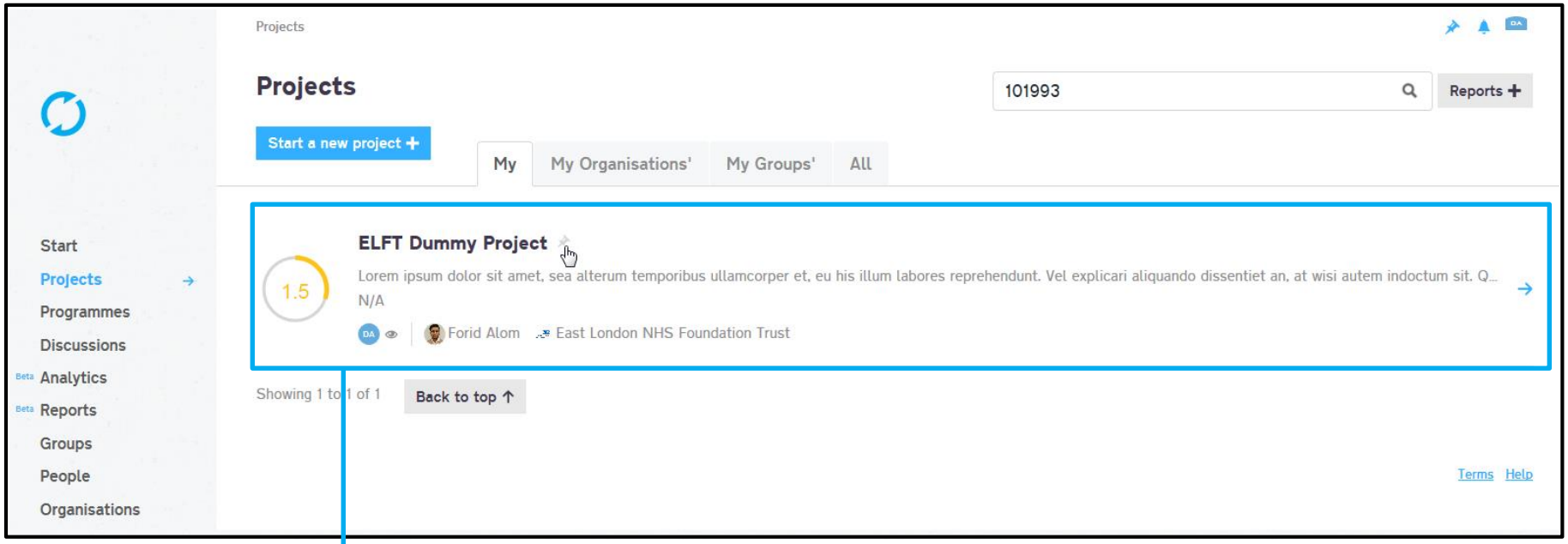


Since I am linked to the “ELFT Dummy Project”, it appears in “My” tab.

Go back to contents page



Since I am linked to the “ELFT Dummy Project”, it appears in “My” tab.

If you hover near the project title, you will see a grey pin appear. If you click on this pin, the pin will turn blue. This means the project will now be pinned to the “start” page.

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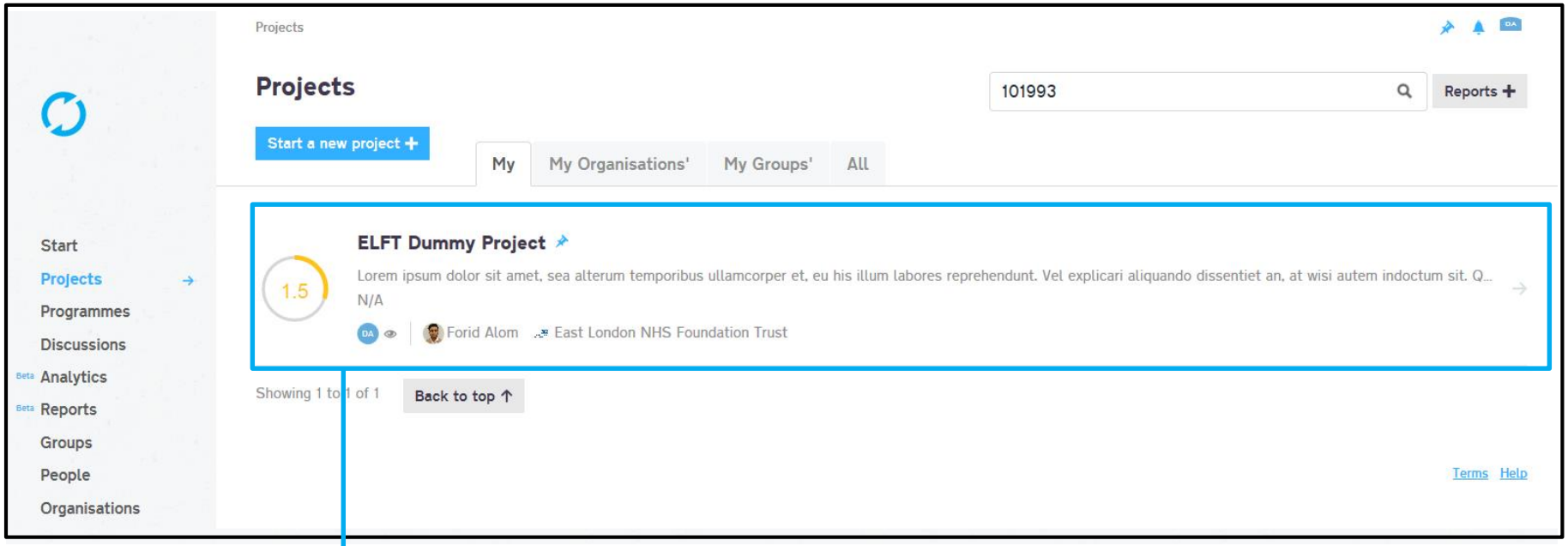
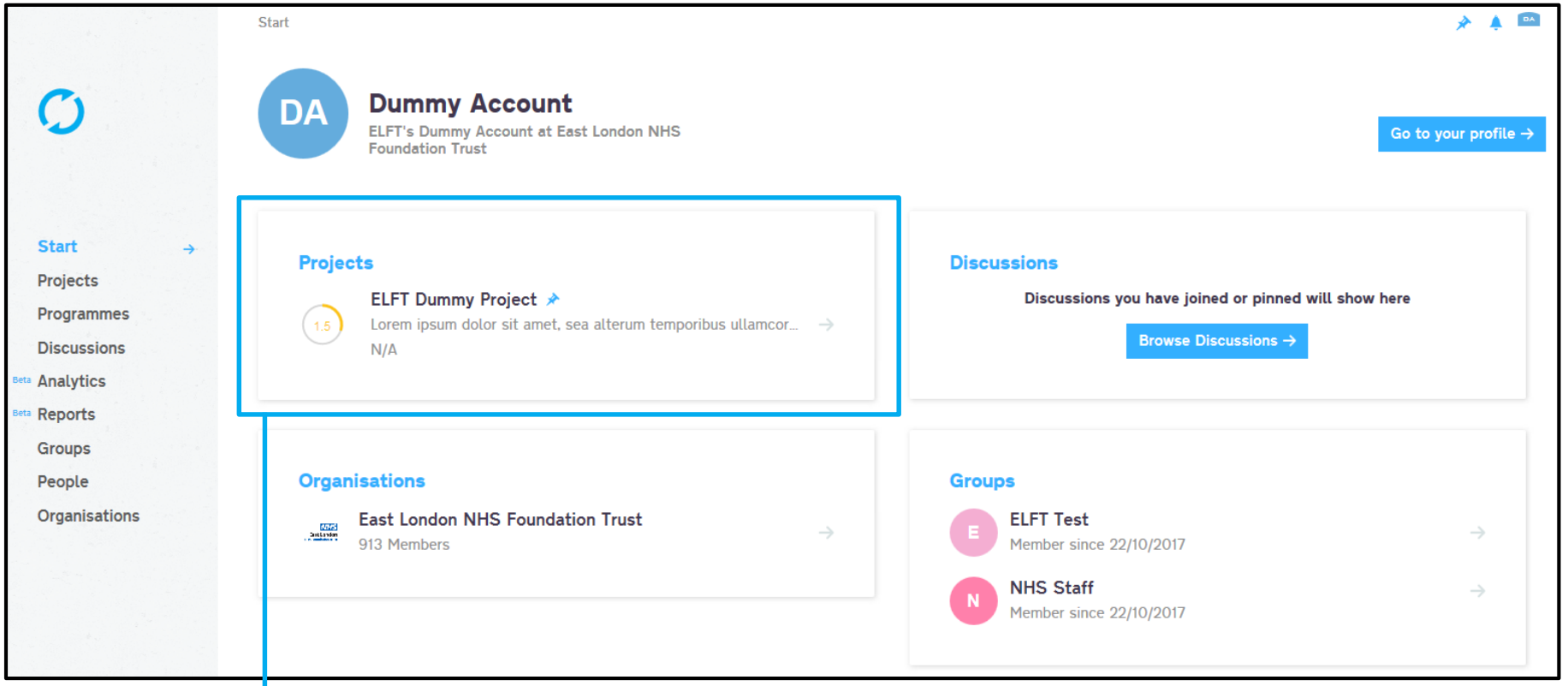


Since I am linked to the “ELFT Dummy Project”, it appears in “My” tab.

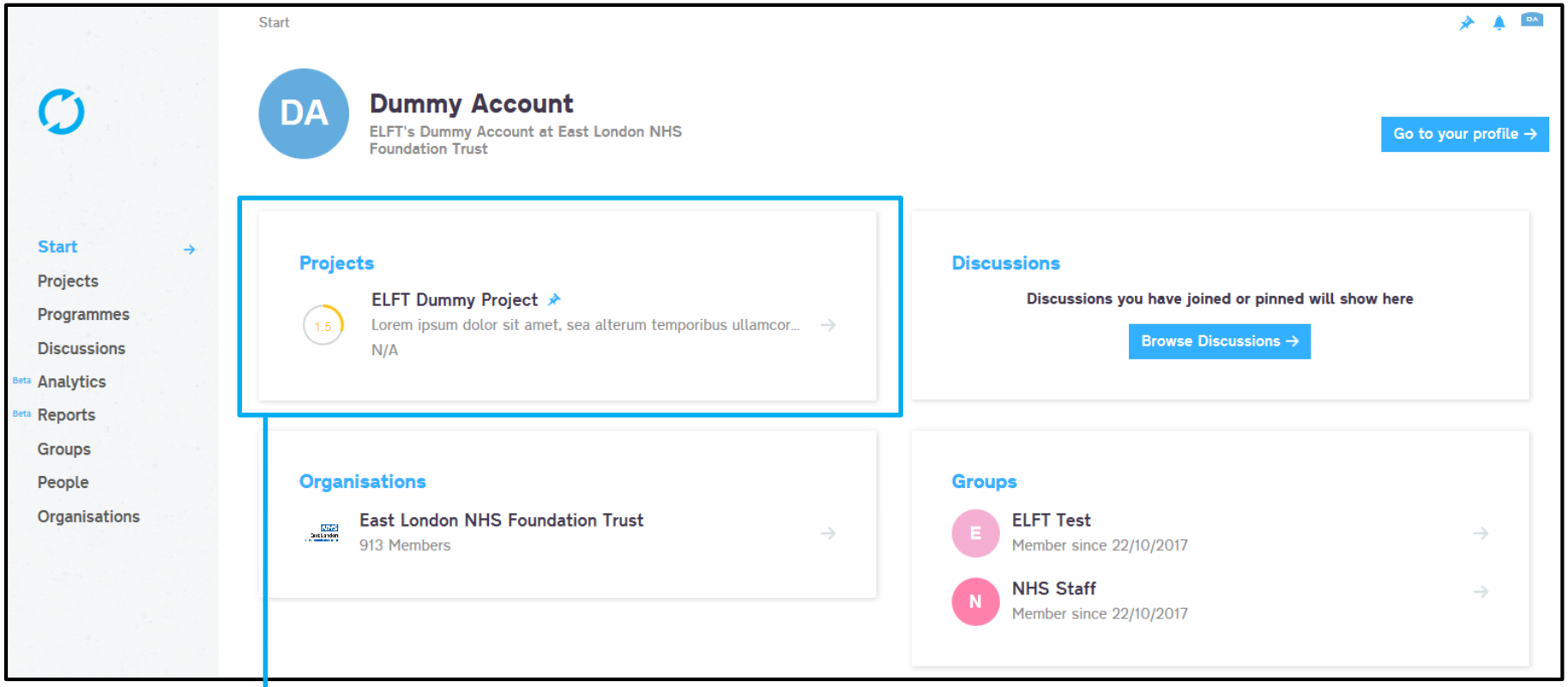
If you hover near the project title, you will see a grey pin appear. If you click on this pin, the pin will turn blue. This means the project will now be pinned to the “start” page.

Go back to contents page



You can use this method to pin multiple projects, discussions, organisations, groups, dashboards and programmes to your start page.

Go back to contents page



You can use this method to pin multiple projects, discussions, organisations, groups, dashboards and programmes to your start page.

It's worth pinning all the projects you coach to your start page.

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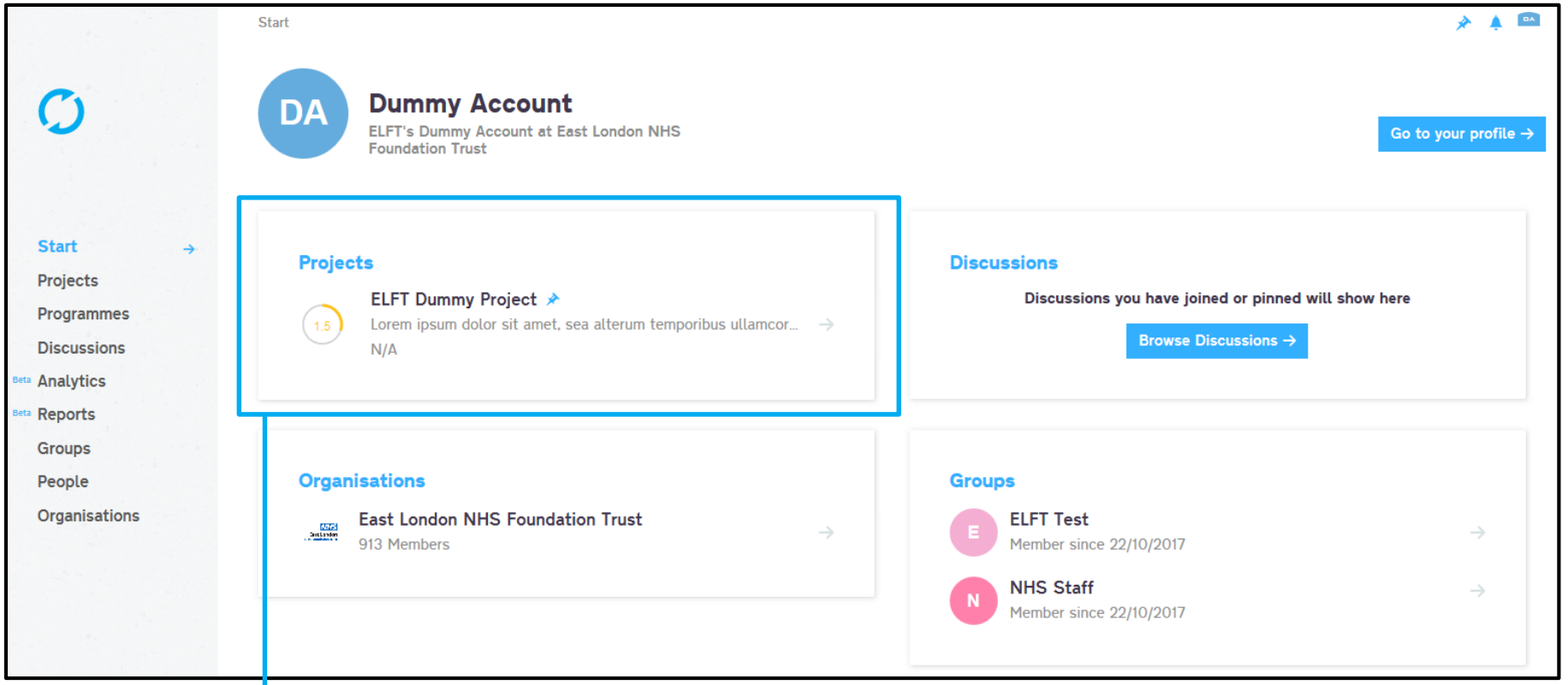

Click on the project either in the “start” page or “projects” page to open the project up.

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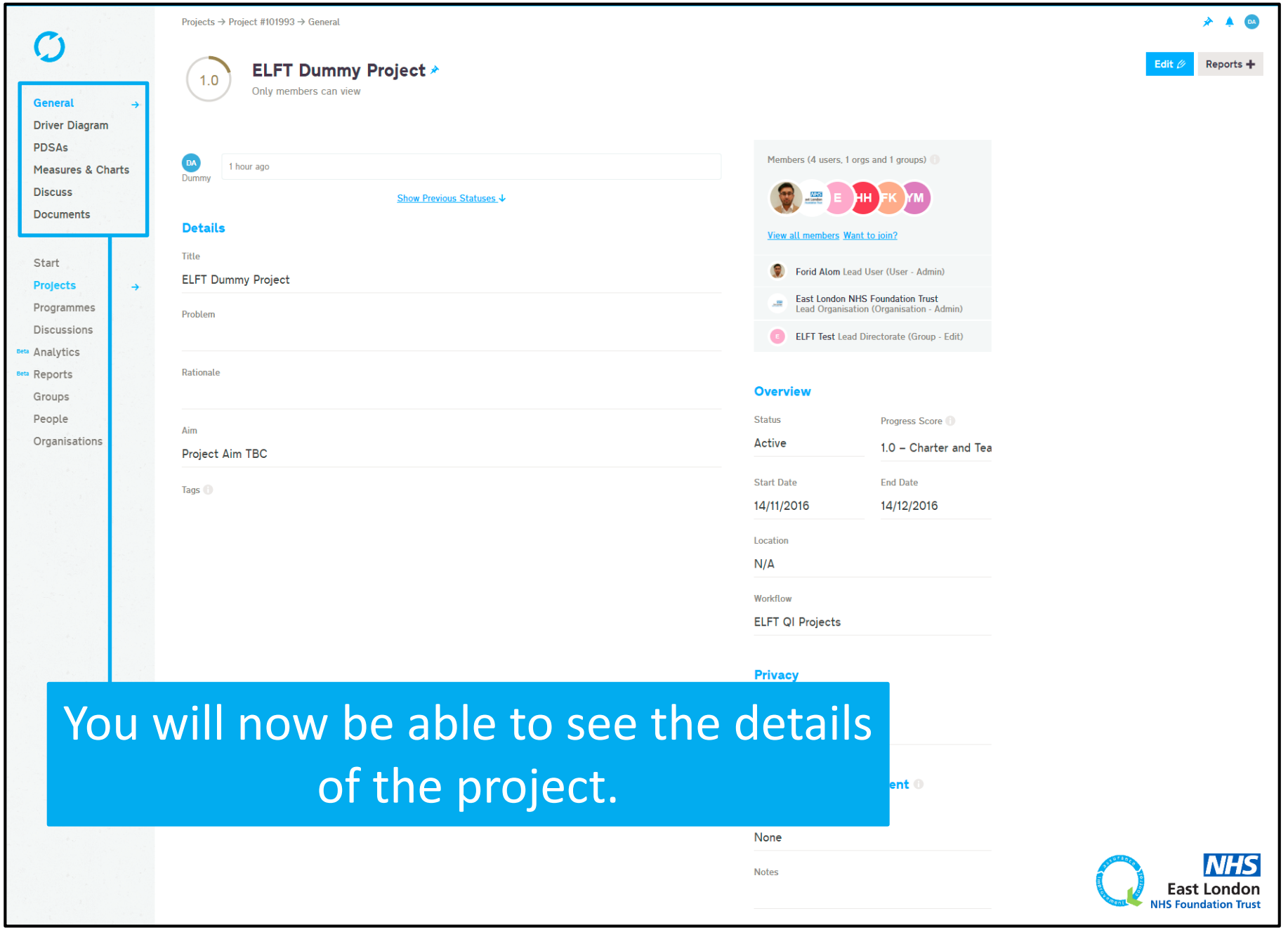

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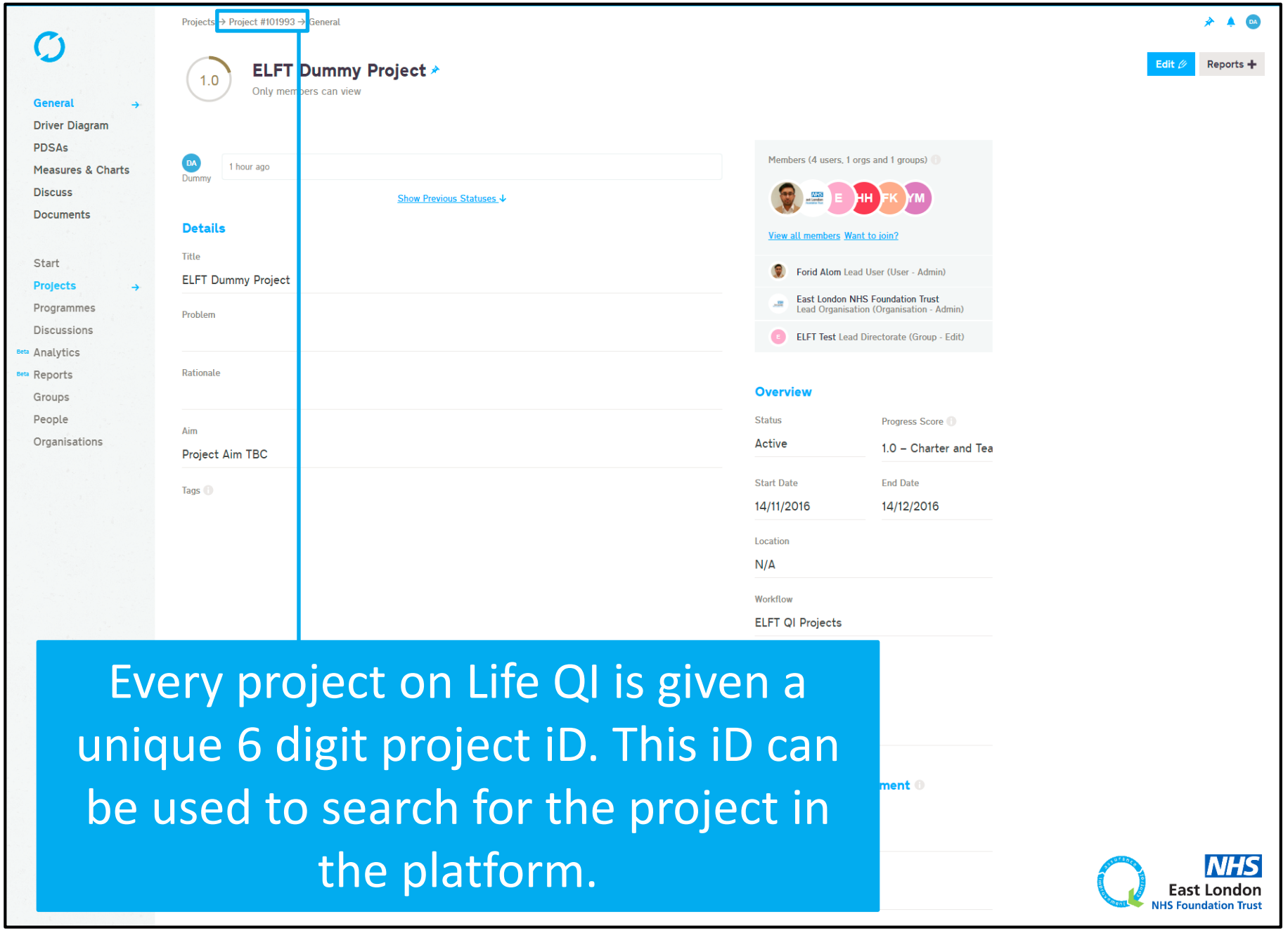

Every project on Life QI is given a unique 6 digit project iD. This iD can be used to search for the project in the platform.

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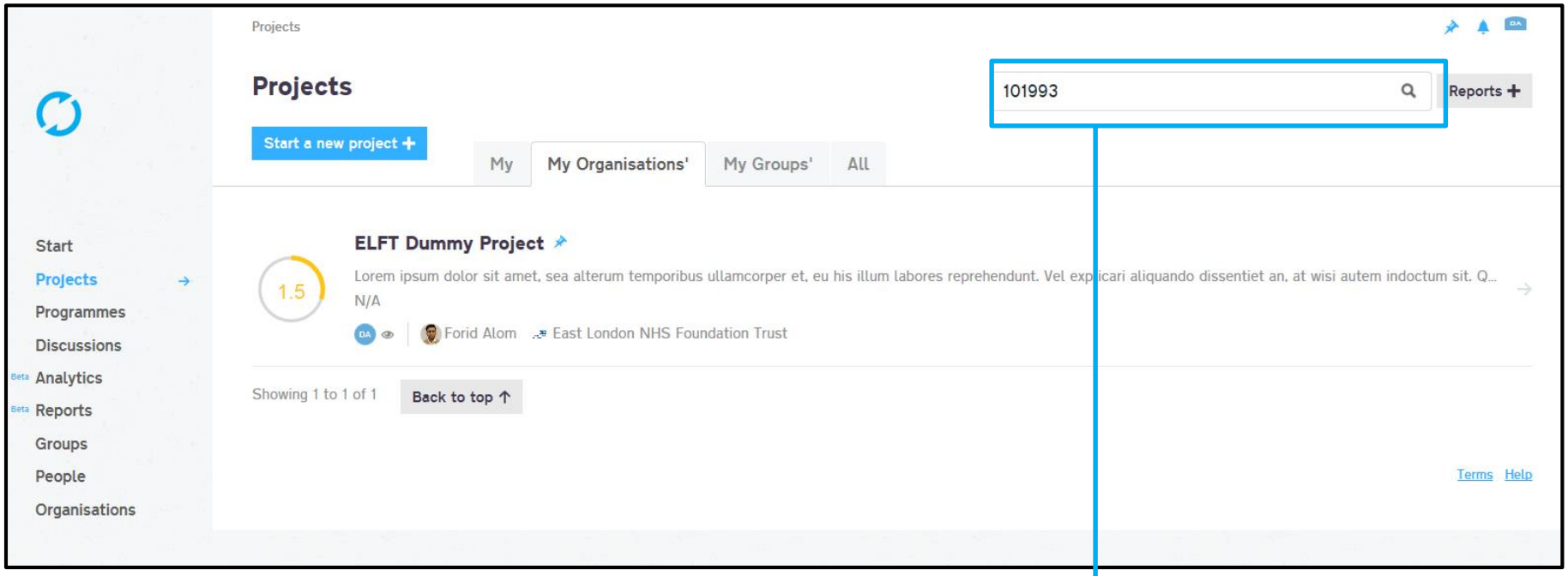

Use this search bar to search for projects.

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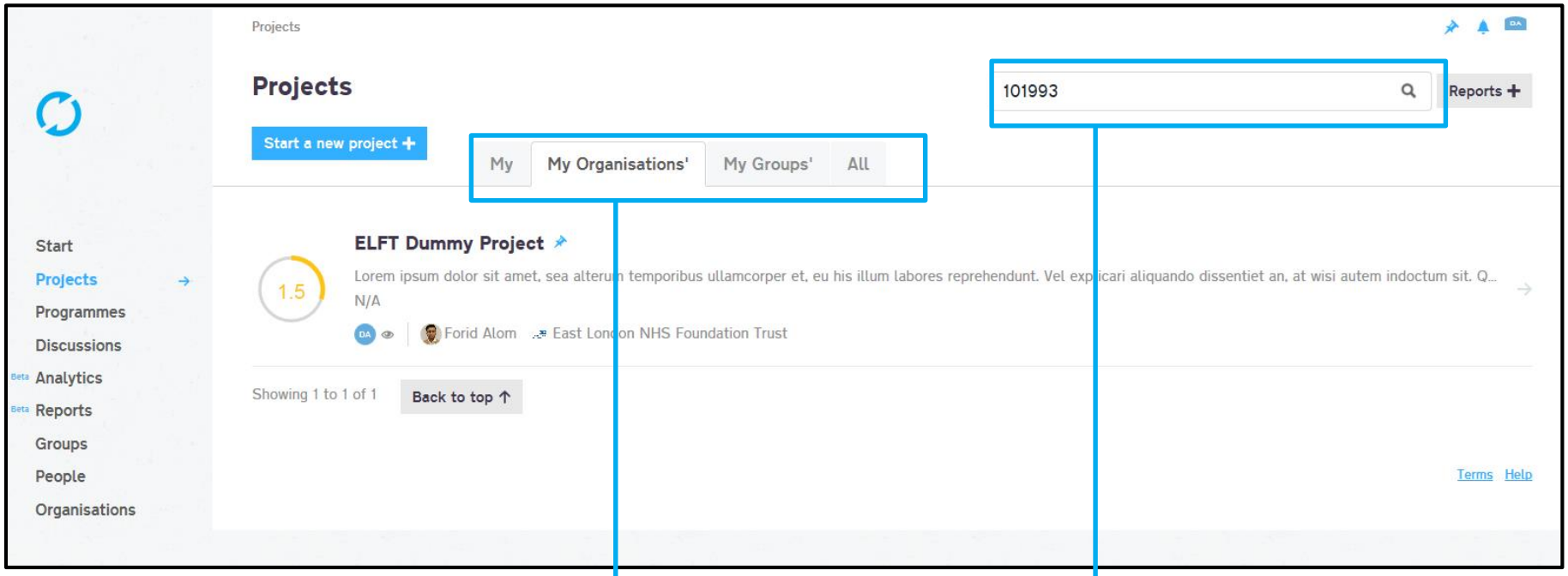

Use this search bar to search for projects.

Remember, if you are in the “My” tab then the search bar will only search for that project iD in the projects you are linked to.

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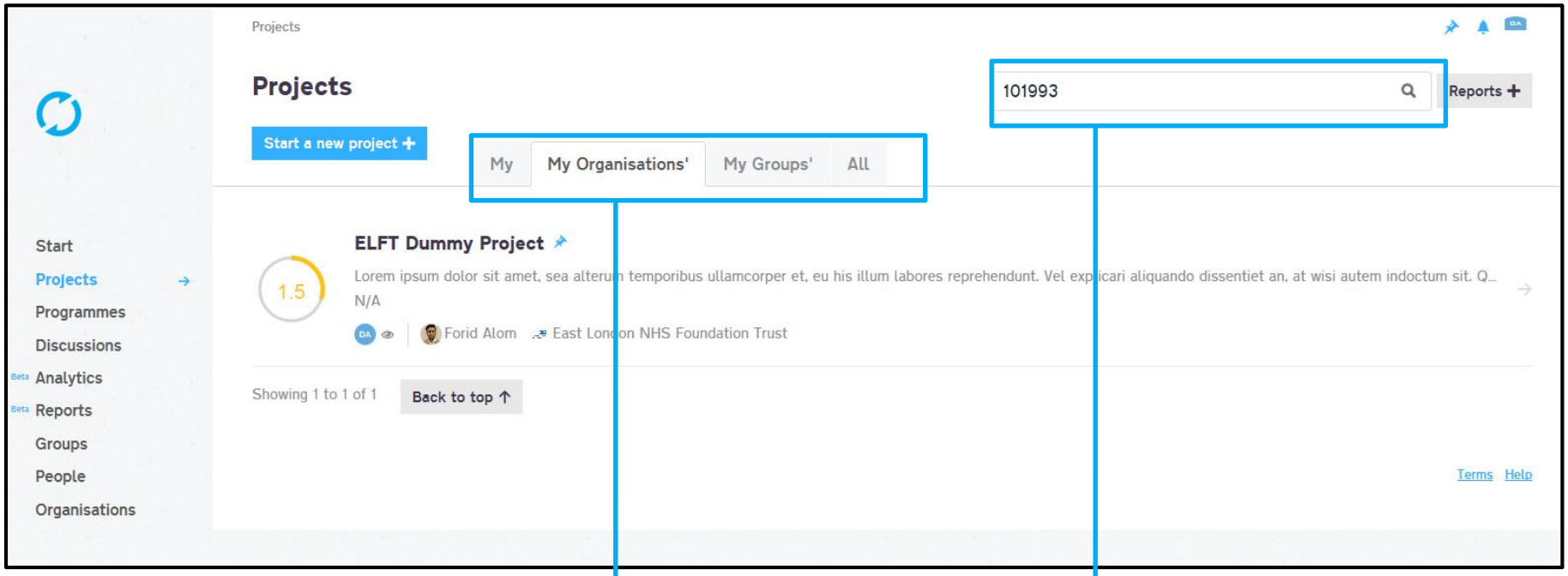

Use this search bar to search for projects.

Remember, if you are in the “My” tab then the search bar will only search for that project iD in the projects you are linked to.

If it’s a project that is taking place in your organisation, make sure you are in the “My Organisations” tab.

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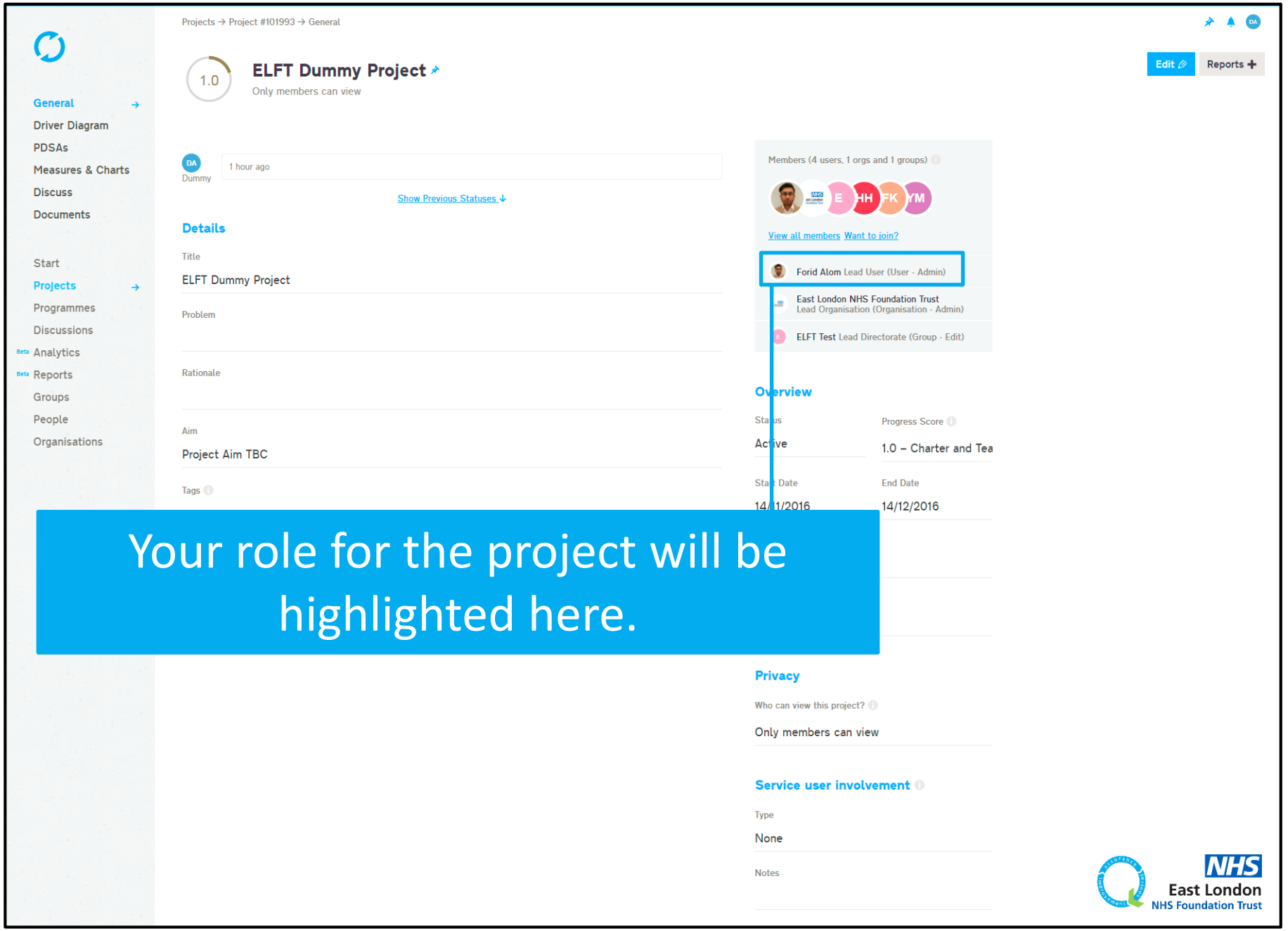

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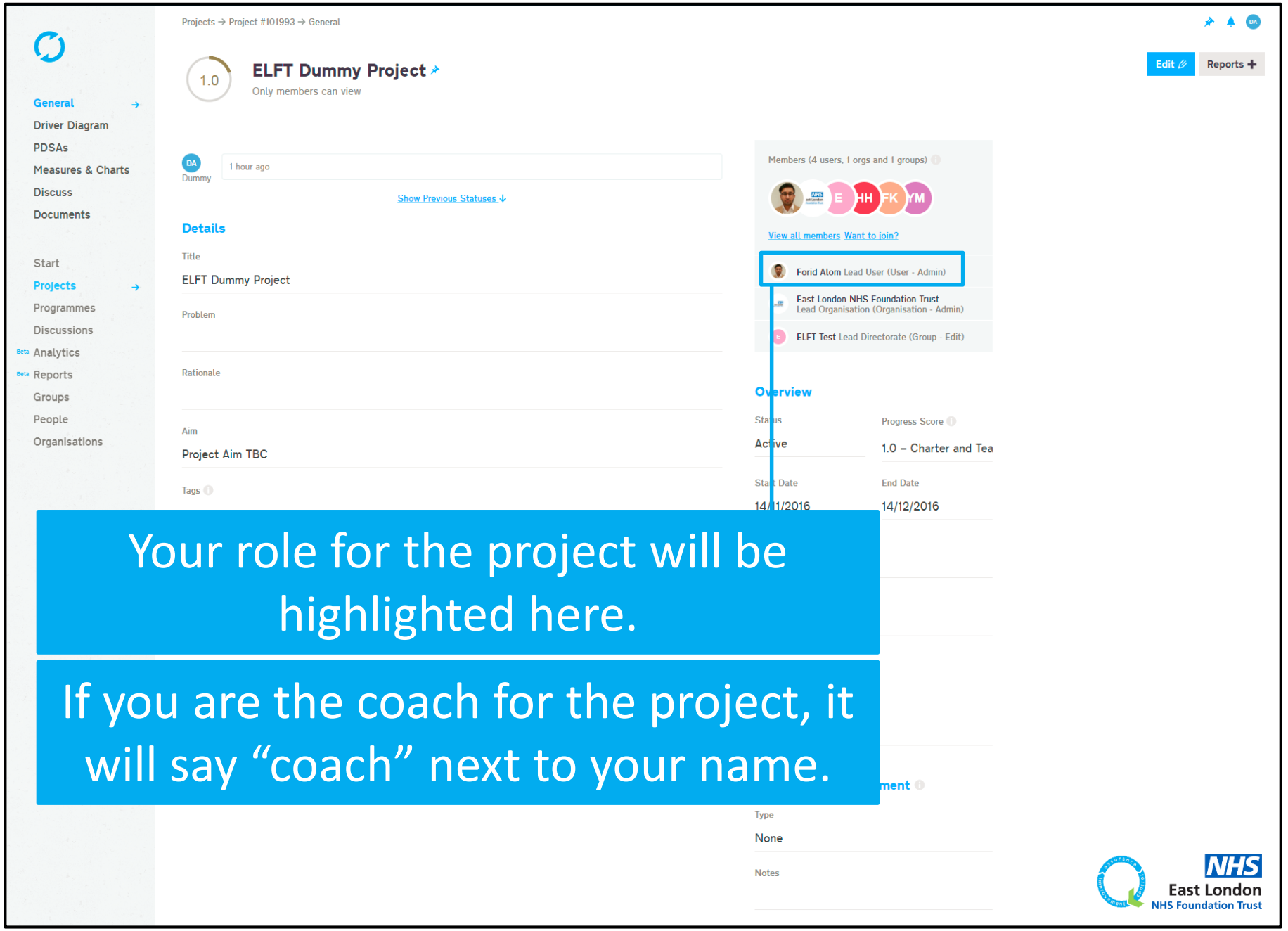

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How to add team members to your project?

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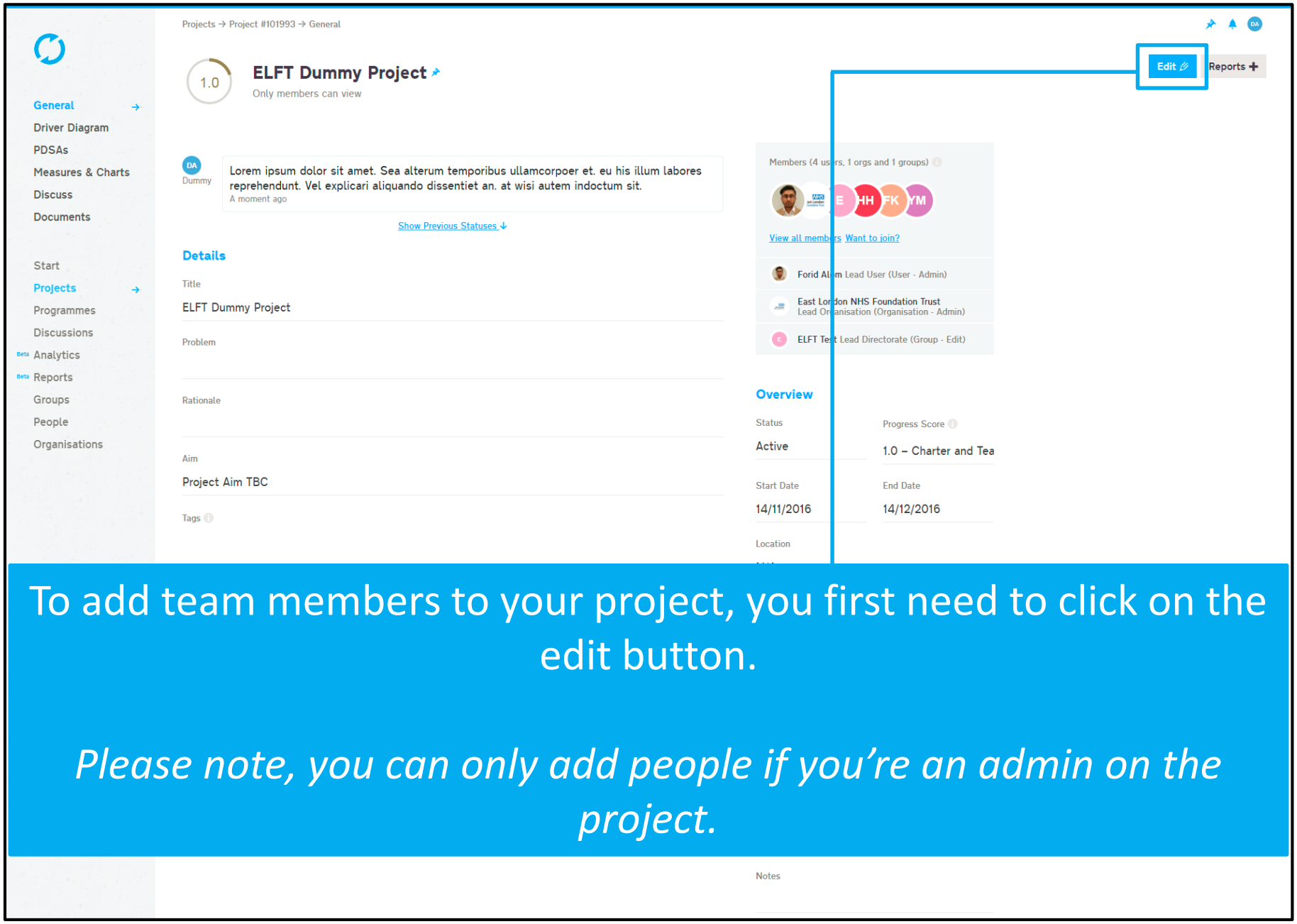

To add team members to your project, you first need to click on the edit button.

Please note, you can only add people if you're an admin on the project.

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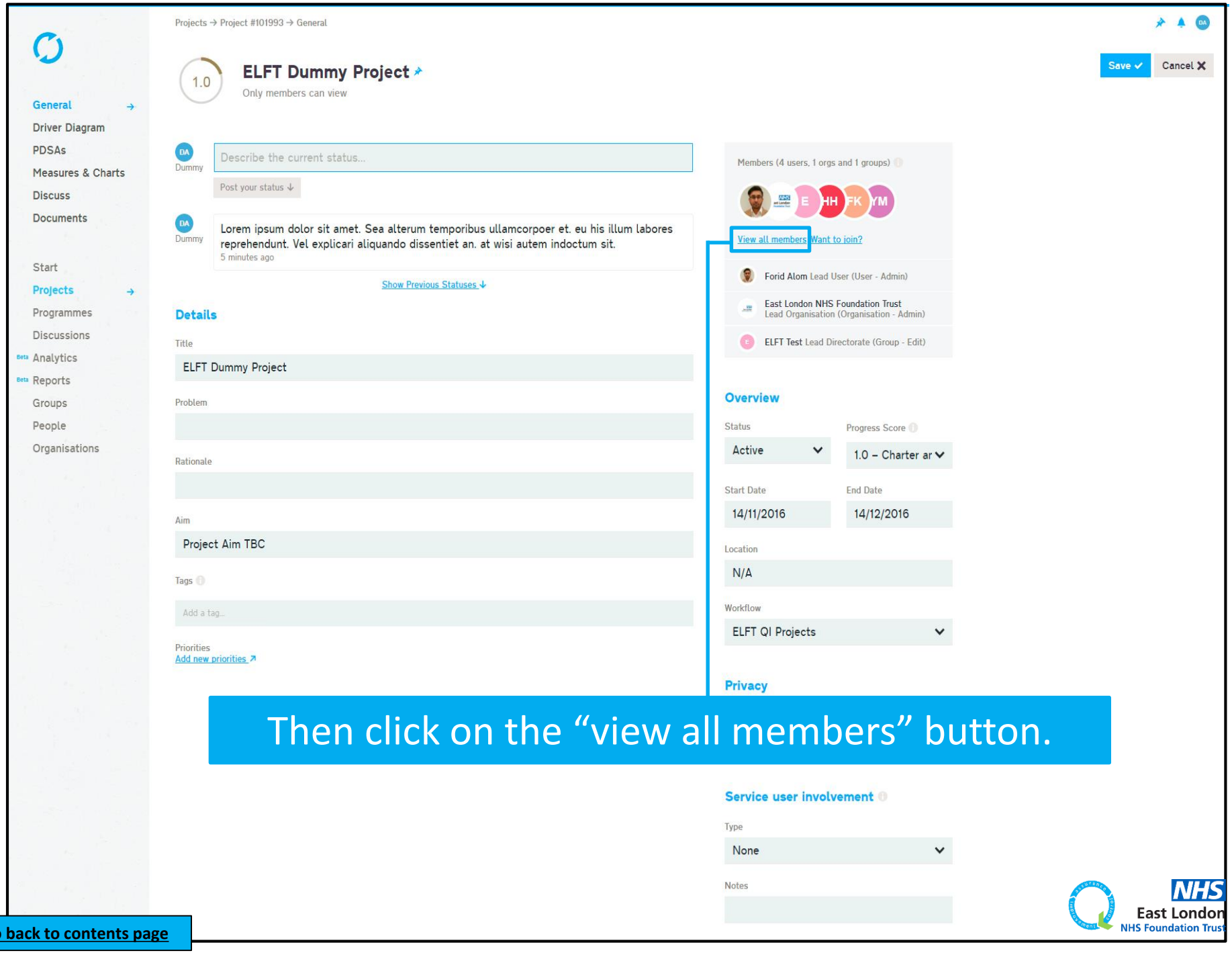
Projects → Project #101993 → General
1.0
ELFT Dummy Project
Only members can view
Save
Cancel
General
Driver Diagram
PDSAs
Measures & Charts
Discuss
Documents
Start
Projects
Programmes
Discussions
Analytics
Reports
Groups
People
Organisations
Describe the current status...
Post your status
Lorem ipsum dolor sit amet. Sea alterum temporibus ullamcorpoer et. eu his illum labores reprehendunt. Vel explicari aliquando dissentiet an. at wisi autem indoctum sit.
5 minutes ago
Show Previous Statuses
Details
Title
ELFT Dummy Project
Problem
Rationale
Aim
Project Aim TBC
Tags
Add a tag...
Priorities
Add new priorities
Members (4 users, 1 orgs and 1 groups)
View all members
Want to join?
Forid Alom Lead User (User - Admin)
East London NHS Foundation Trust
Lead Organisation (Organisation - Admin)
ELFT Test Lead Directorate (Group - Edit)
Overview
Status
Active
Progress Score
1.0 – Charter ar
Start Date
14/11/2016
End Date
14/12/2016
Location
N/A
Workflow
ELFT QI Projects
Privacy
Then click on the “view all members” button.
Service user involvement
Type
None
Notes
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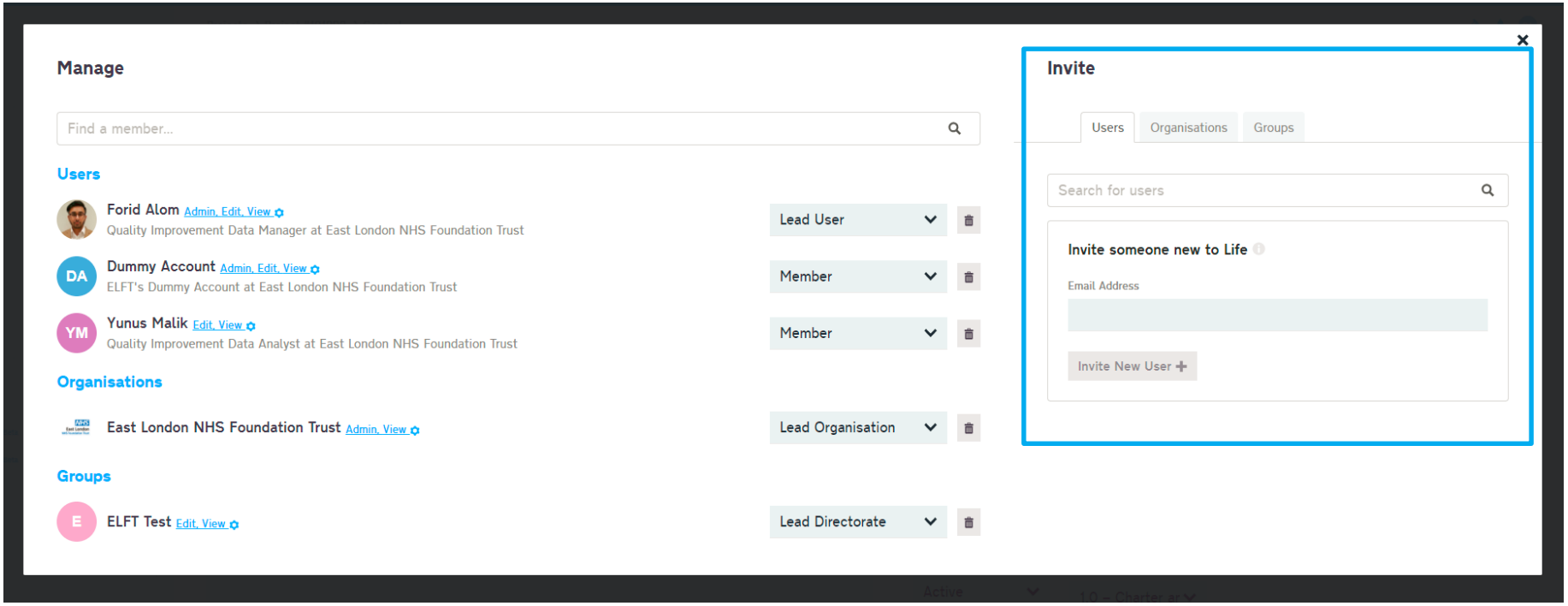

Here is where you can add and remove users, groups and organisations.

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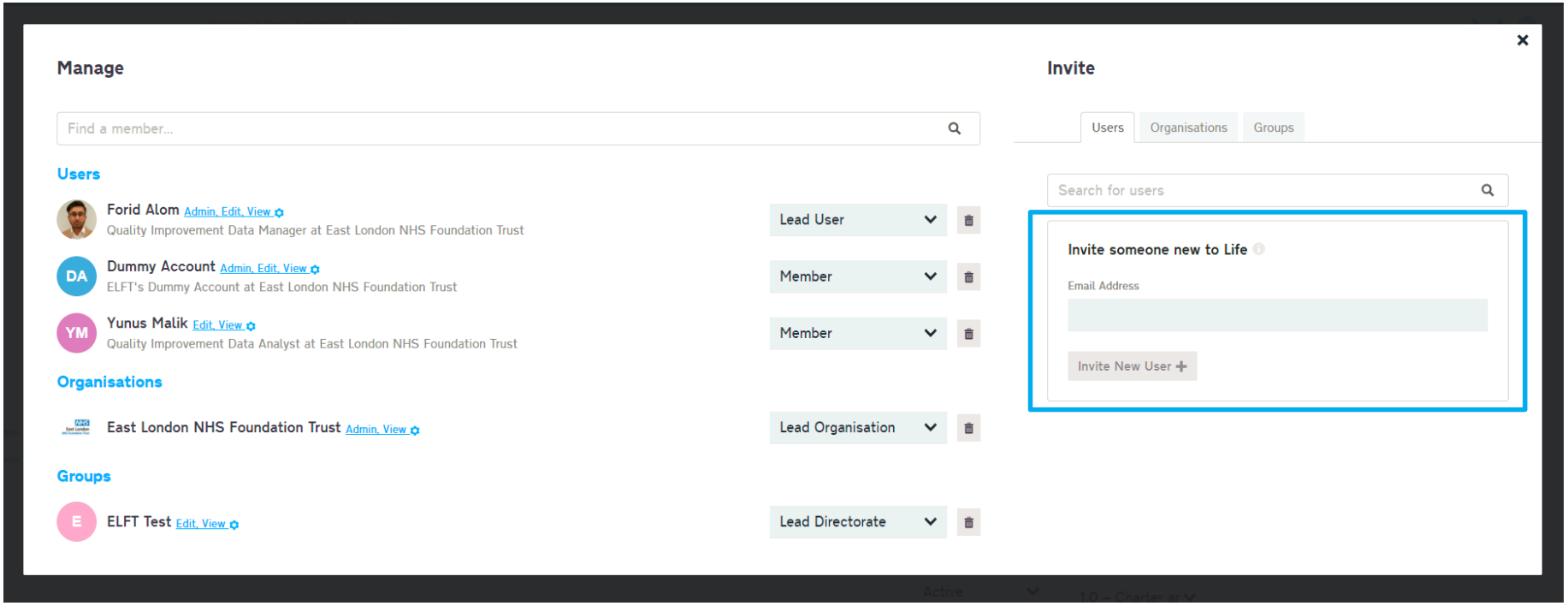

Here is where you can add and remove users, groups and organisations.

If you can't find them on the system, you can send them an invite to sign up by entering their email address into the "Invite someone new to life" box.

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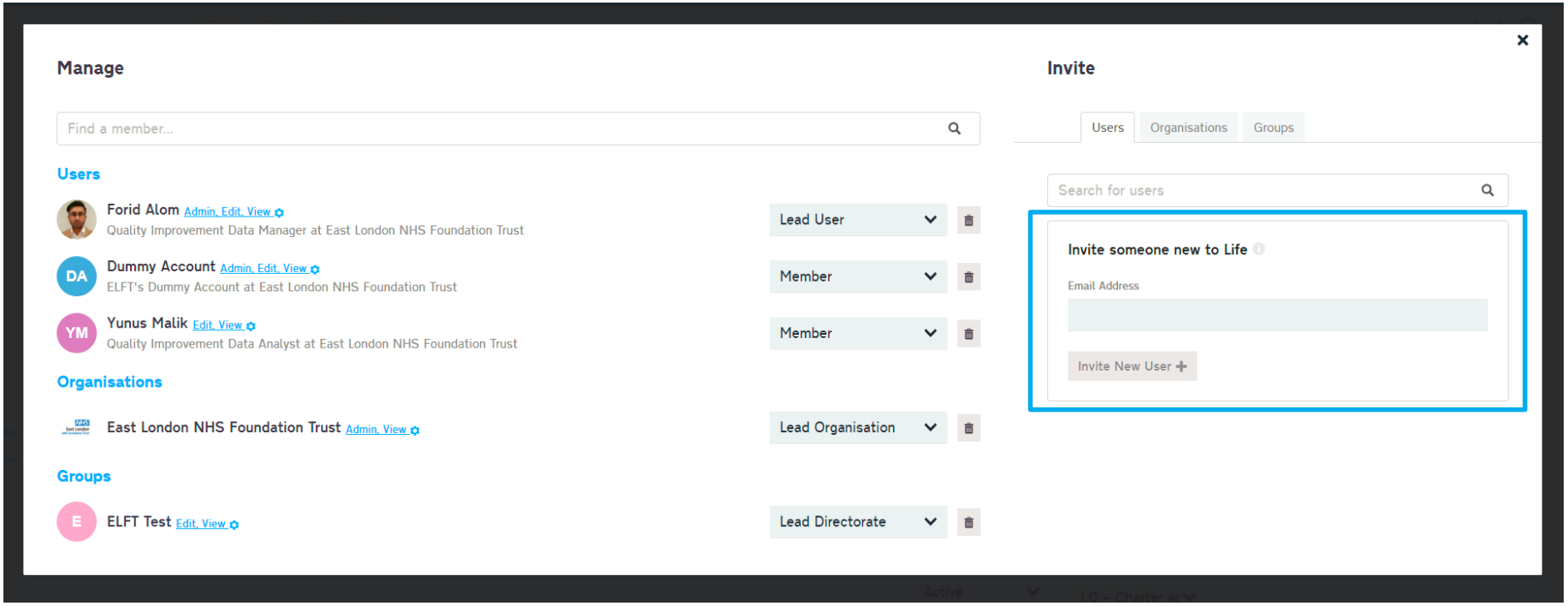

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If you can't find them on the system, you can send them an invite to sign up by entering their email address into the "Invite someone new to life" box.

They will then be sent an invite to sign up to Life QI and join your project.

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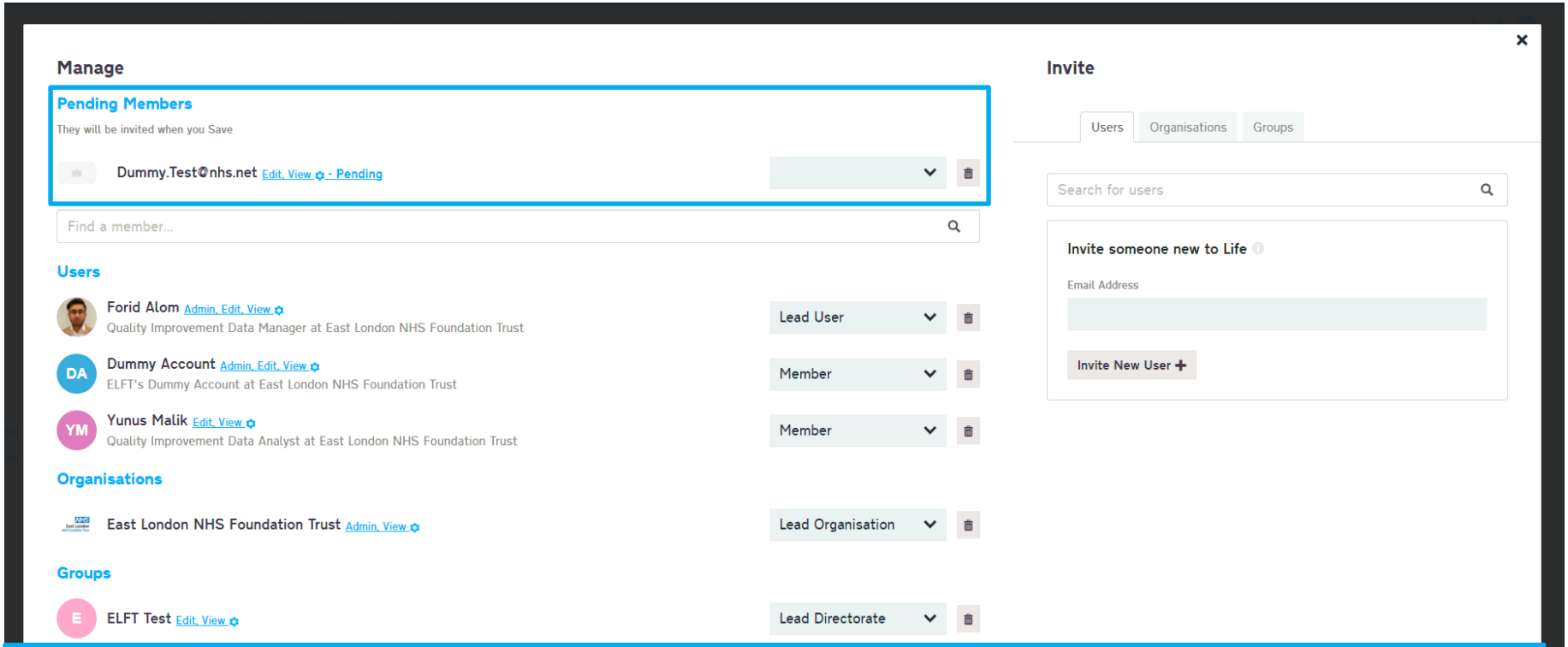

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If you can't find them on the system, you can send them an invite to sign up by entering their email address into the "Invite someone new to life" box.

They will then be sent an invite to sign up to Life QI and join your project.

They will appear on your list as pending.

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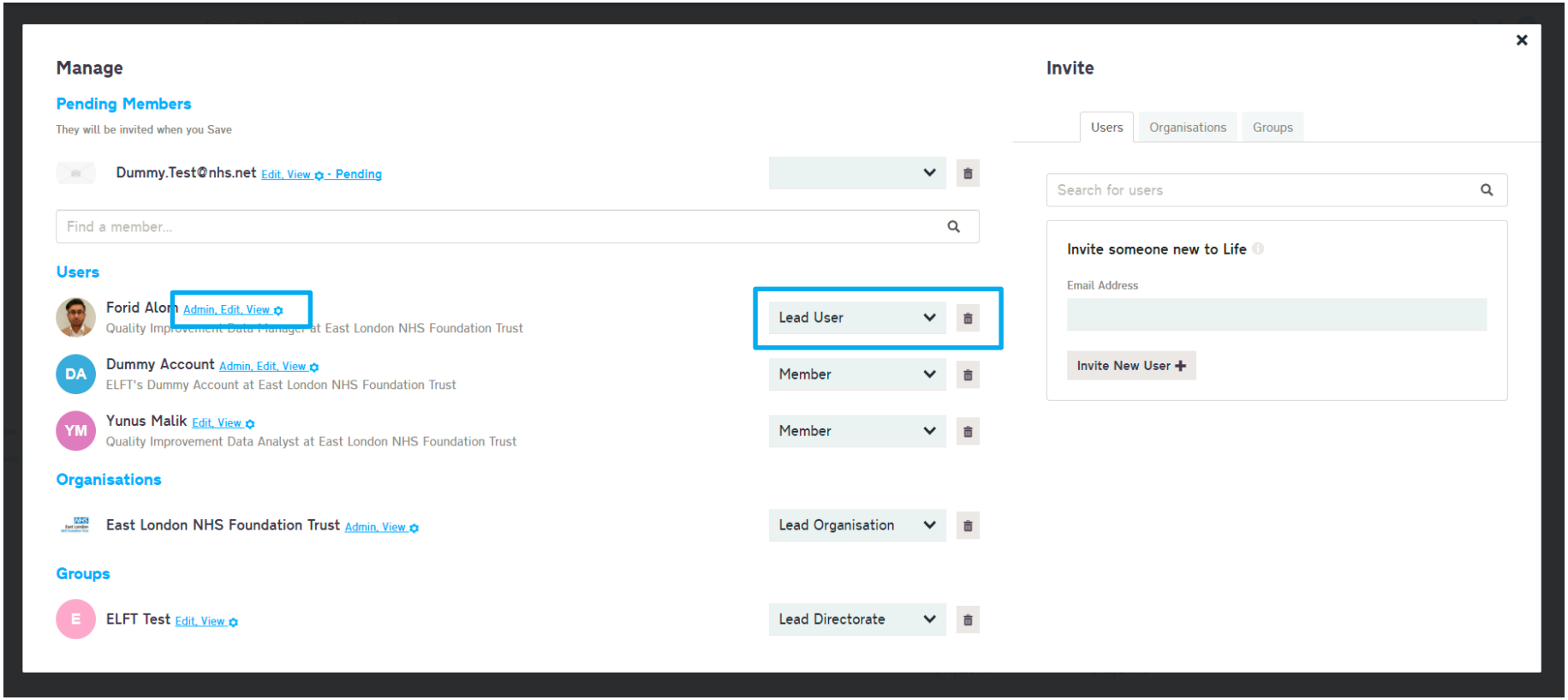

You can also control edit rights and project roles here.

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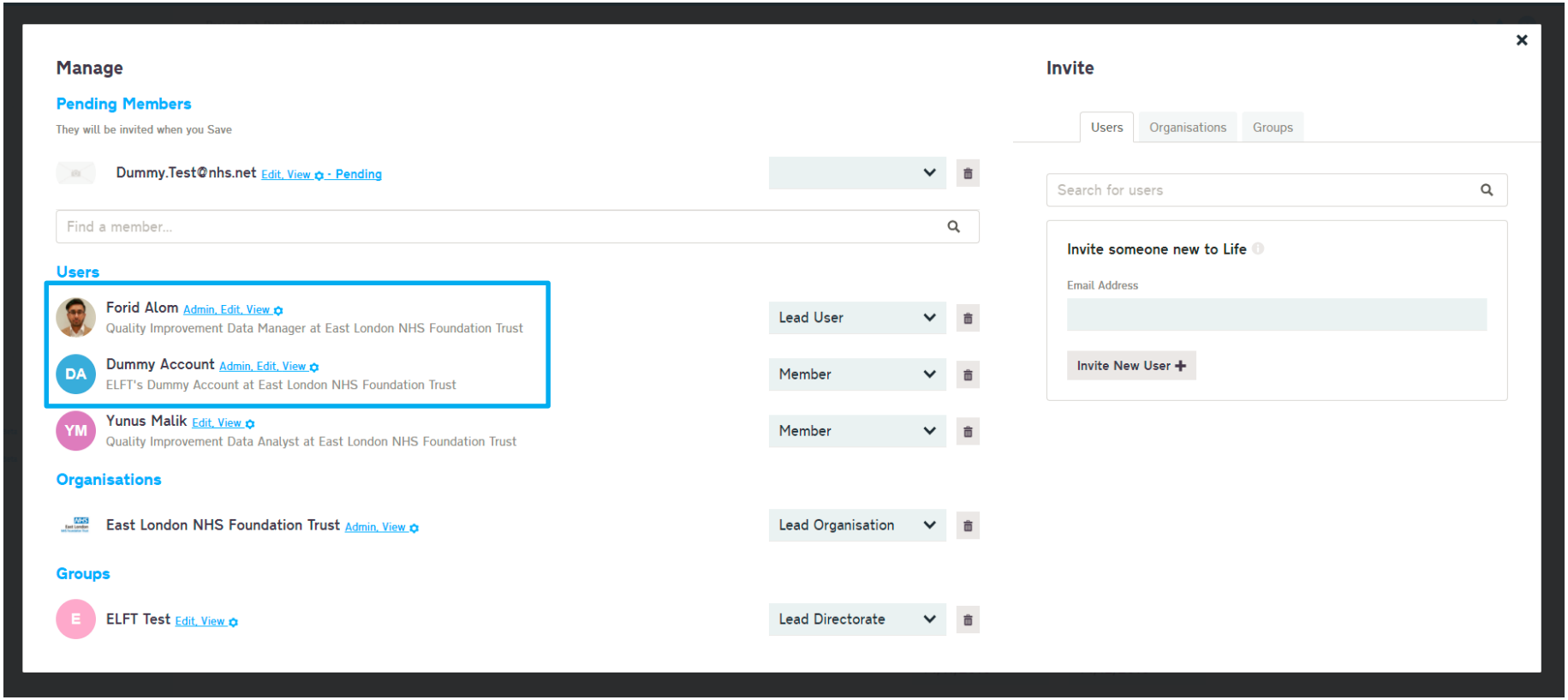

You can also control edit rights and project roles here.

Only “admins” of a project can access this area.

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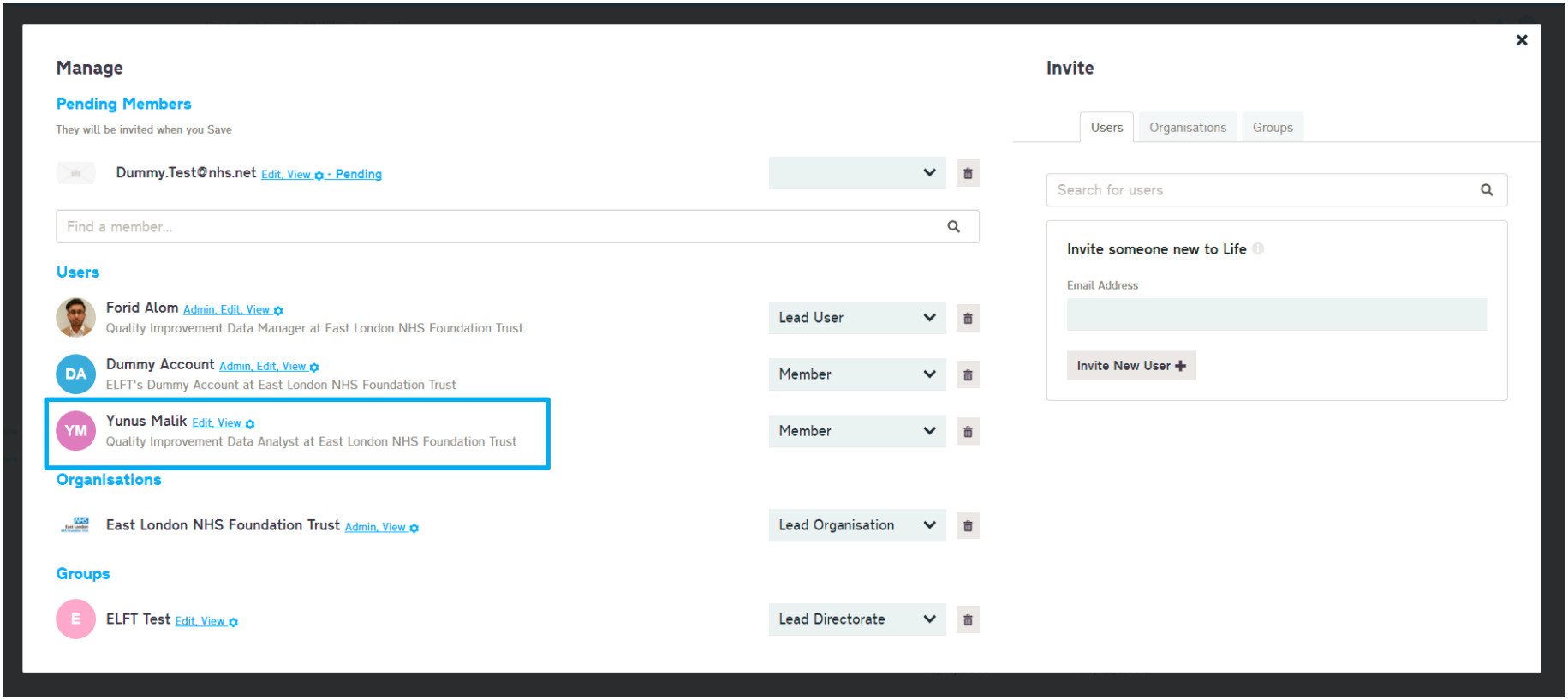

You can also control edit rights and project roles here.

Only “admins” of a project can access this area.

Those with “Edit, View” and “View” rights won’t be able to add users or control viewing rights.

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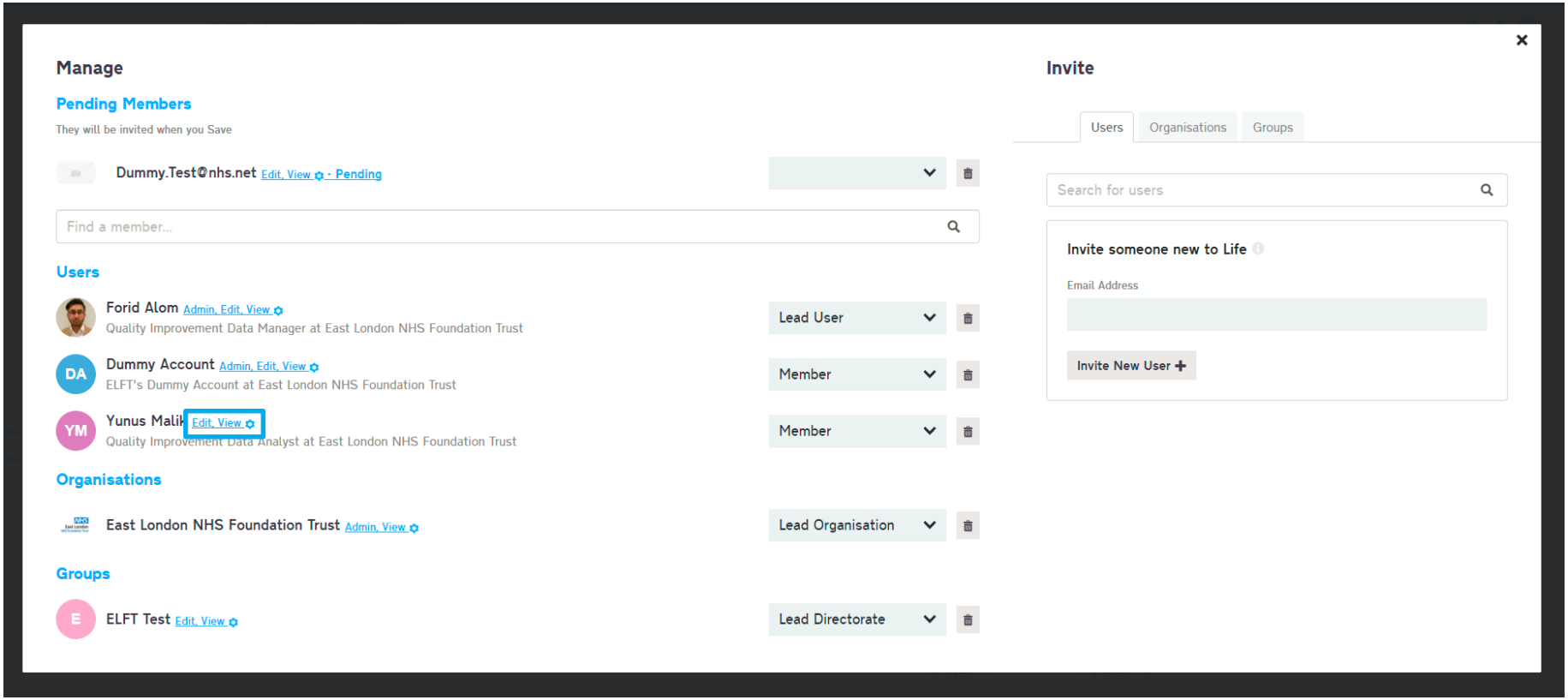

To change a users viewing rights, click on the rights they currently have (which will appear next to their name).

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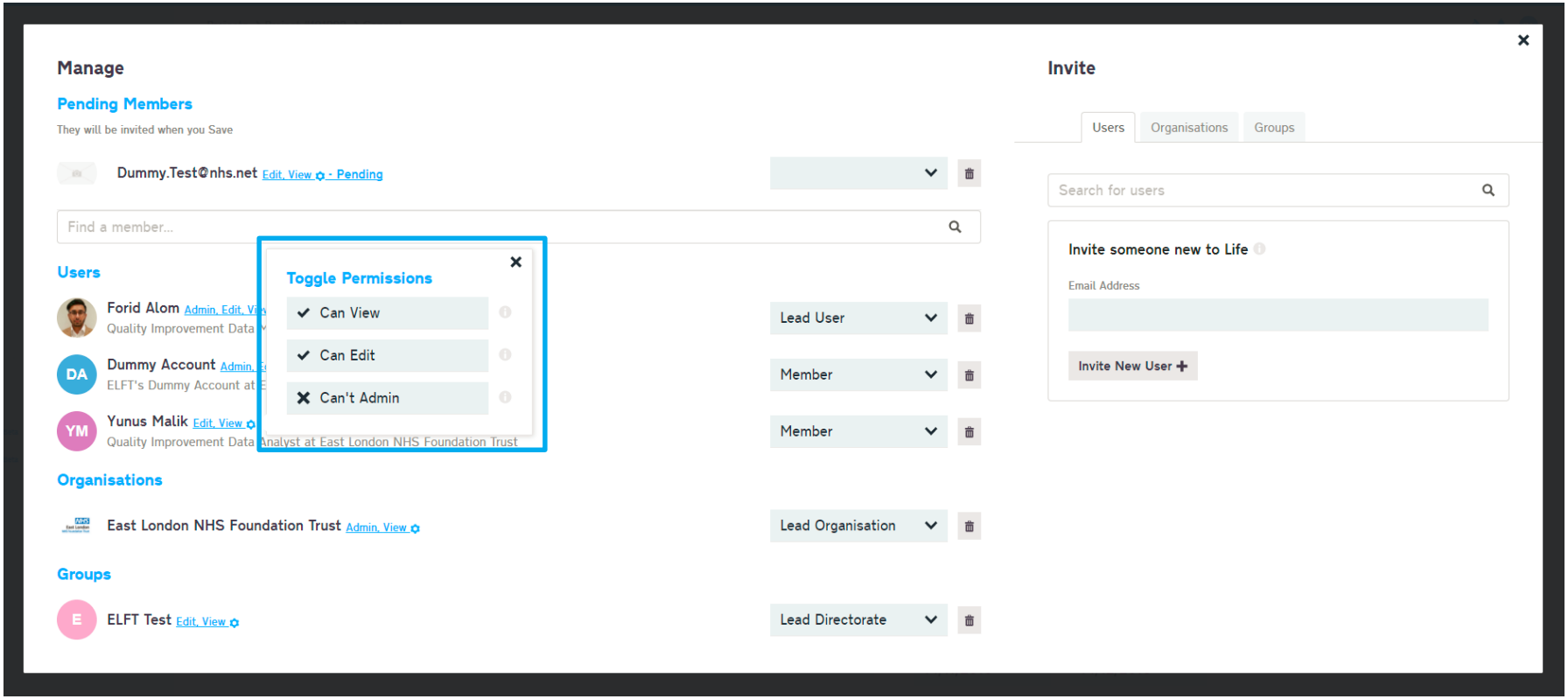

To change a users viewing rights, click on the rights they currently have (which will appear next to their name).

You will now be able to add/remove rights. The options are view, edit and admin.

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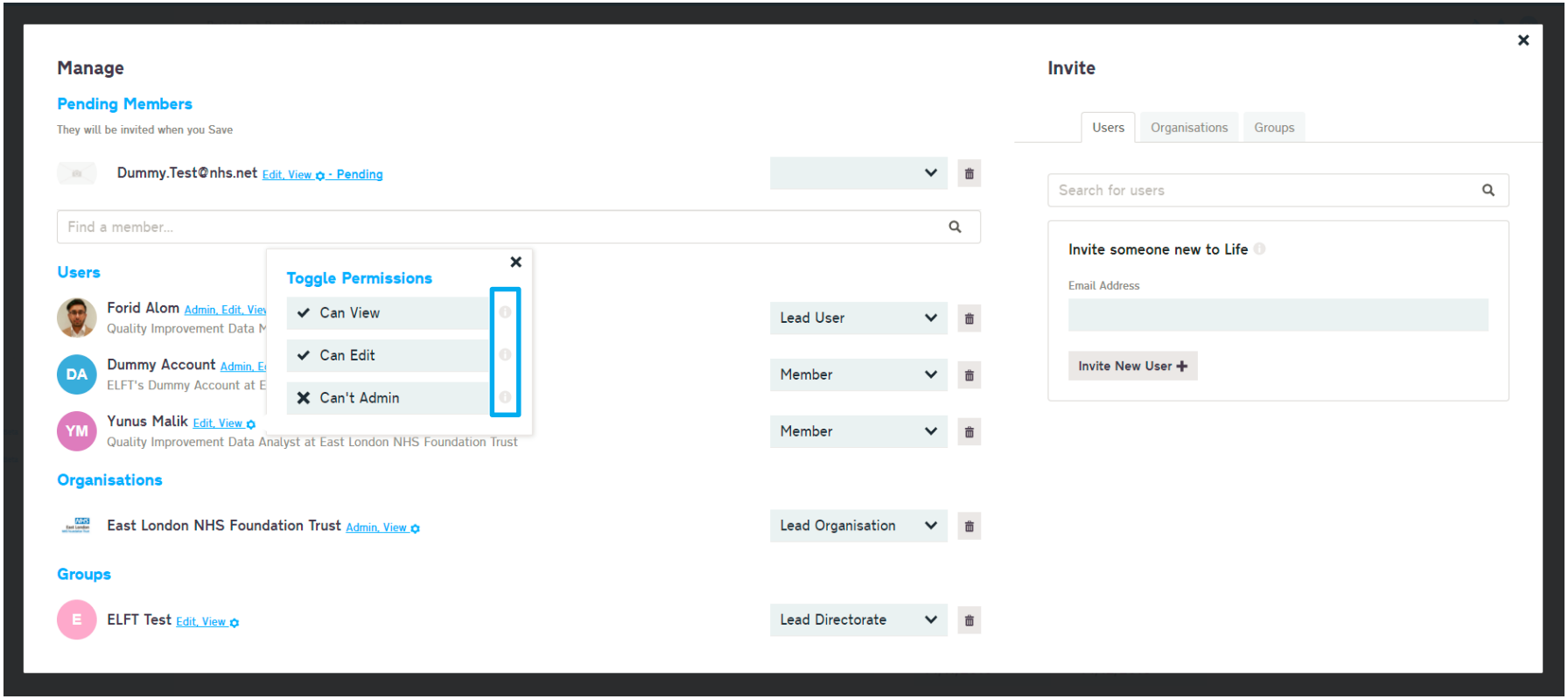

To change a users viewing rights, click on the rights they currently have (which will appear next to their name).

You will now be able to add/remove rights. The options are view, edit and admin.

You can find out what rights each option gives by clicking on the info button next to them.

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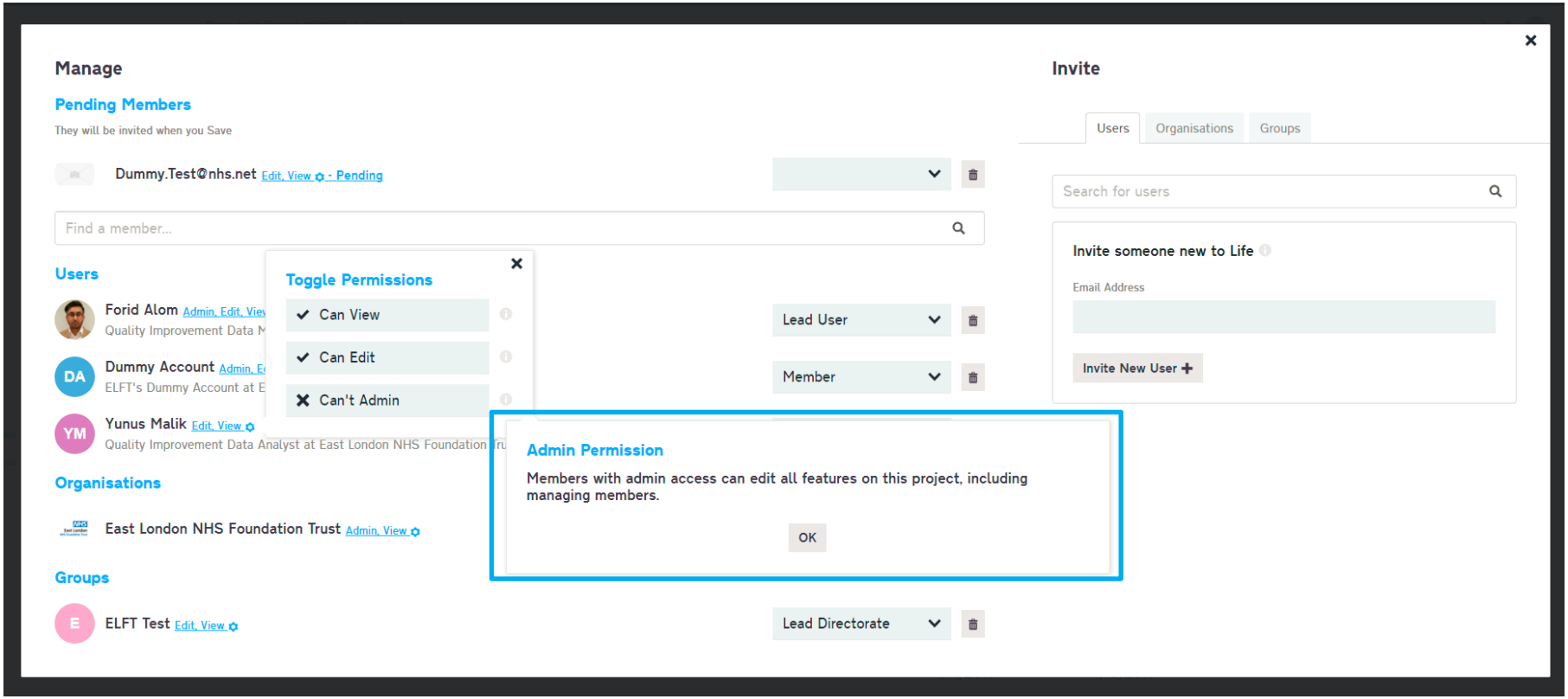

To change a users viewing rights, click on the rights they currently have (which will appear next to their name).

You will now be able to add/remove rights. The options are view, edit and admin.

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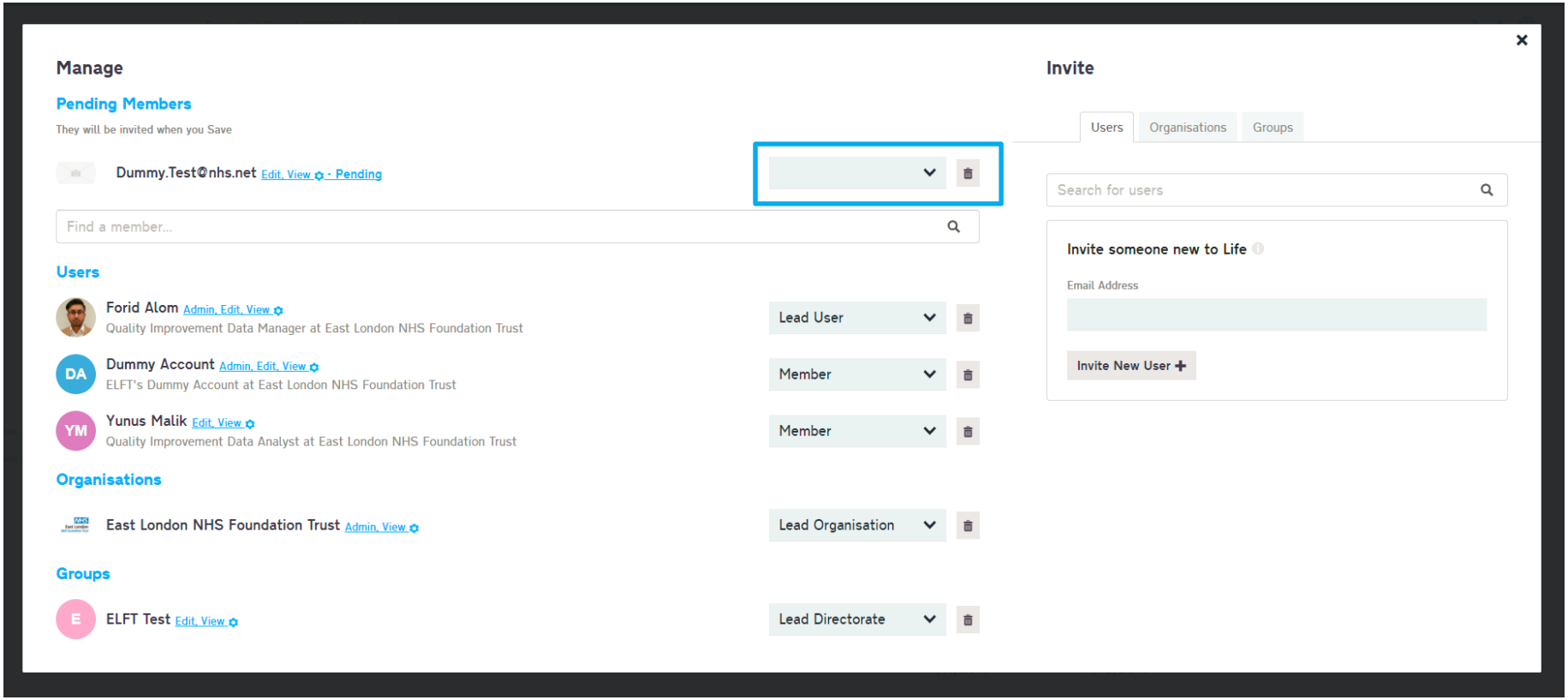

To change the roles of users, use this drop-down list.

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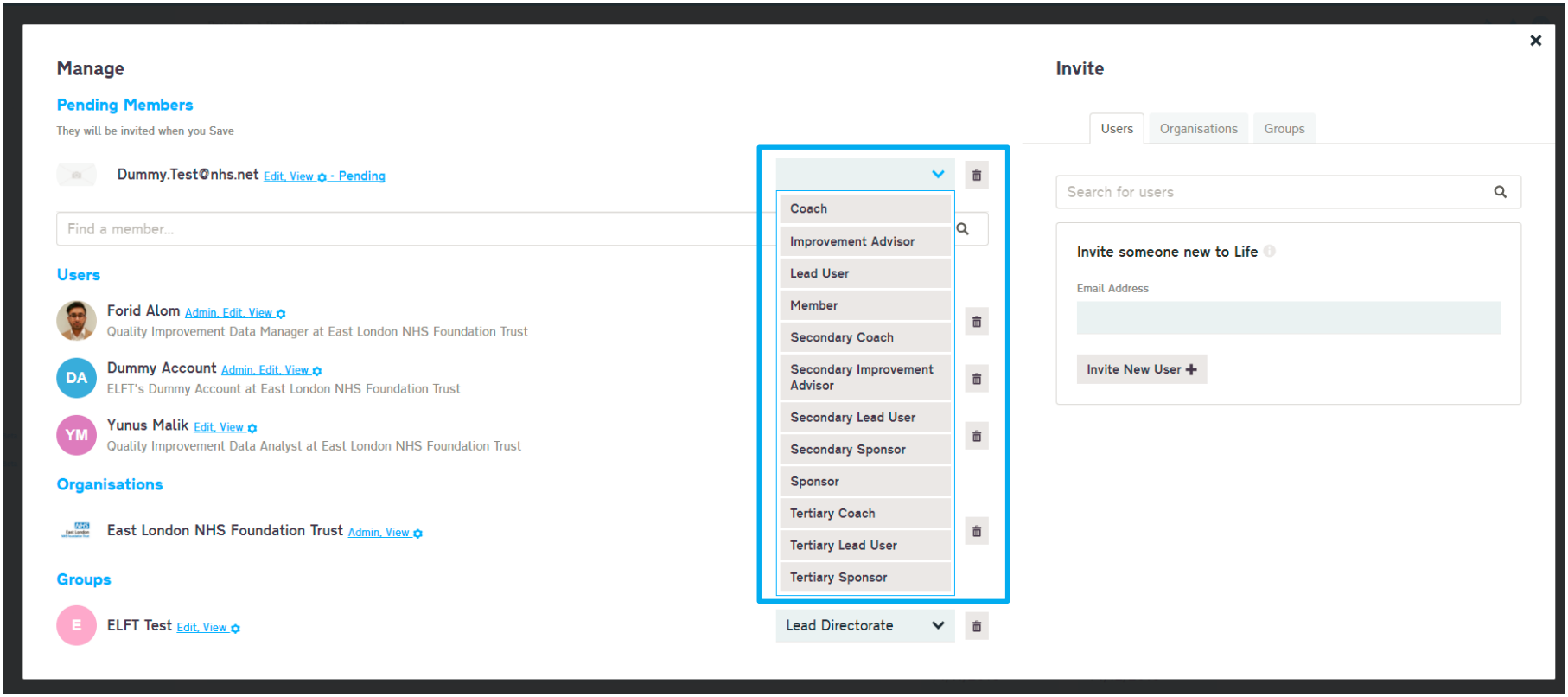

To change the roles of users, use this drop-down list.

You can choose between 12 different roles.

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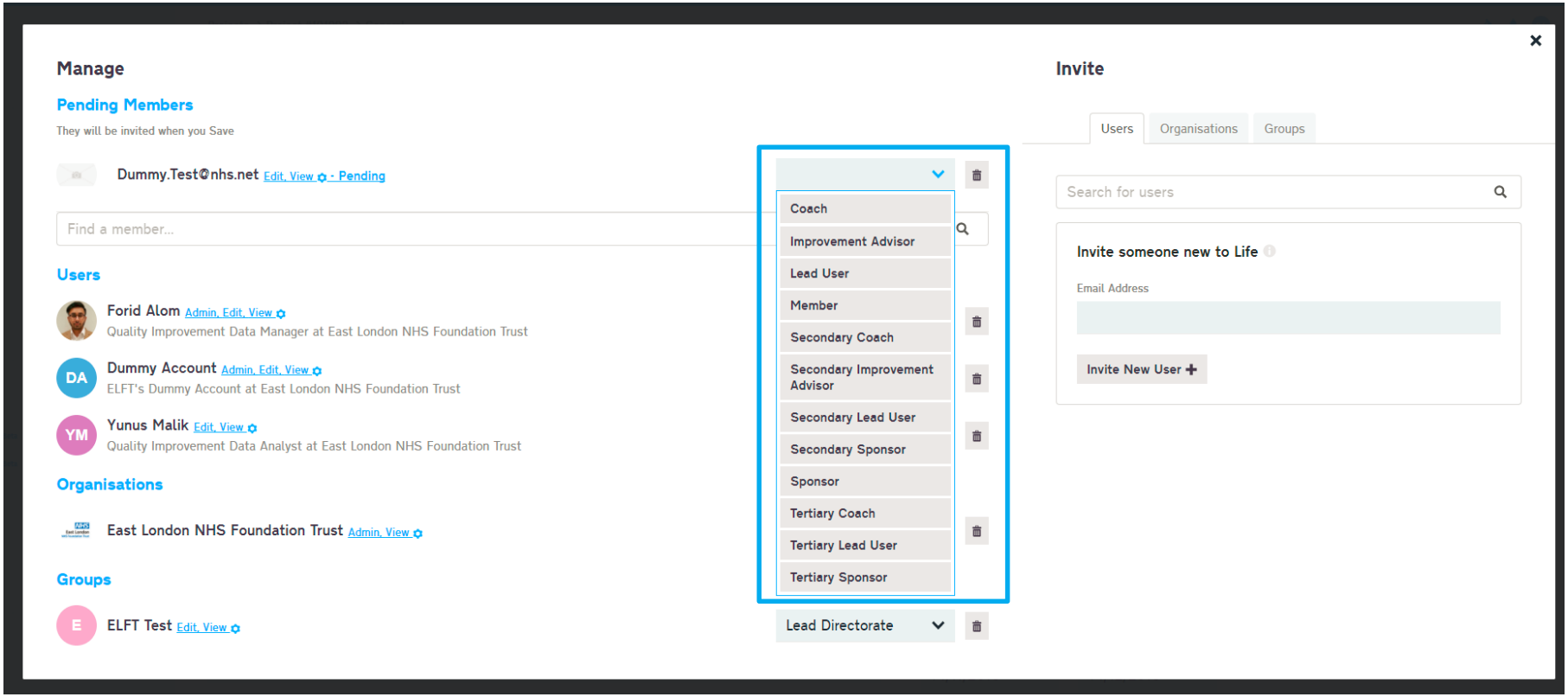

To change the roles of users, use this drop-down list.

You can choose between 12 different roles.

Here is where you can set yourself as a coach.

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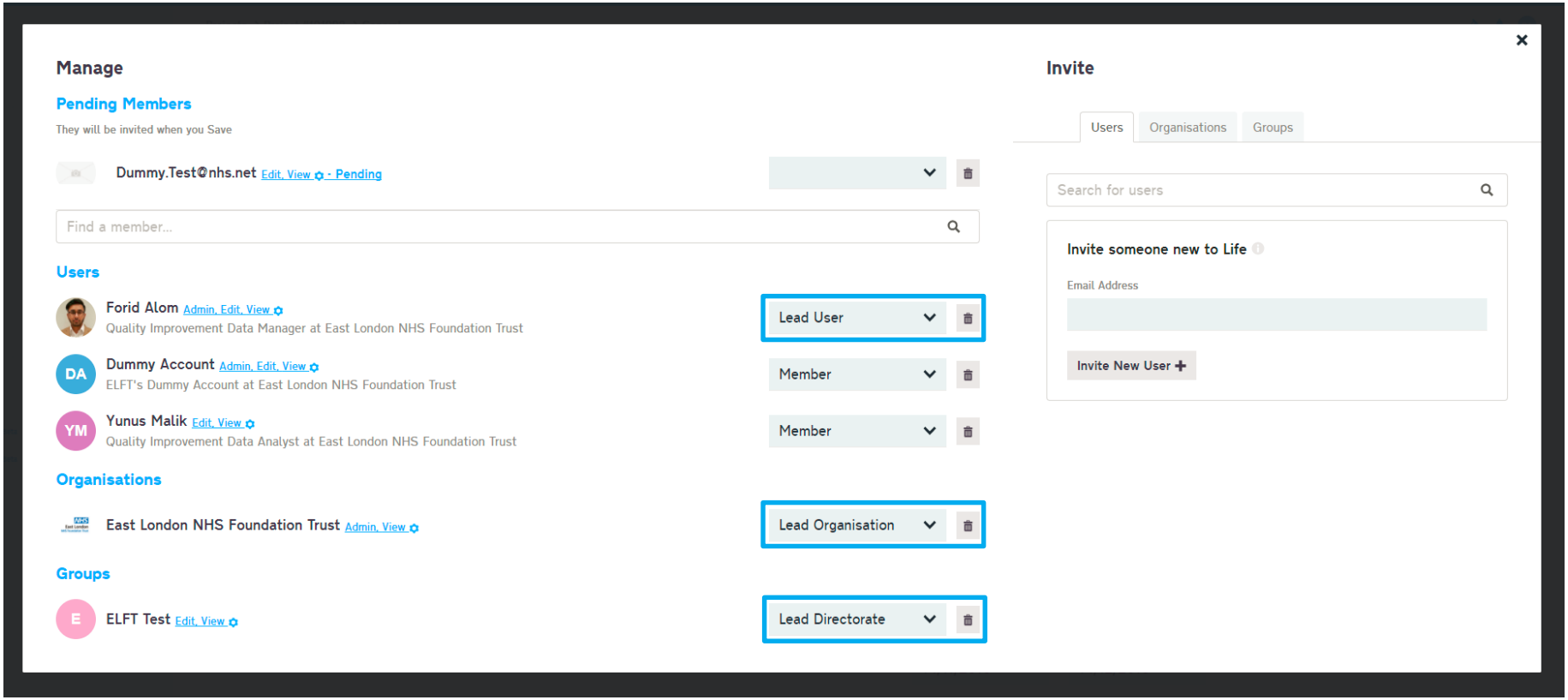

Every ELFT project MUST have a Lead User, Lead Organisation (ELFT) and Lead Directorate.

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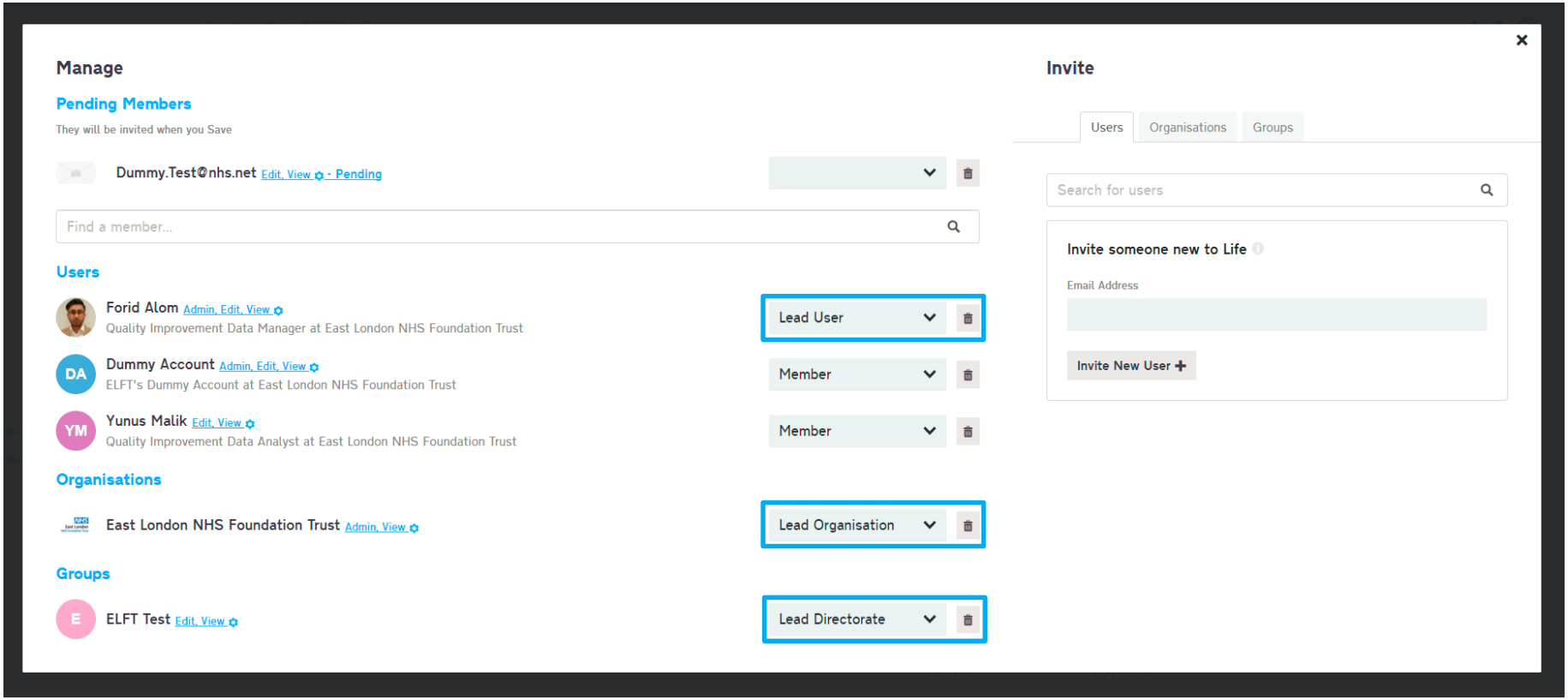

Every ELFT project MUST have a Lead User, Lead Organisation (ELFT) and Lead Directorate.

If a project has any of these roles missing, the project would be locked.

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How to update your project information?

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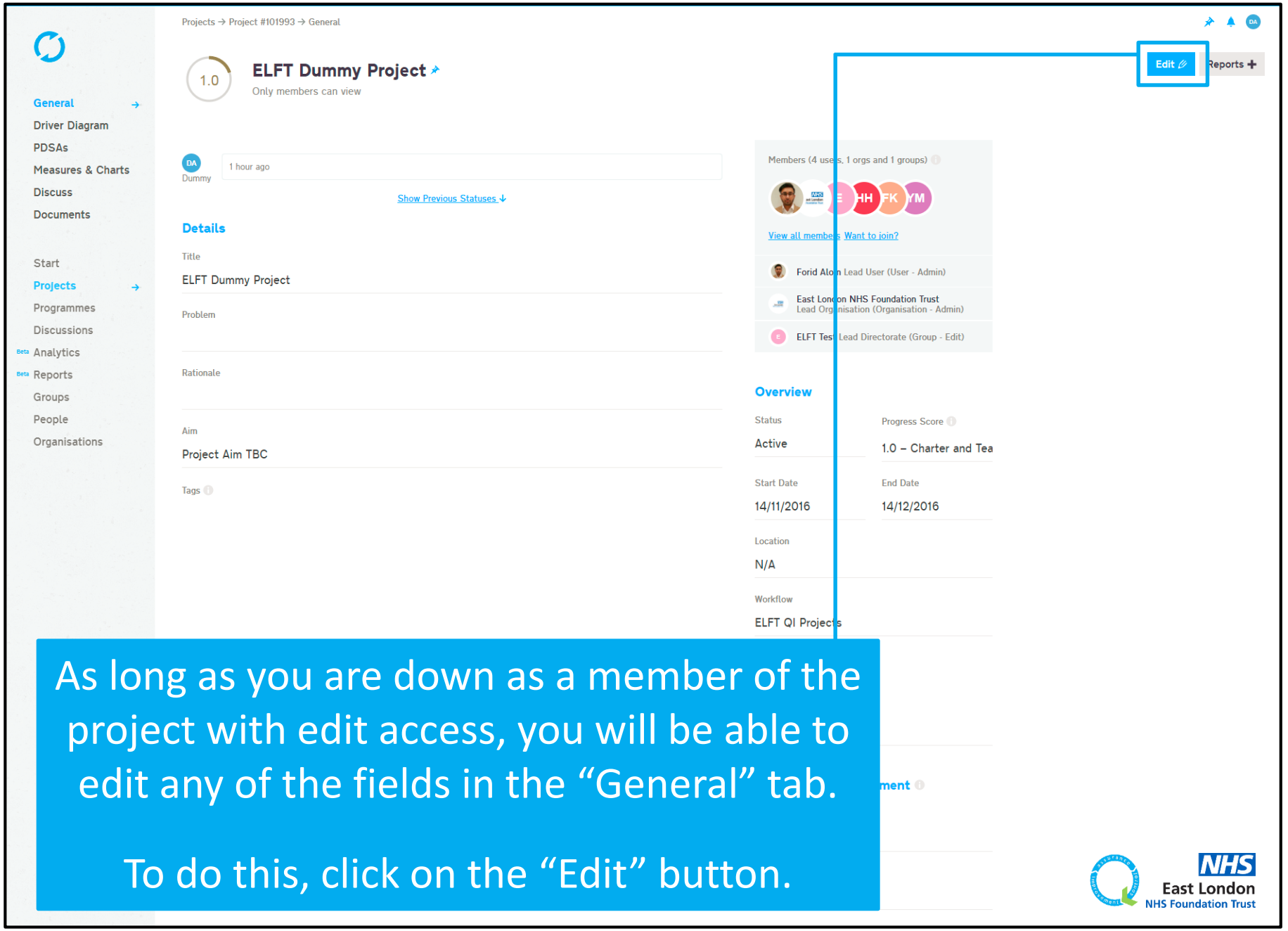

As long as you are down as a member of the project with edit access, you will be able to edit any of the fields in the “General” tab.

To do this, click on the “Edit” button.

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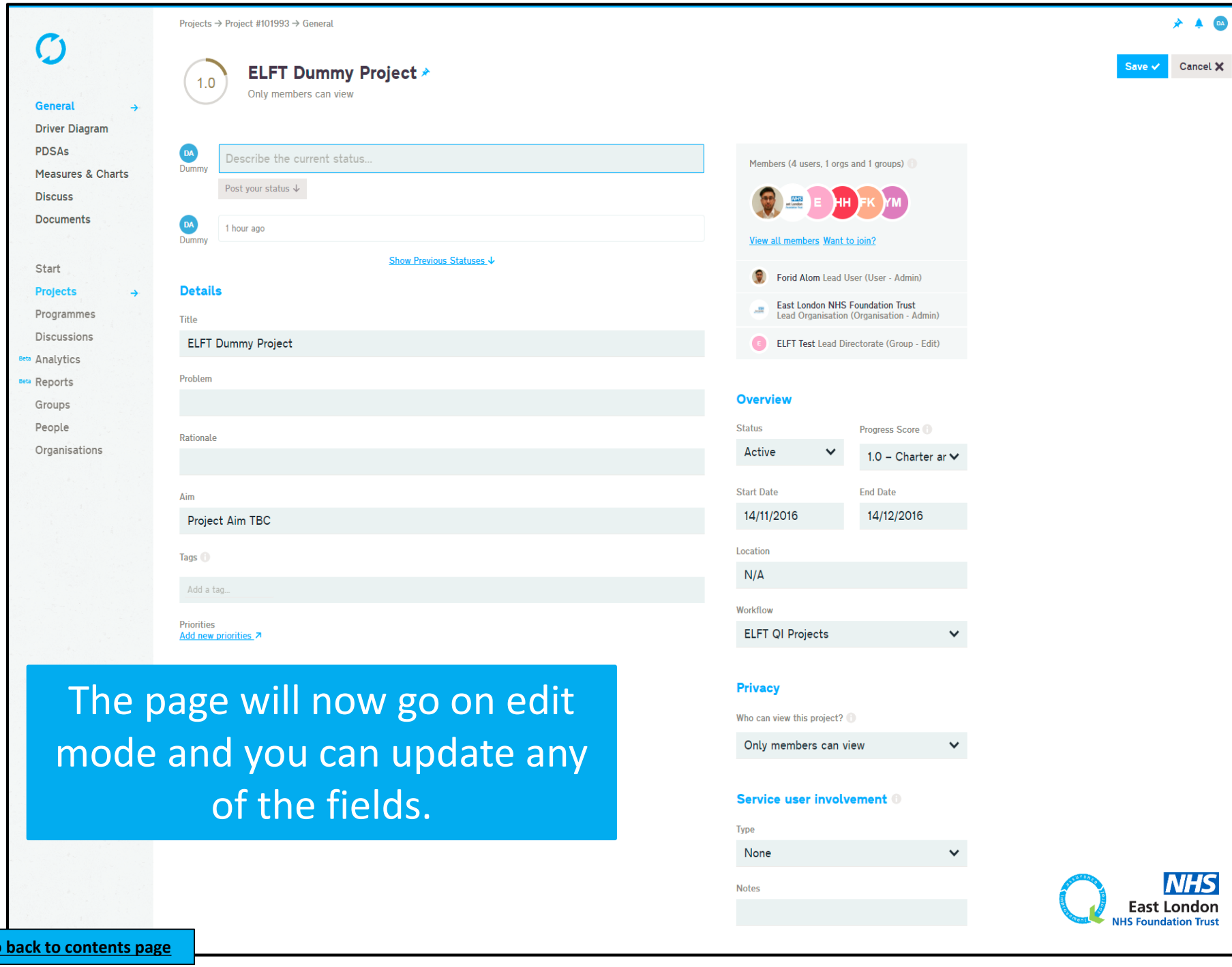

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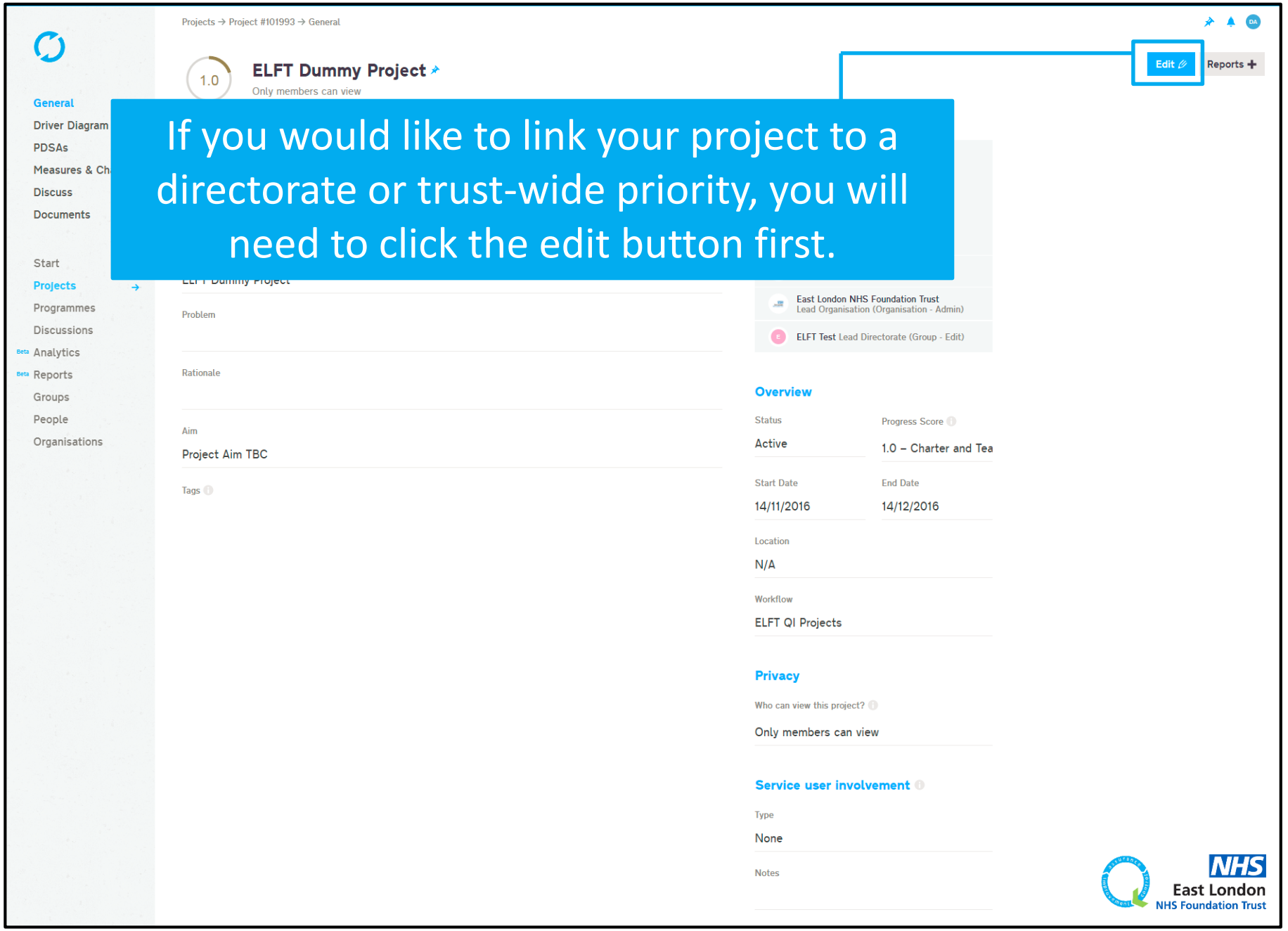

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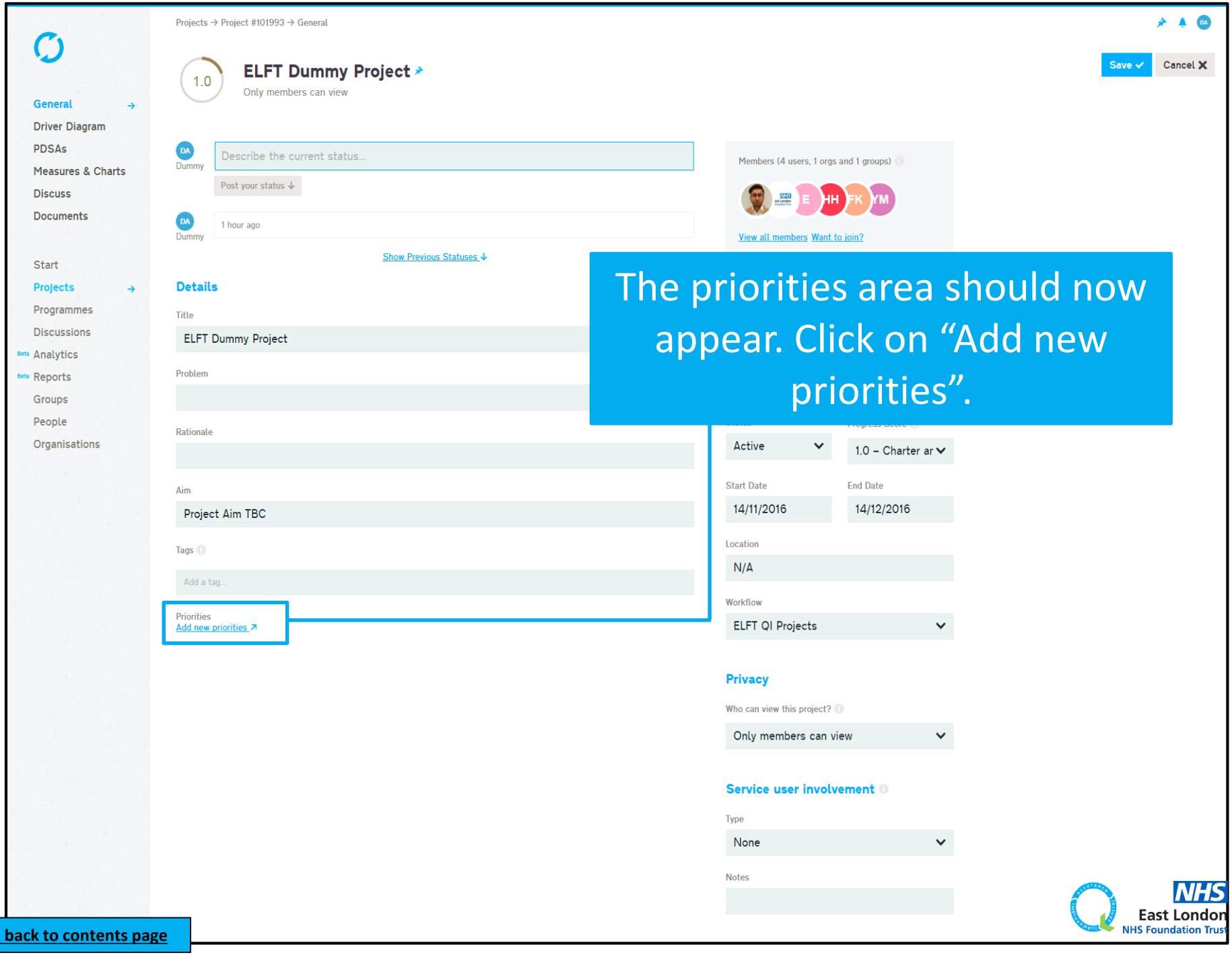

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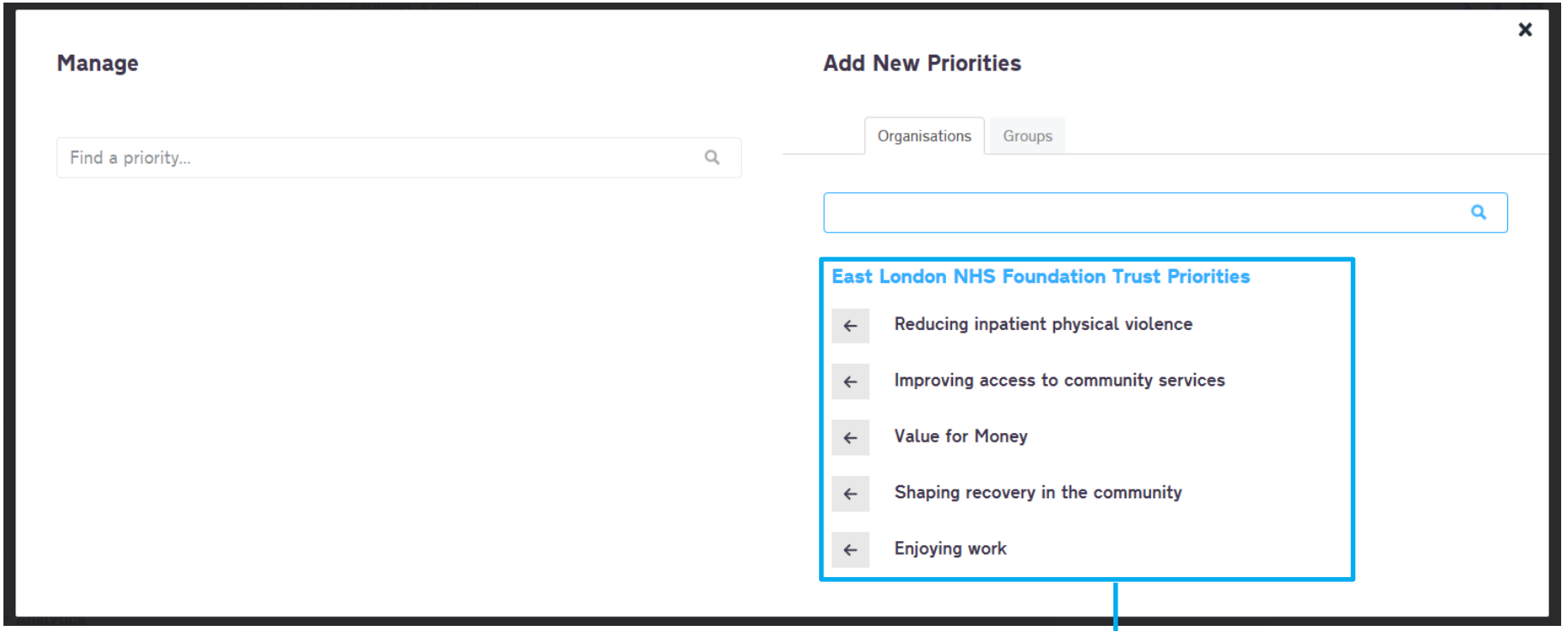

You will now see the trust-wide priorities. Click on the arrow point left for those priorities that link to your project.

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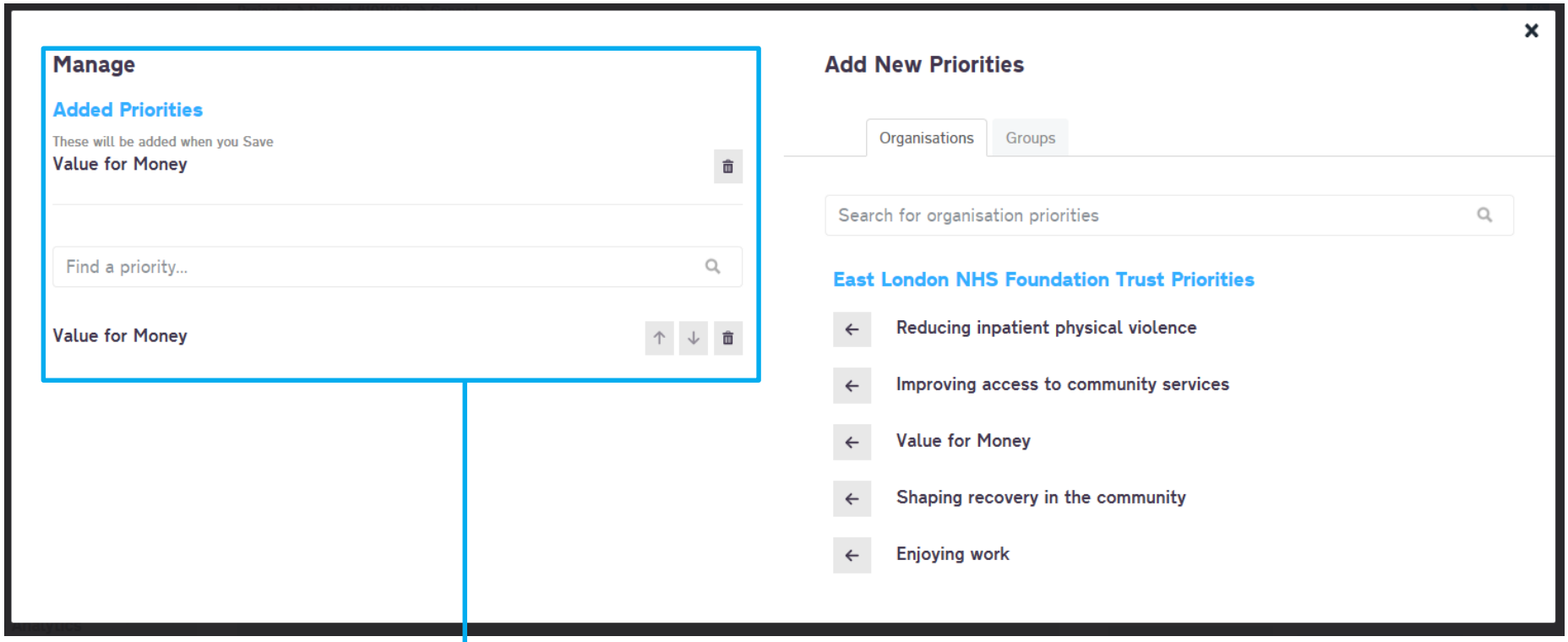

The priority will now be linked to your project.

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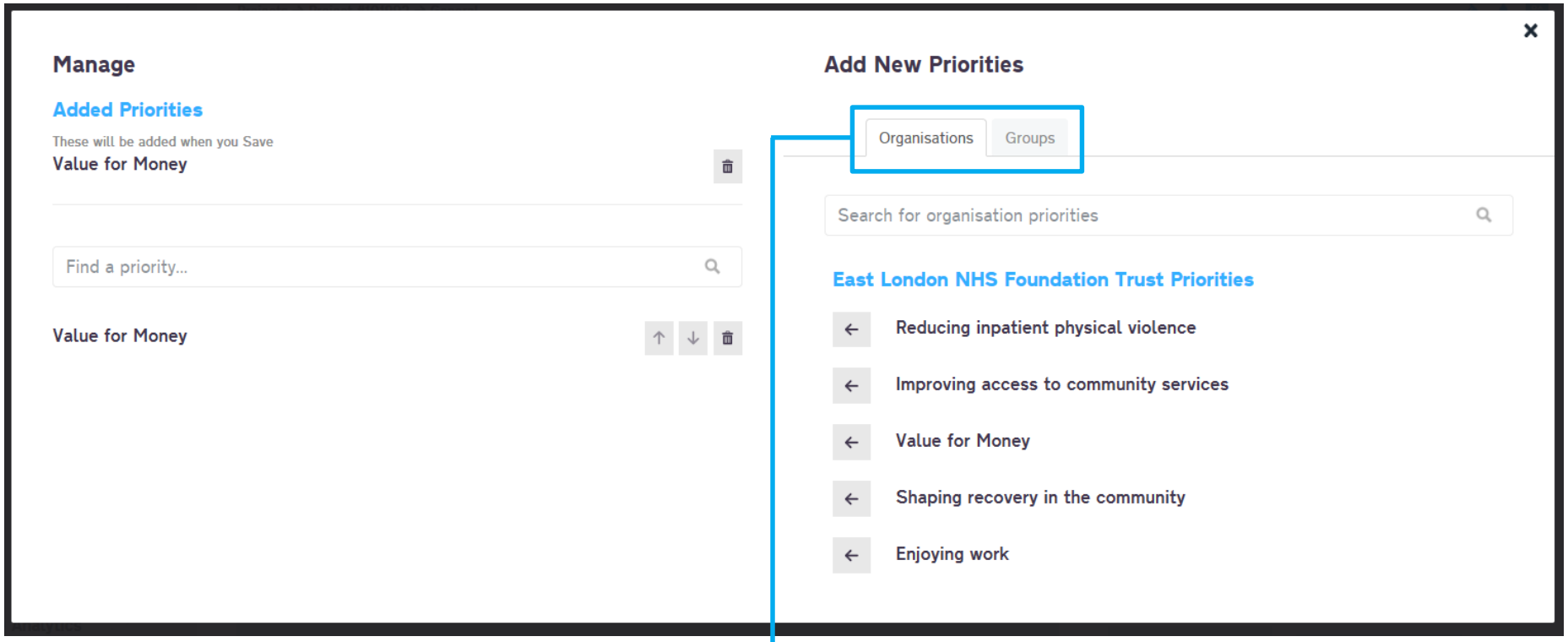
NHS East London NHS Foundation Trust



To add a directorate priority, click on the “Groups” tab.

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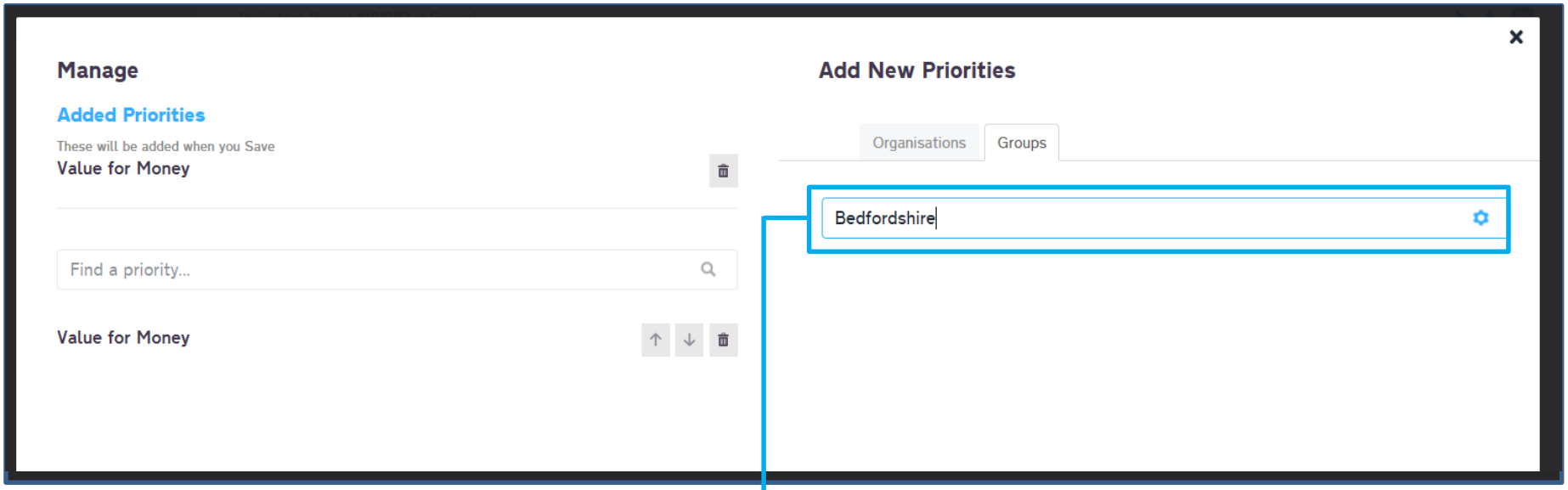
NHS East London NHS Foundation Trust



Use the search bar to search for your directorate.

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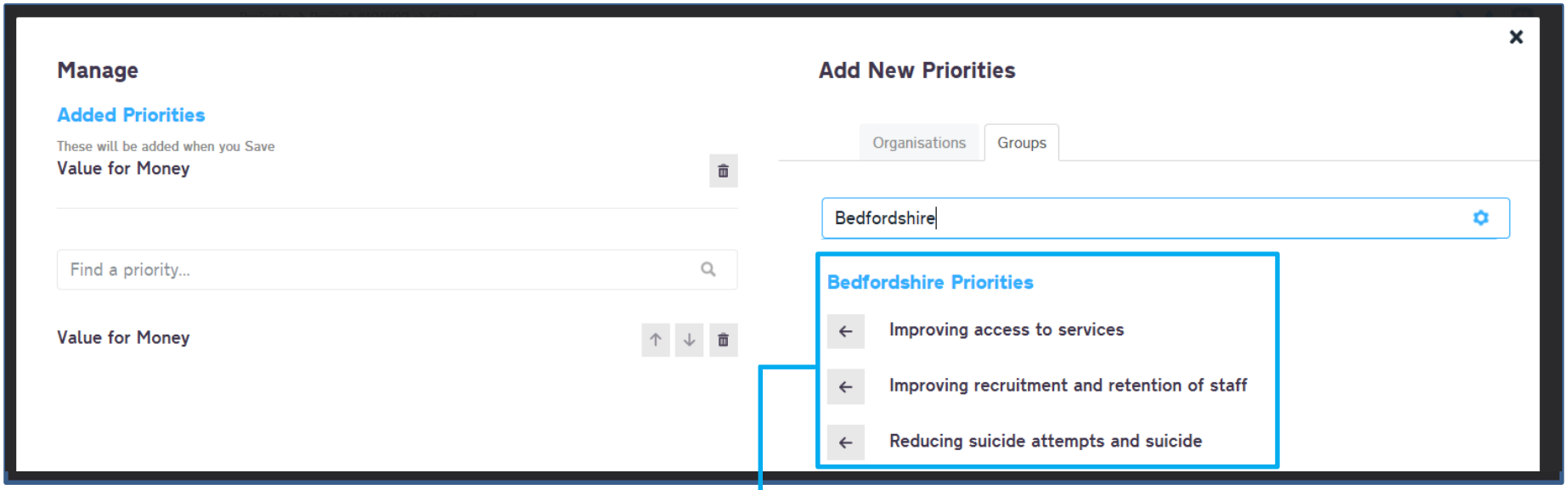

The priorities should now be available for you to link to your project.

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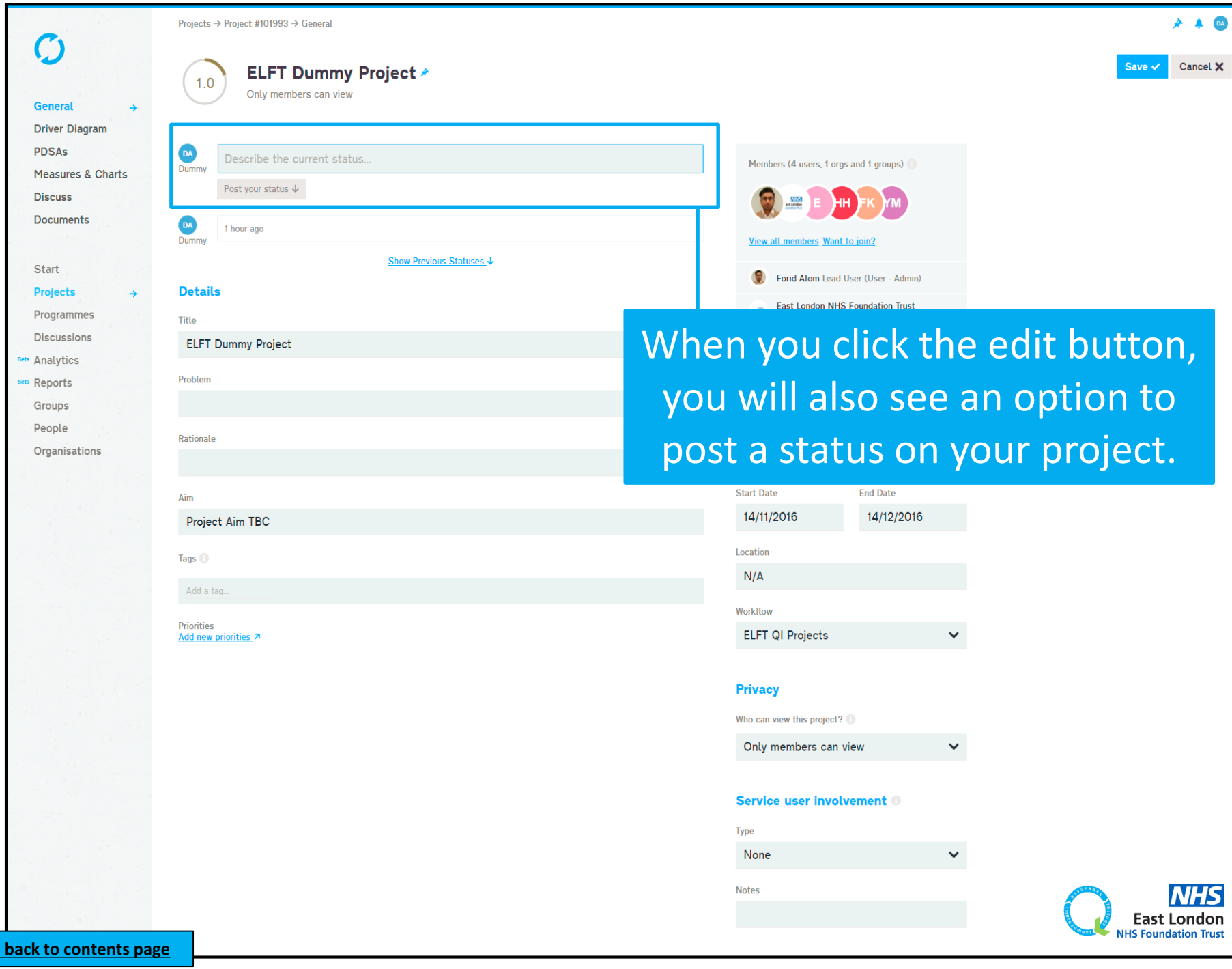

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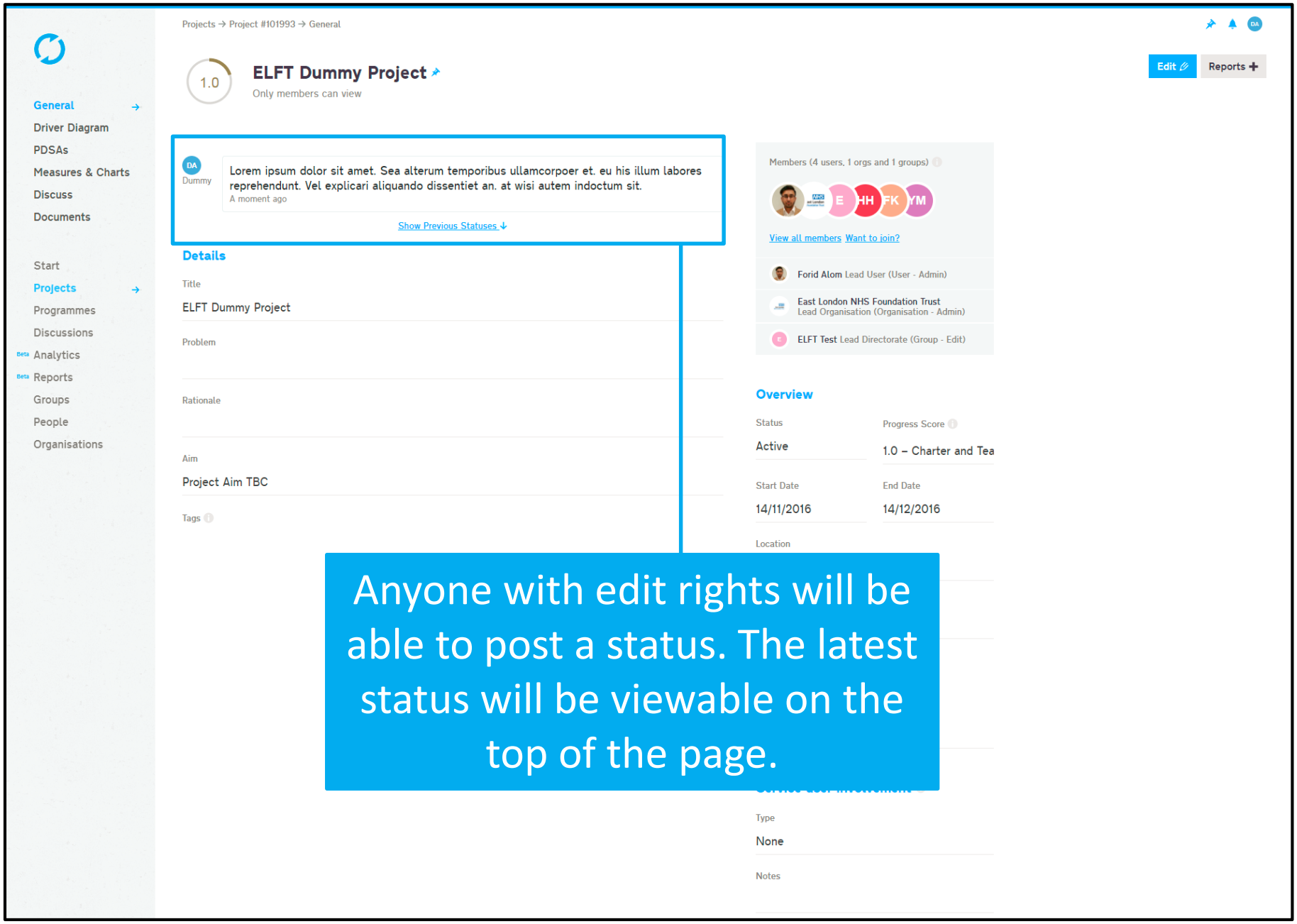

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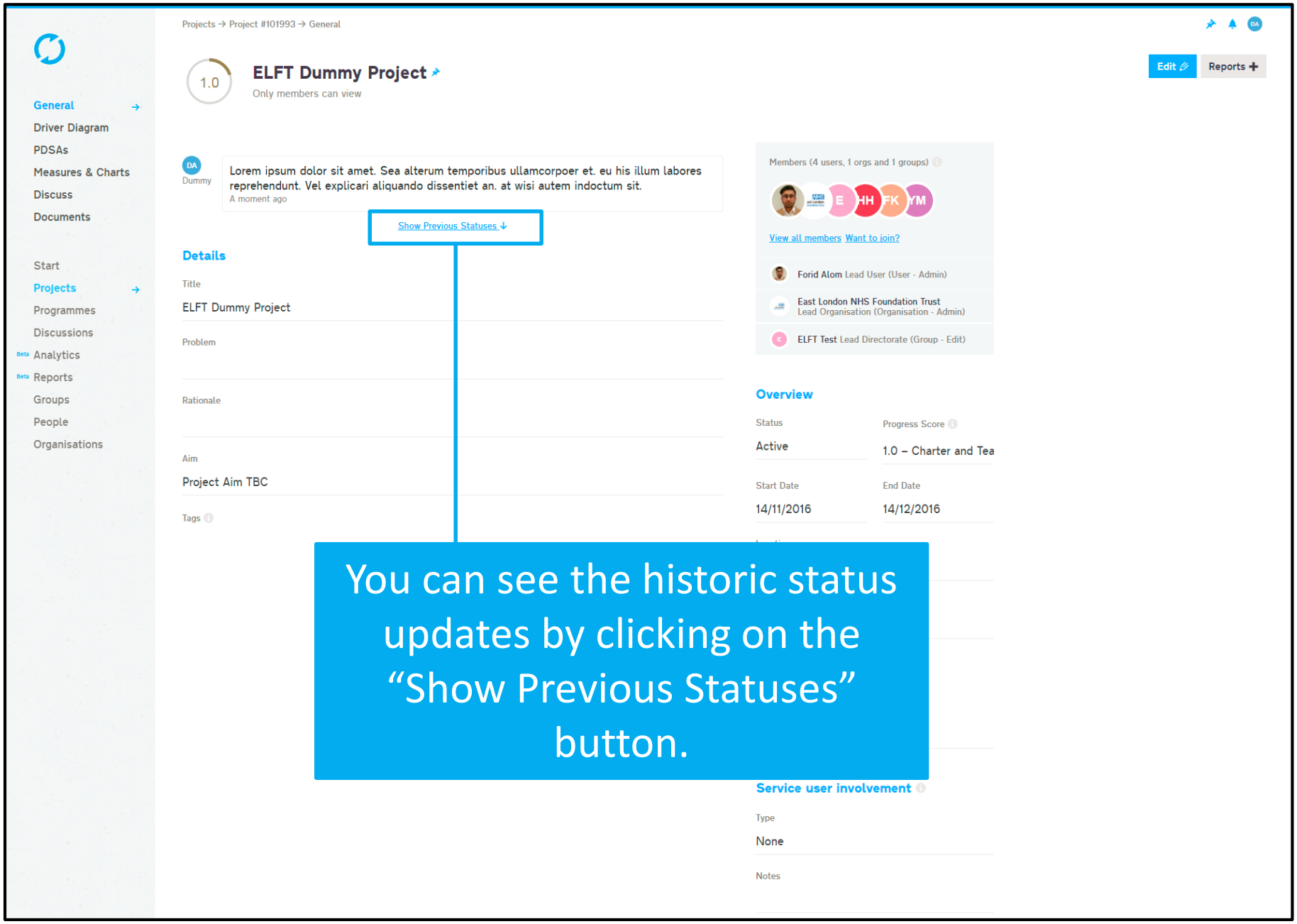
NHS
East London
NHS Foundation Trust



You can see the historic status updates by clicking on the "Show Previous Statuses" button.

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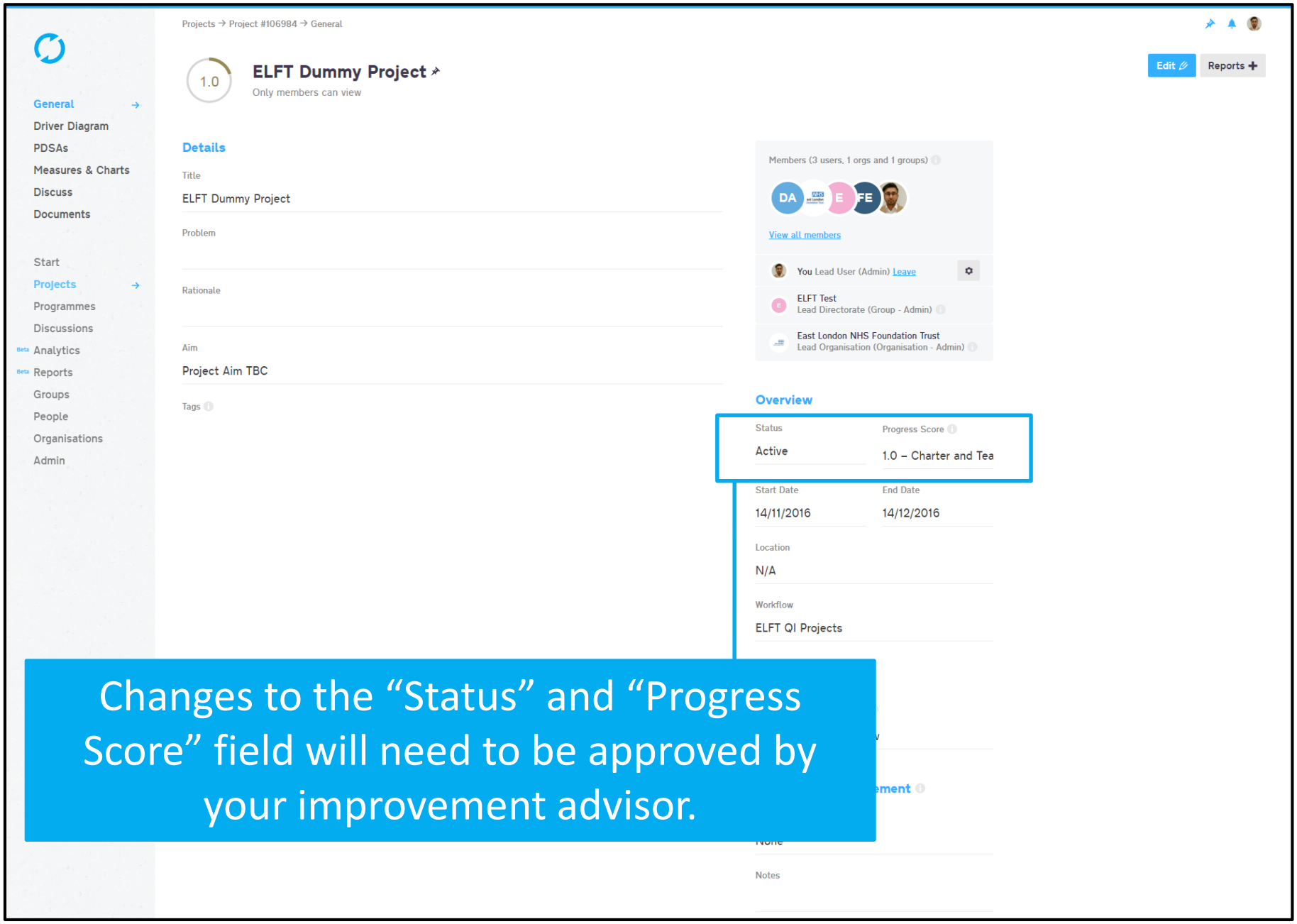
NHS East London NHS Foundation Trust

How to update your project's progress score?

qi.elft.nhs.uk
@ELFT_QI
Elft.qi@nhs.net



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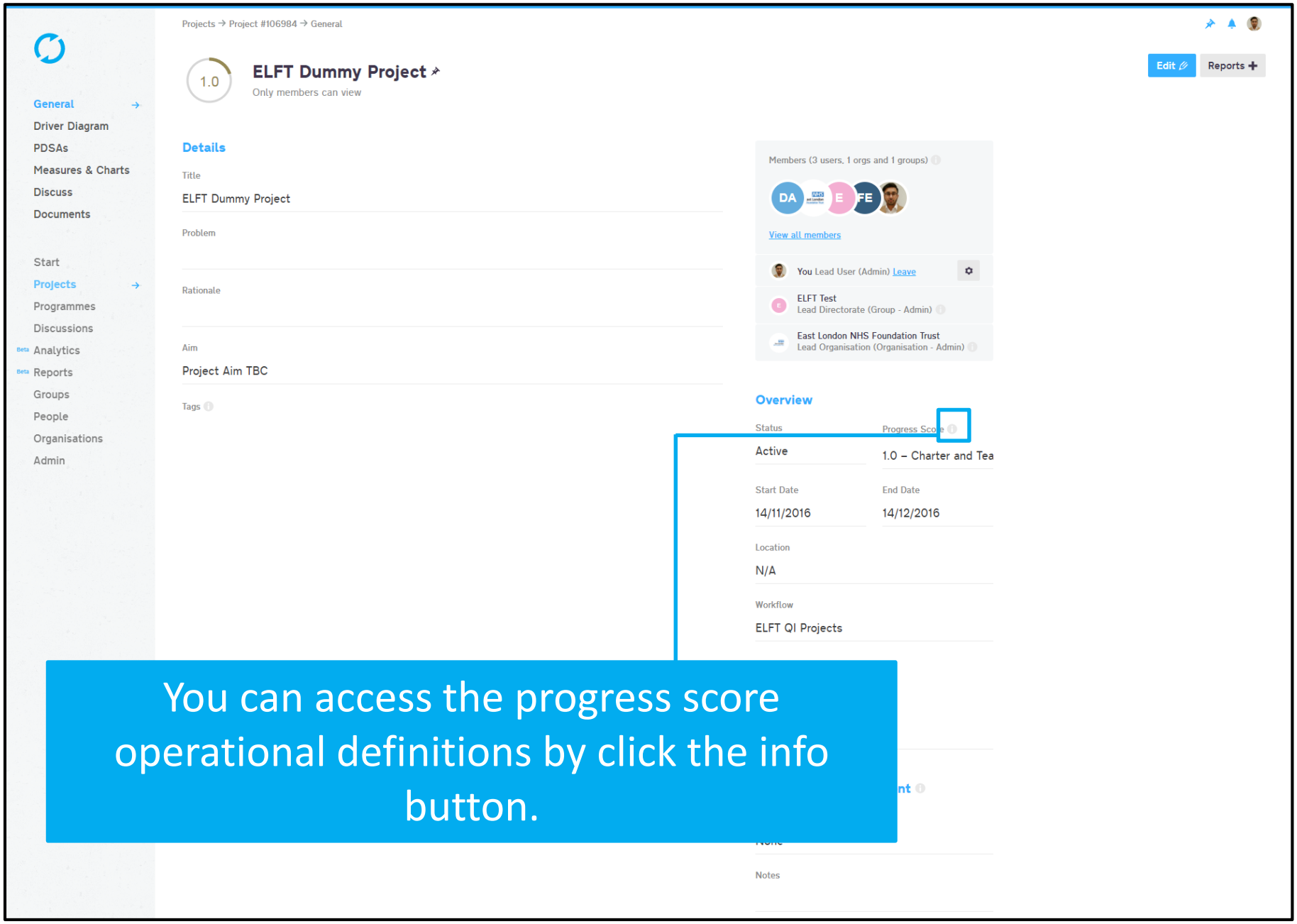
NHS
East London
NHS Foundation Trust



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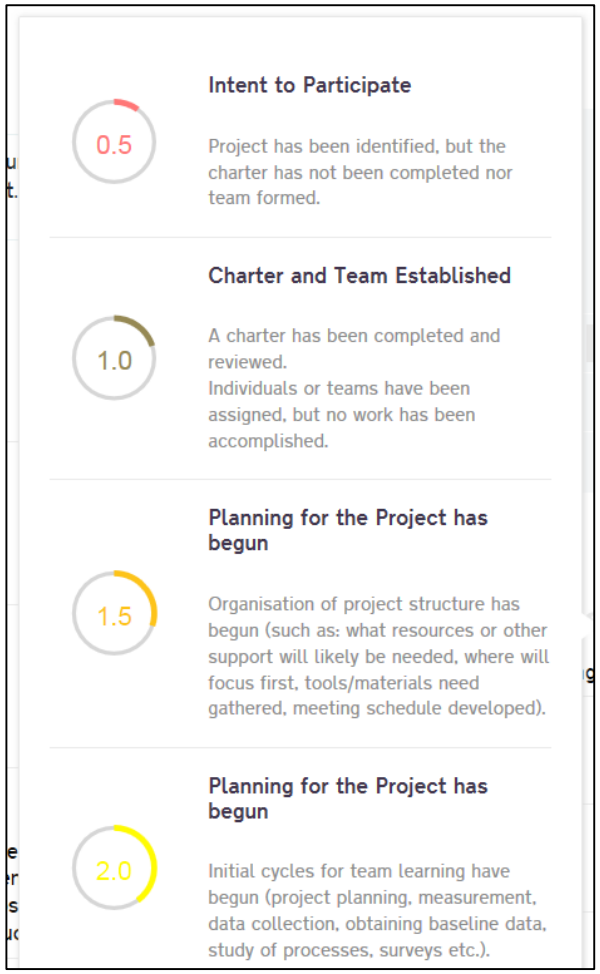
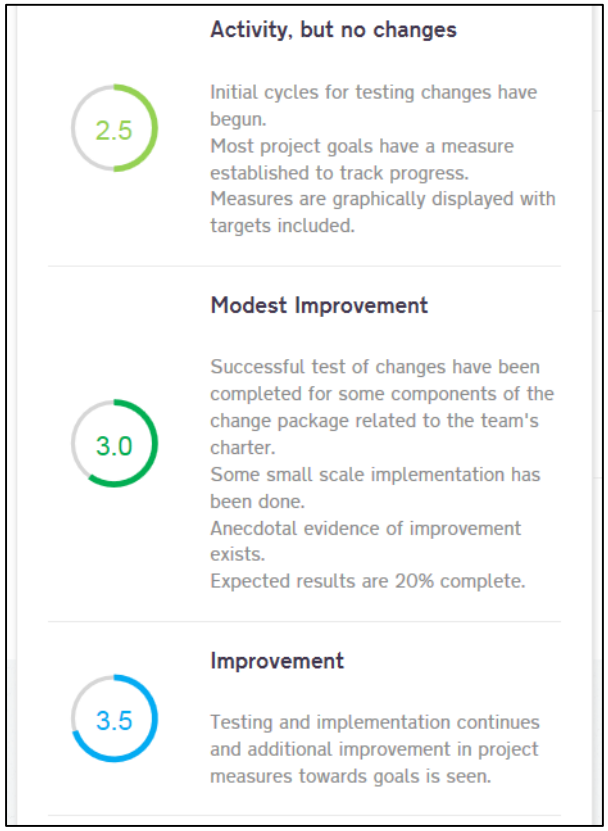
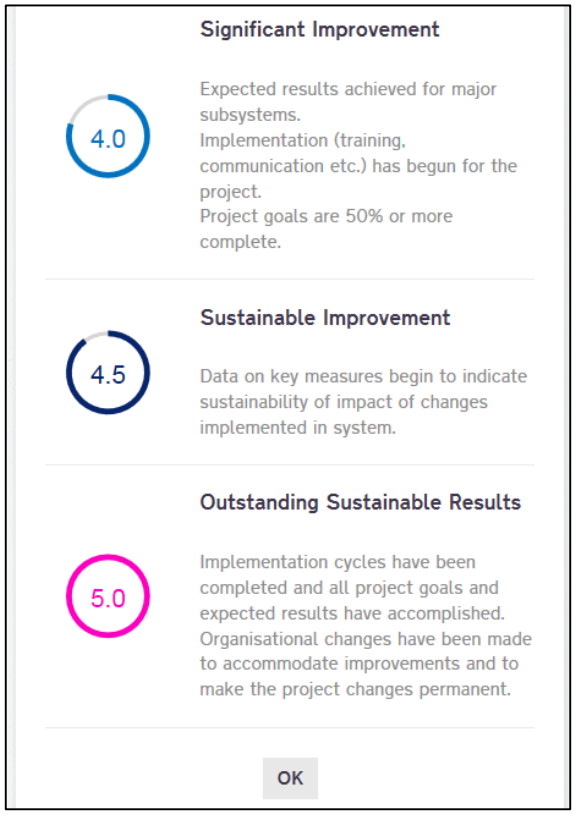
NHS
East London
NHS Foundation Trust







You will now be able to see what each score actually means.

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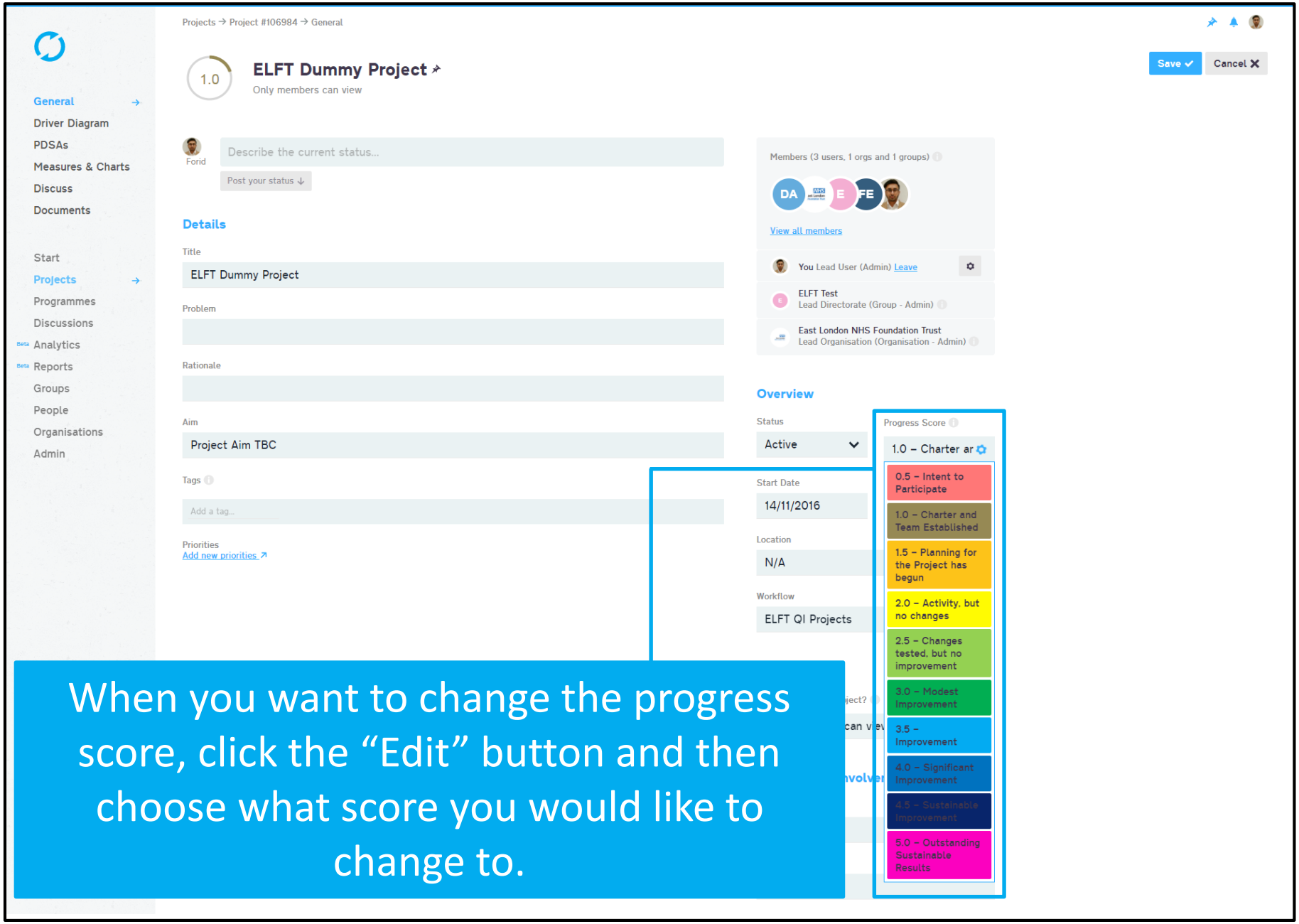
NHS East London NHS Foundation Trust



When you want to change the progress score, click the “Edit” button and then choose what score you would like to change to.

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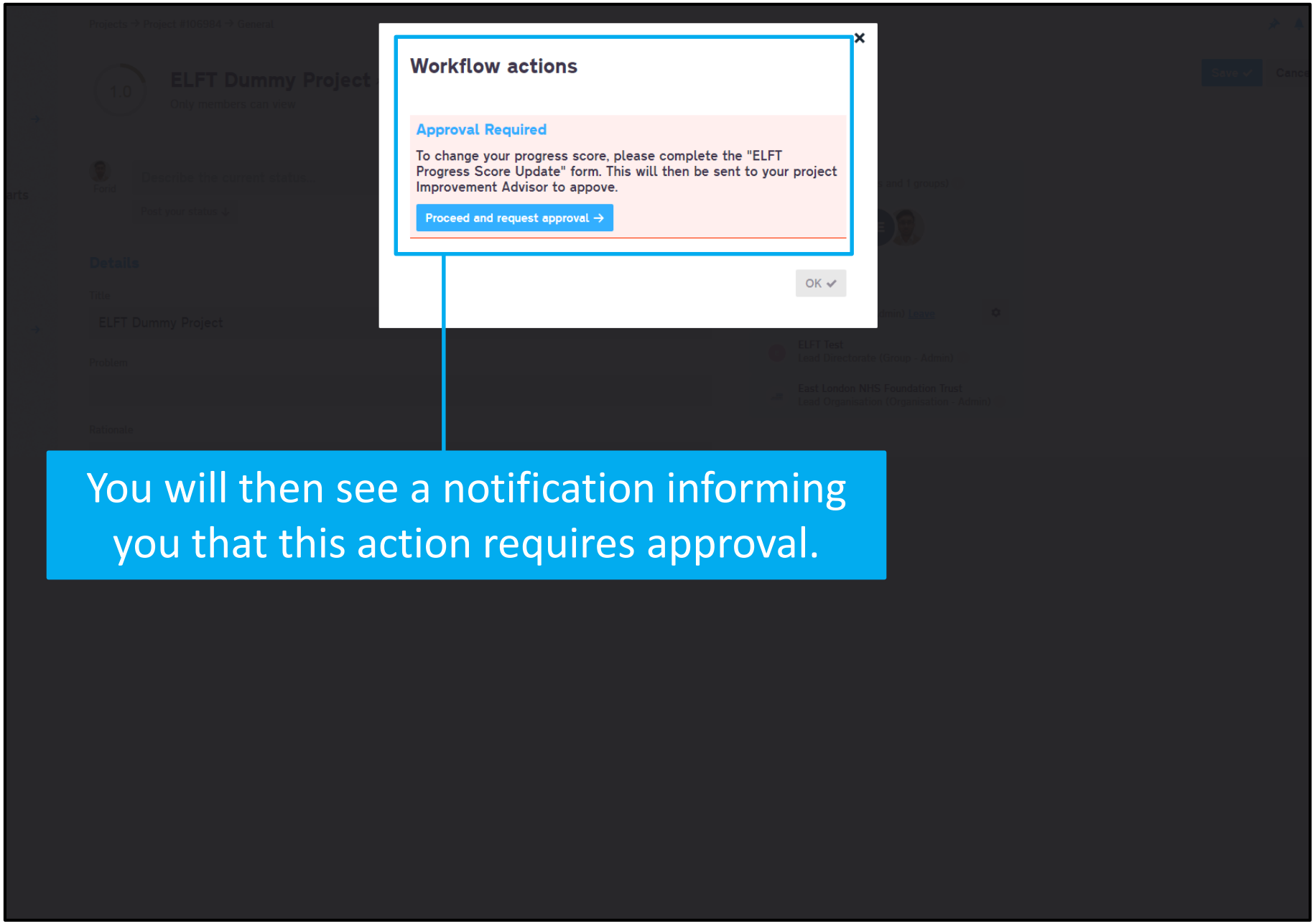

You will then see a notification informing you that this action requires approval.

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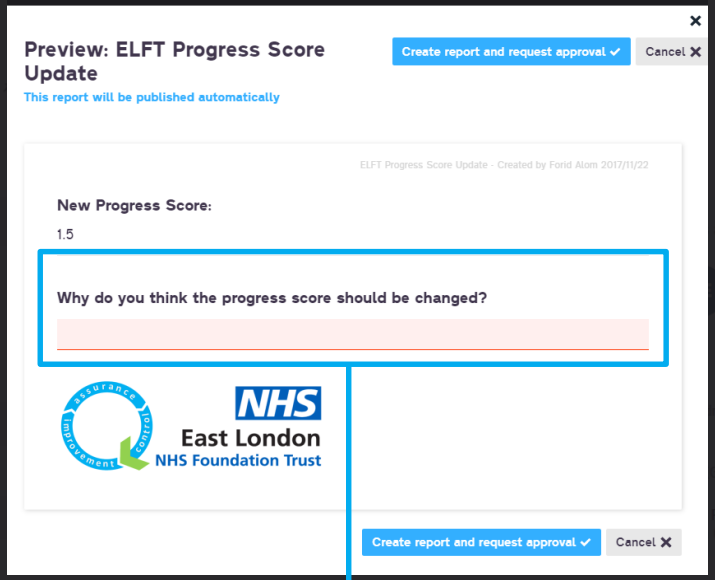

You will then be asked to justify why you think the progress score should be changed.

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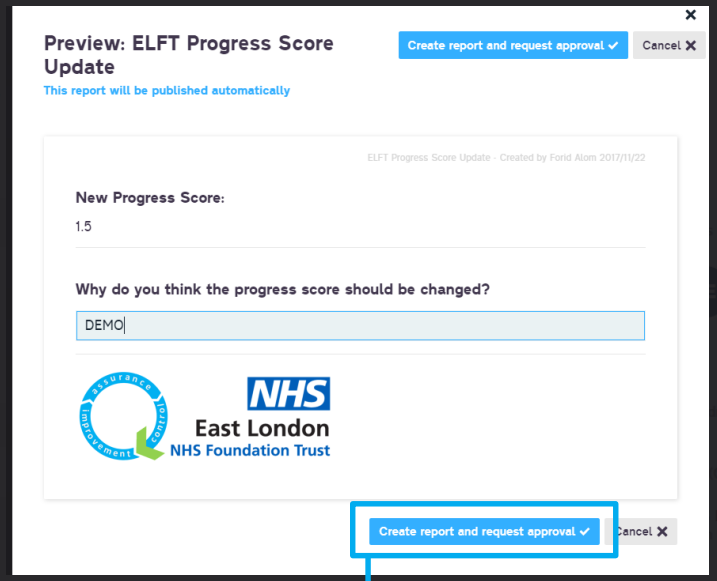

You will then be asked to justify why you think the progress score should be changed.

Then click the “Create report and request approval” button. This will send a notification to your improvement advisor who can then accept or decline the change.

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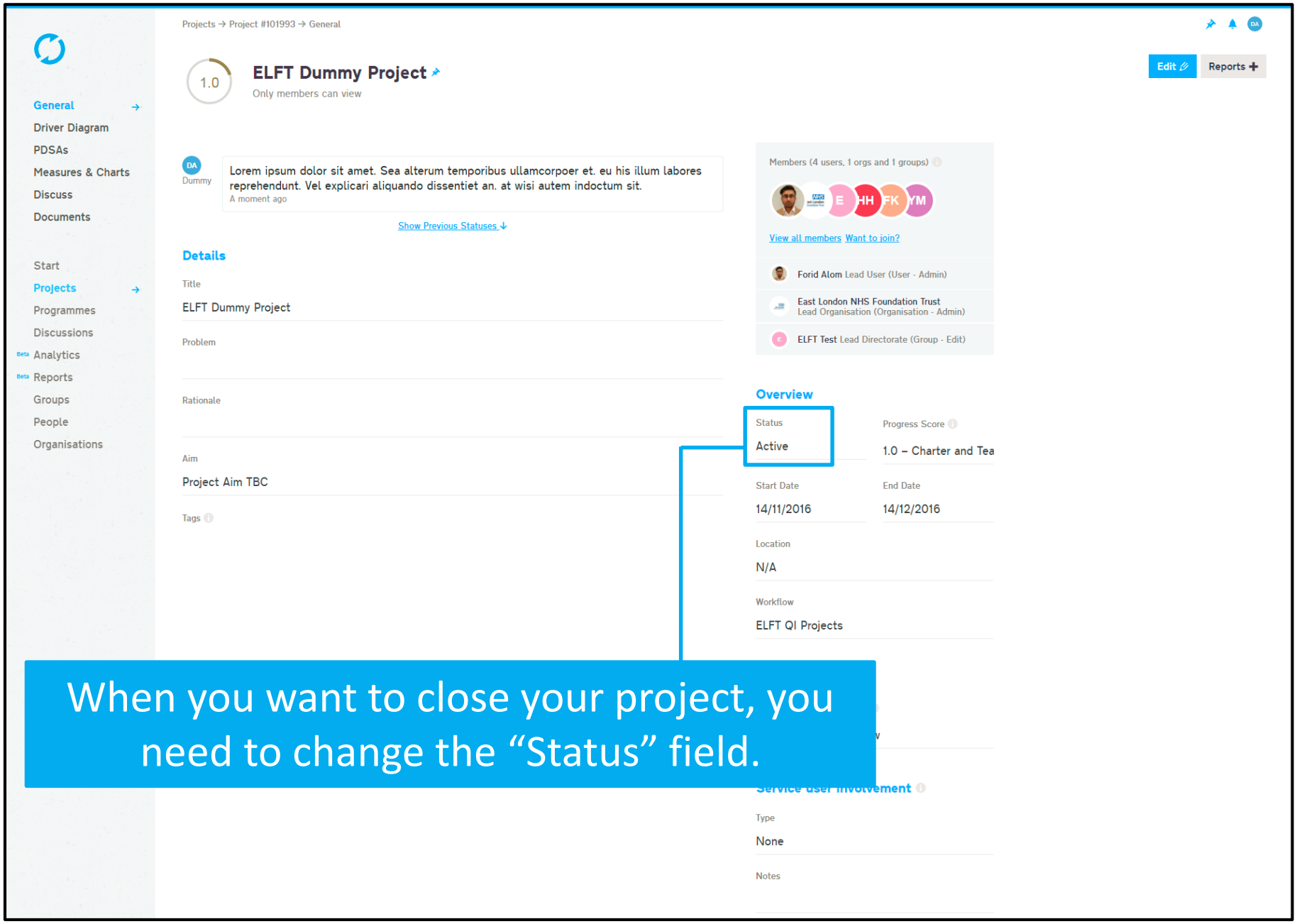
How to close your project?

qi.elft.nhs.uk
@ELFT_QI
Elft.qi@nhs.net



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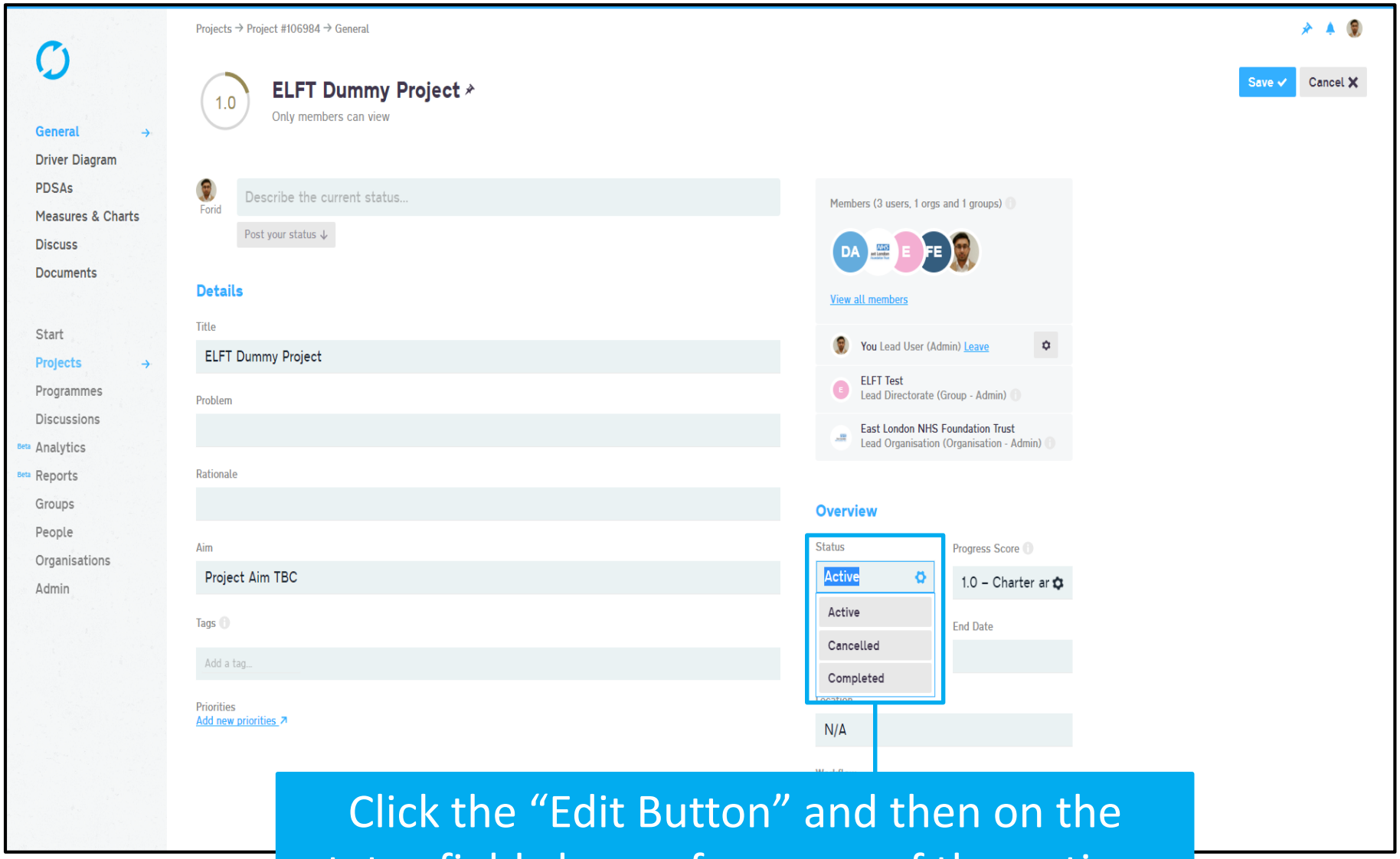
NHS
East London
NHS Foundation Trust



Click the “Edit Button” and then on the status field choose from one of the options (Cancelled or Completed).

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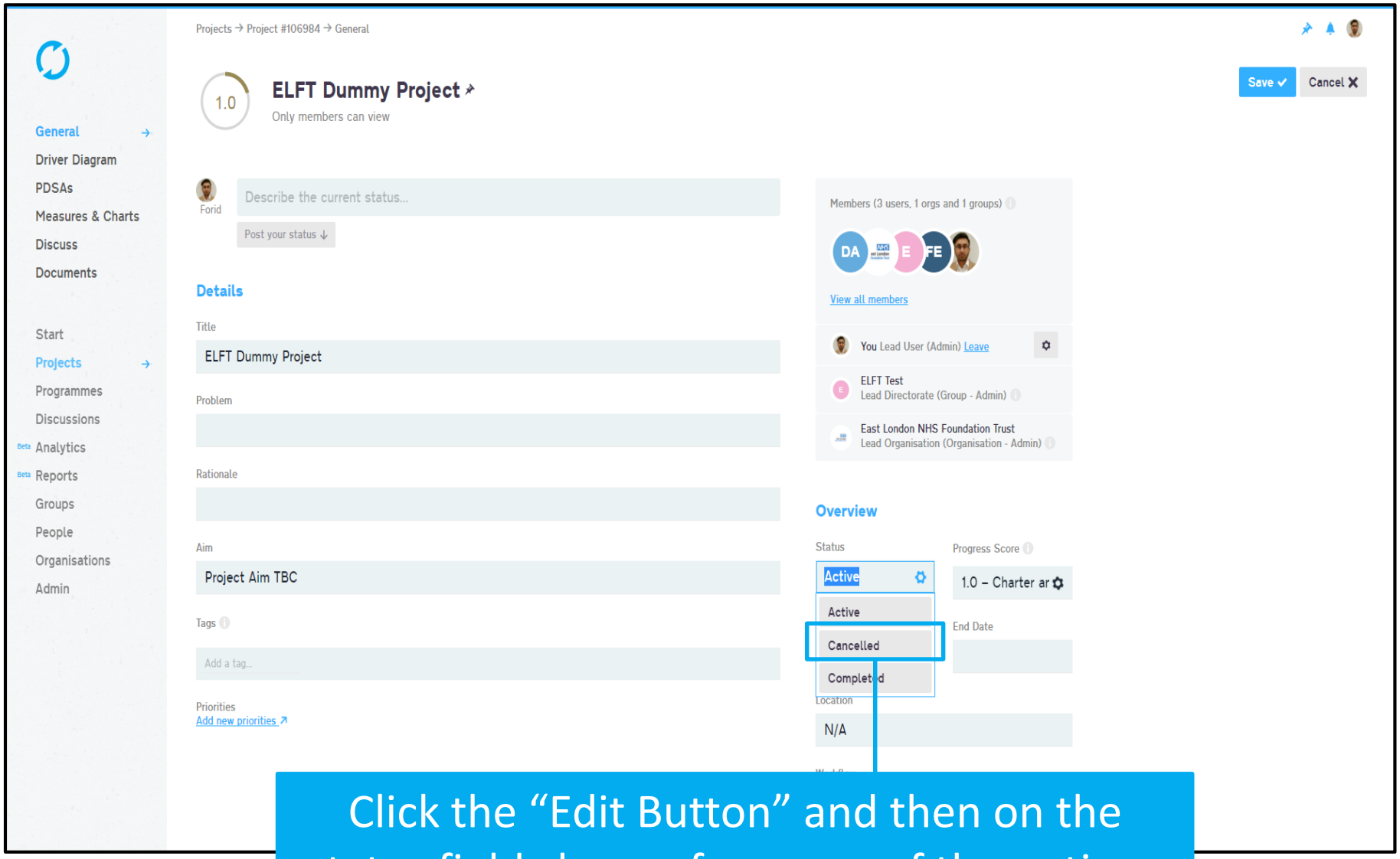
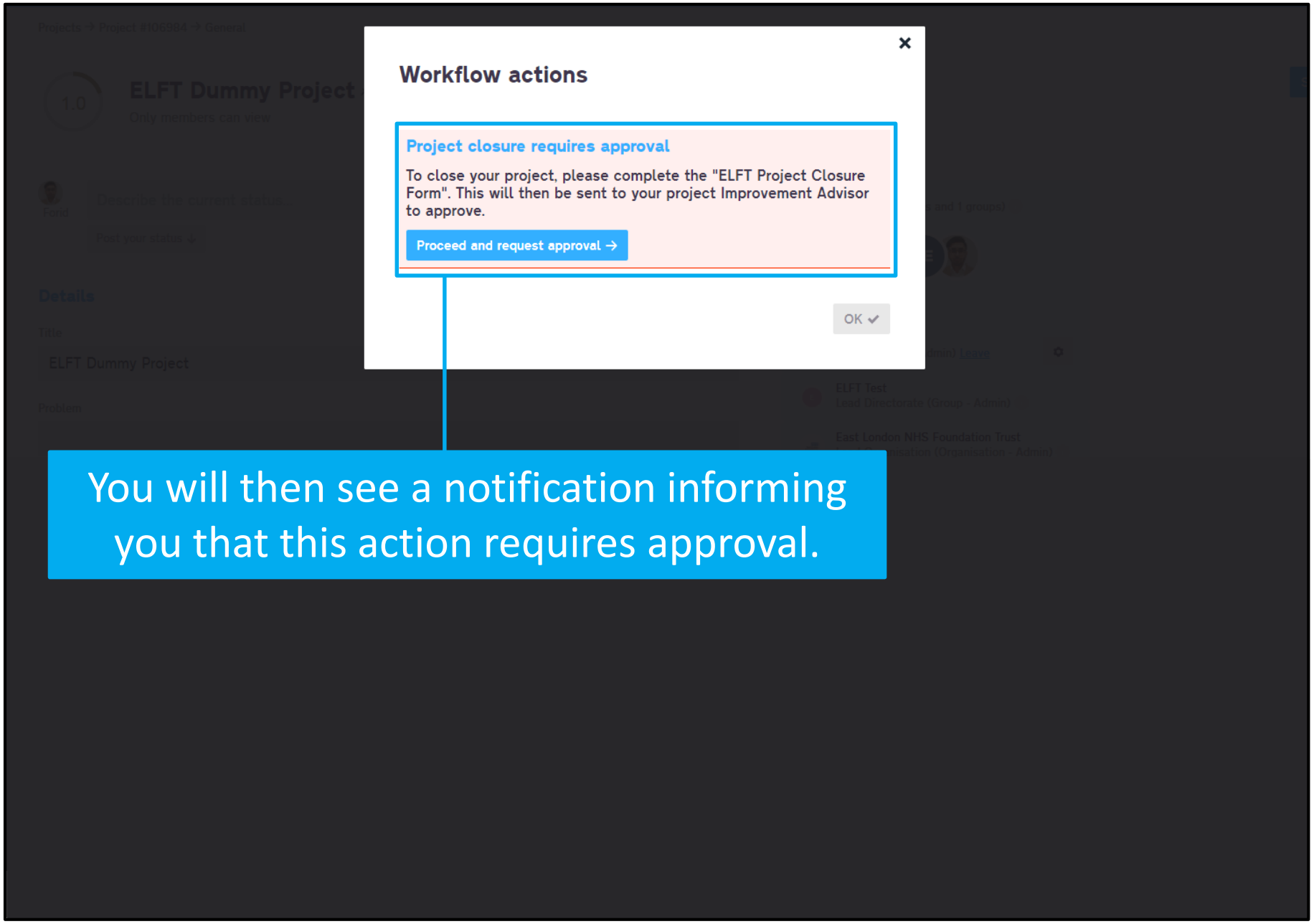
NHS East London NHS Foundation Trust



Click the “Edit Button” and then on the status field choose from one of the options (Cancelled or Completed).

Go back to contents page

NHS East London NHS Foundation Trust



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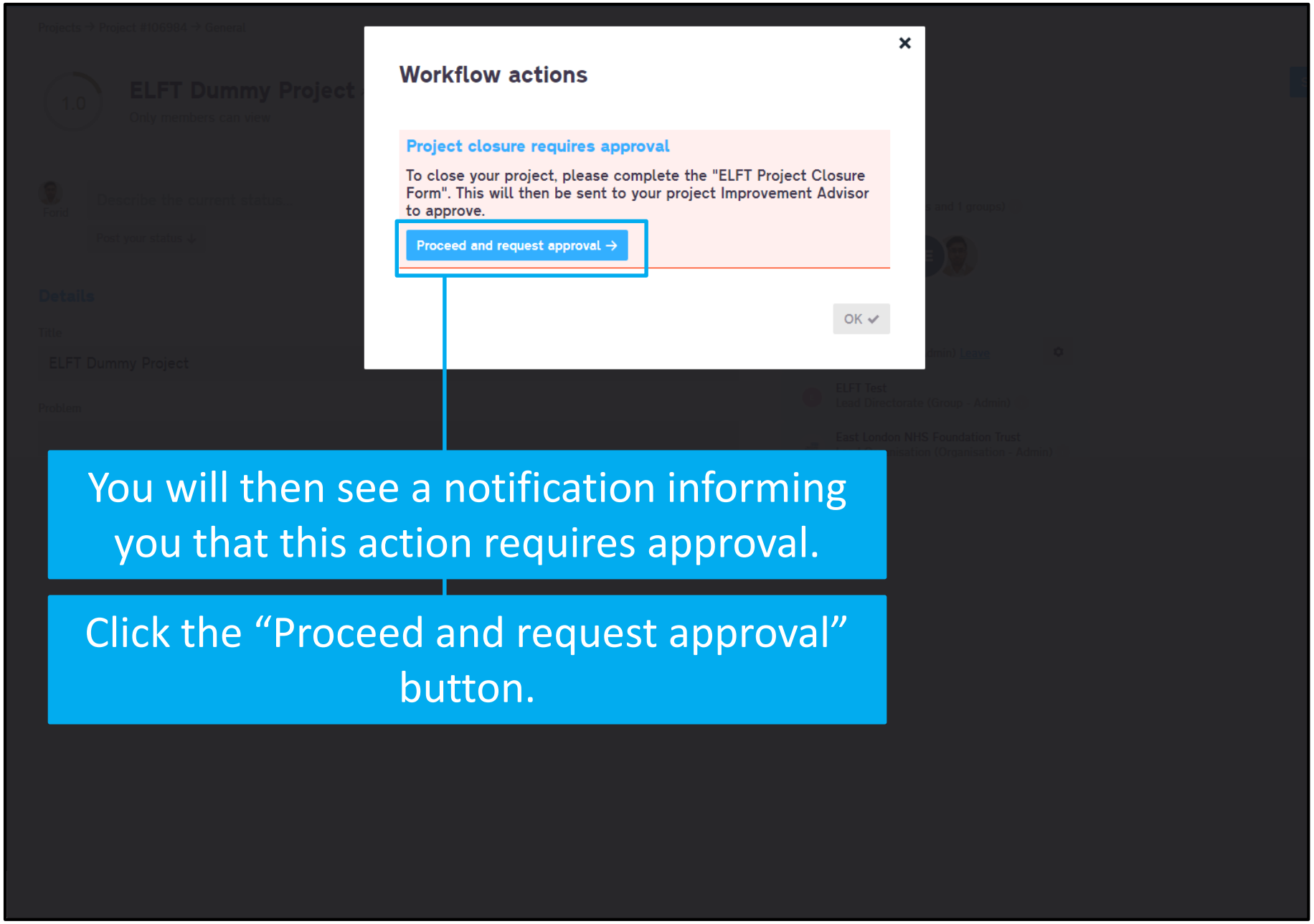

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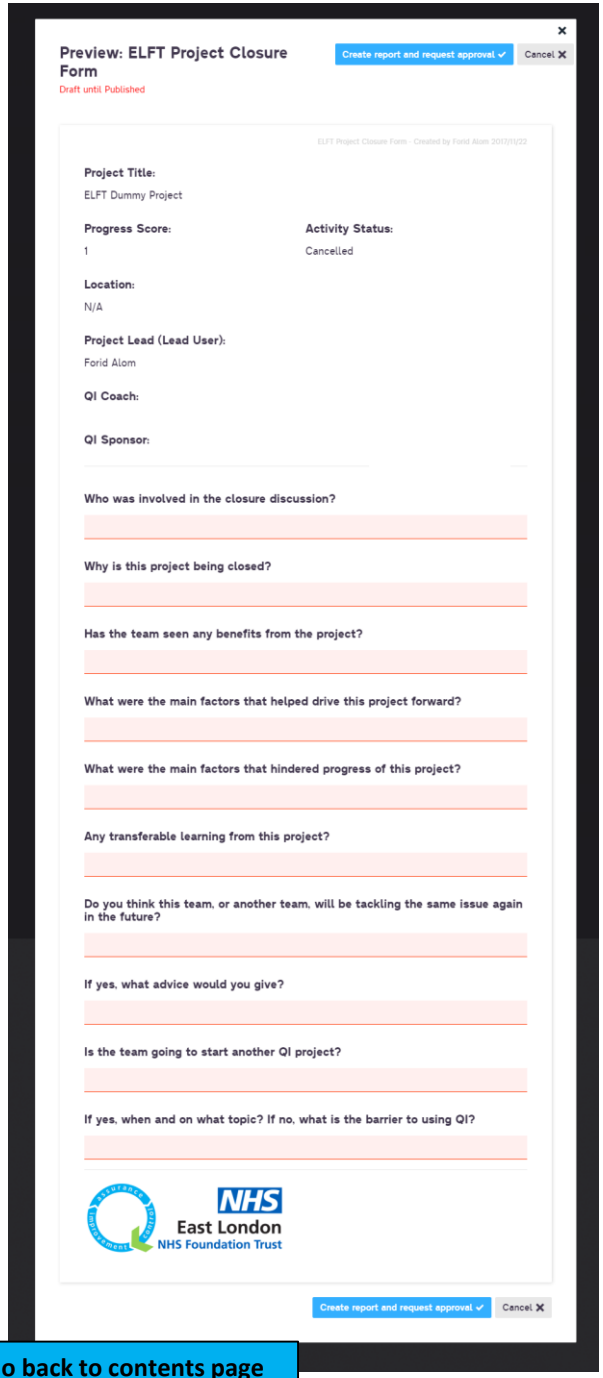
NHS East London NHS Foundation Trust



You will now see the project closure form.

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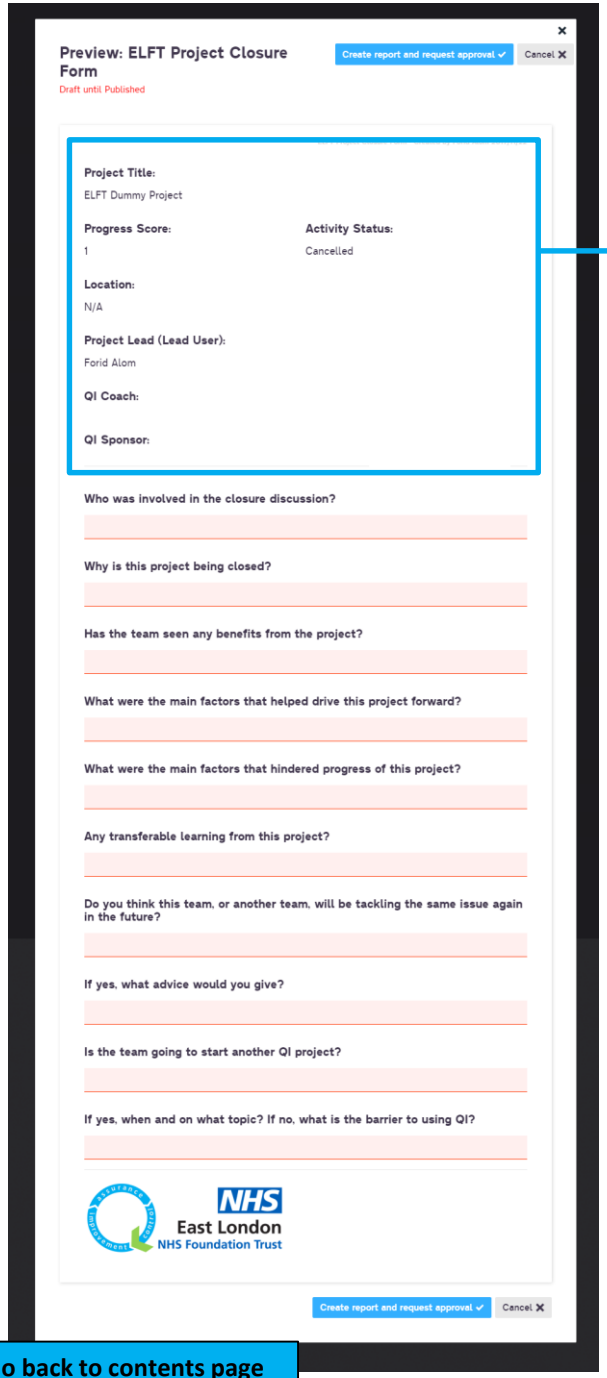
NHS
East London
NHS Foundation Trust



You will now see the project closure form.

The first few fields will be automatically pulled from the “General” page of your project

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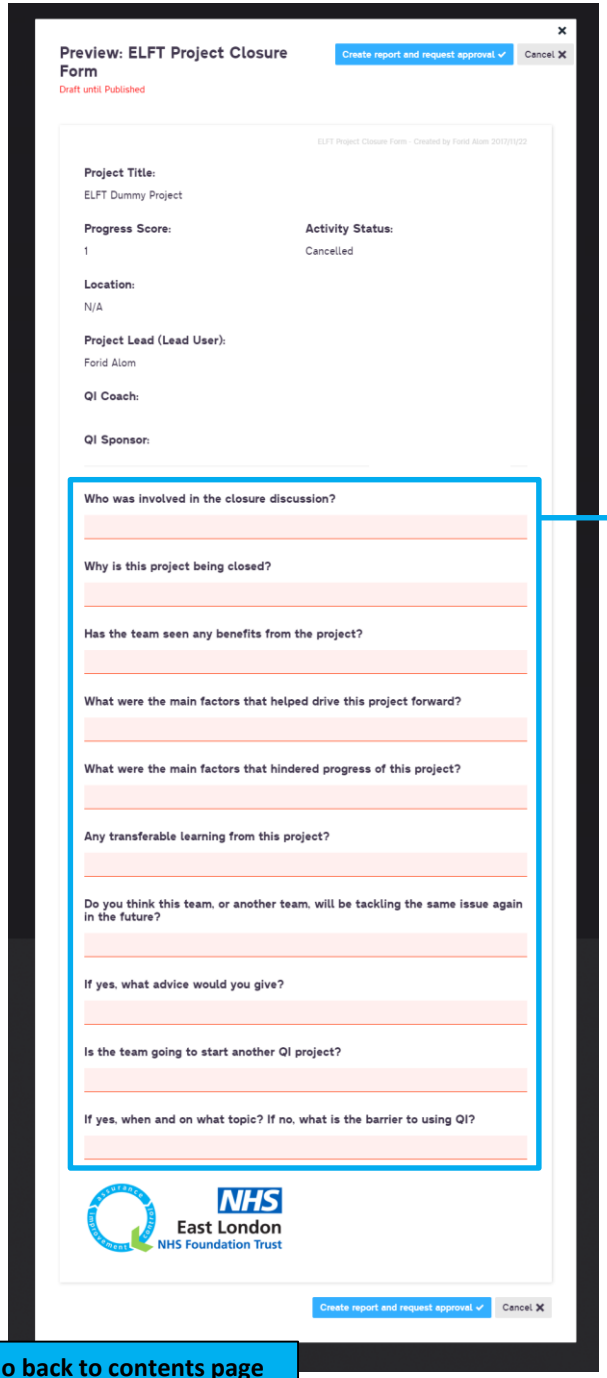
NHS
East London
NHS Foundation Trust



You will now see the project closure form.

The first few fields will be automatically pulled from the “General” page of your project

The fields highlighted in pink are the ones you need to answer.

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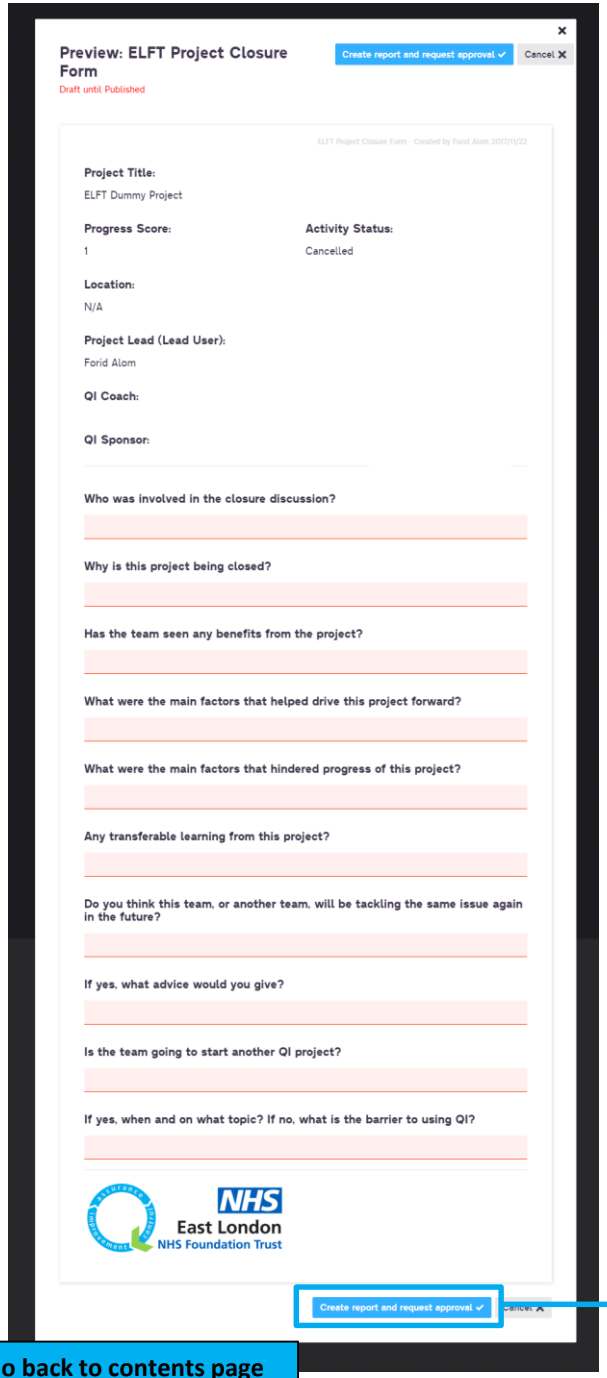
NHS
East London
NHS Foundation Trust



You will now see the project closure form.

The first few fields will be automatically pulled from the “General” page of your project

The fields highlighted in pink are the ones you need to answer.

Once you have completed the form, click the “Create report and request approval” button.

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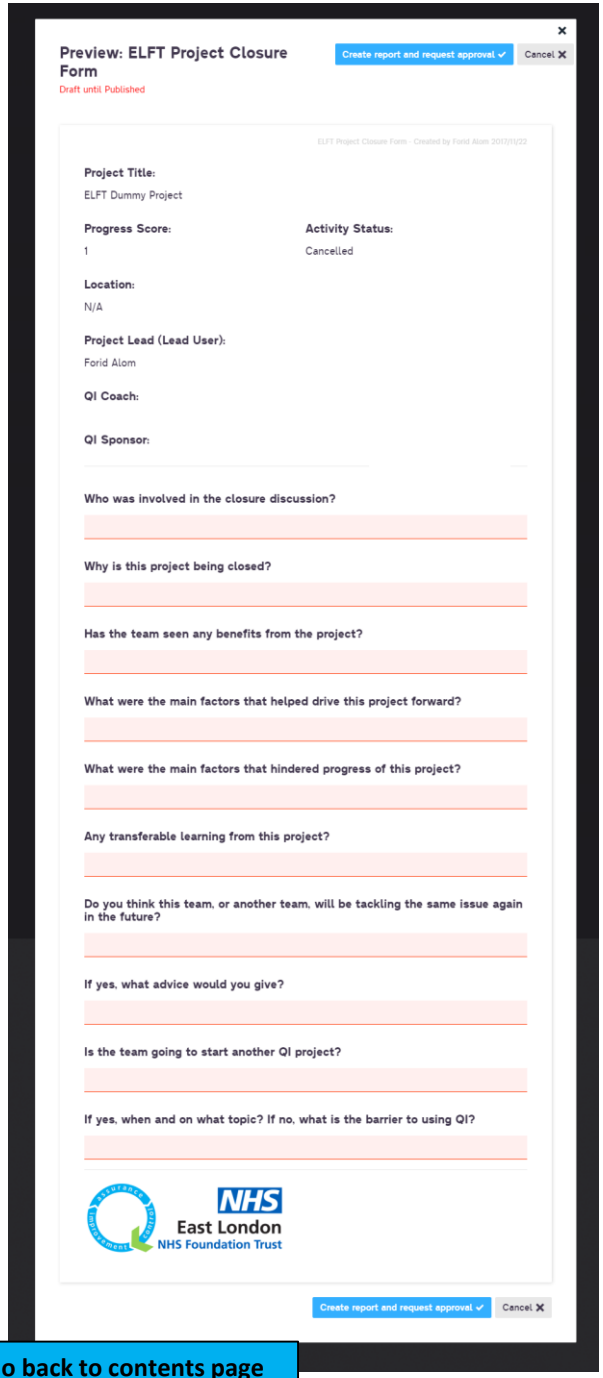
NHS
East London
NHS Foundation Trust



You will now see the project closure form.

The first few fields will be automatically pulled from the “General” page of your project

The fields highlighted in pink are the ones you need to answer.

Once you have completed the form, click the “Create report and request approval” button.

The report will then be sent to your project’s Improvement Advisor for approval.

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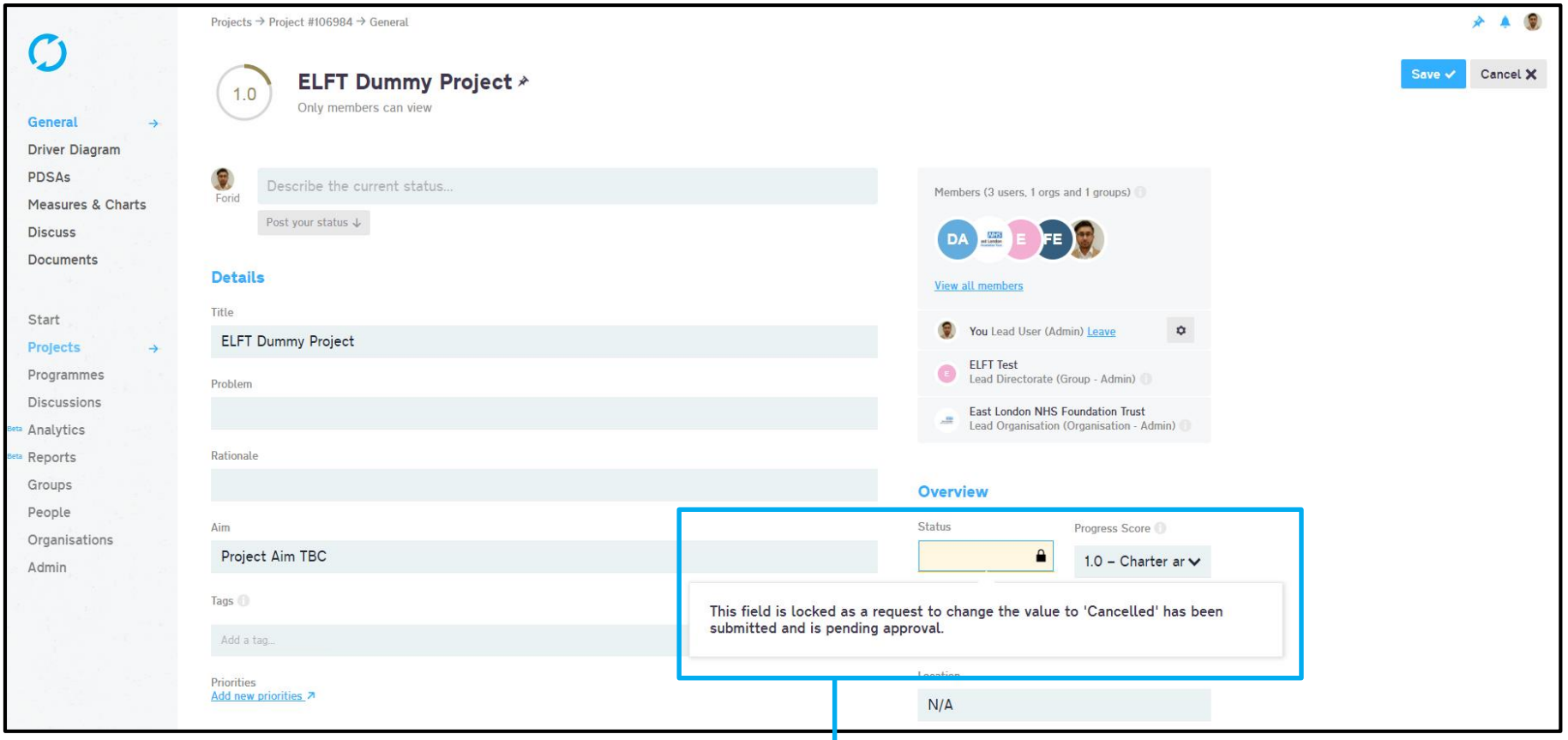
NHS
East London
NHS Foundation Trust



The “Status” field will then be locked and highlight in yellow. If you click on it, it will tell you the field is locked and pending approval.

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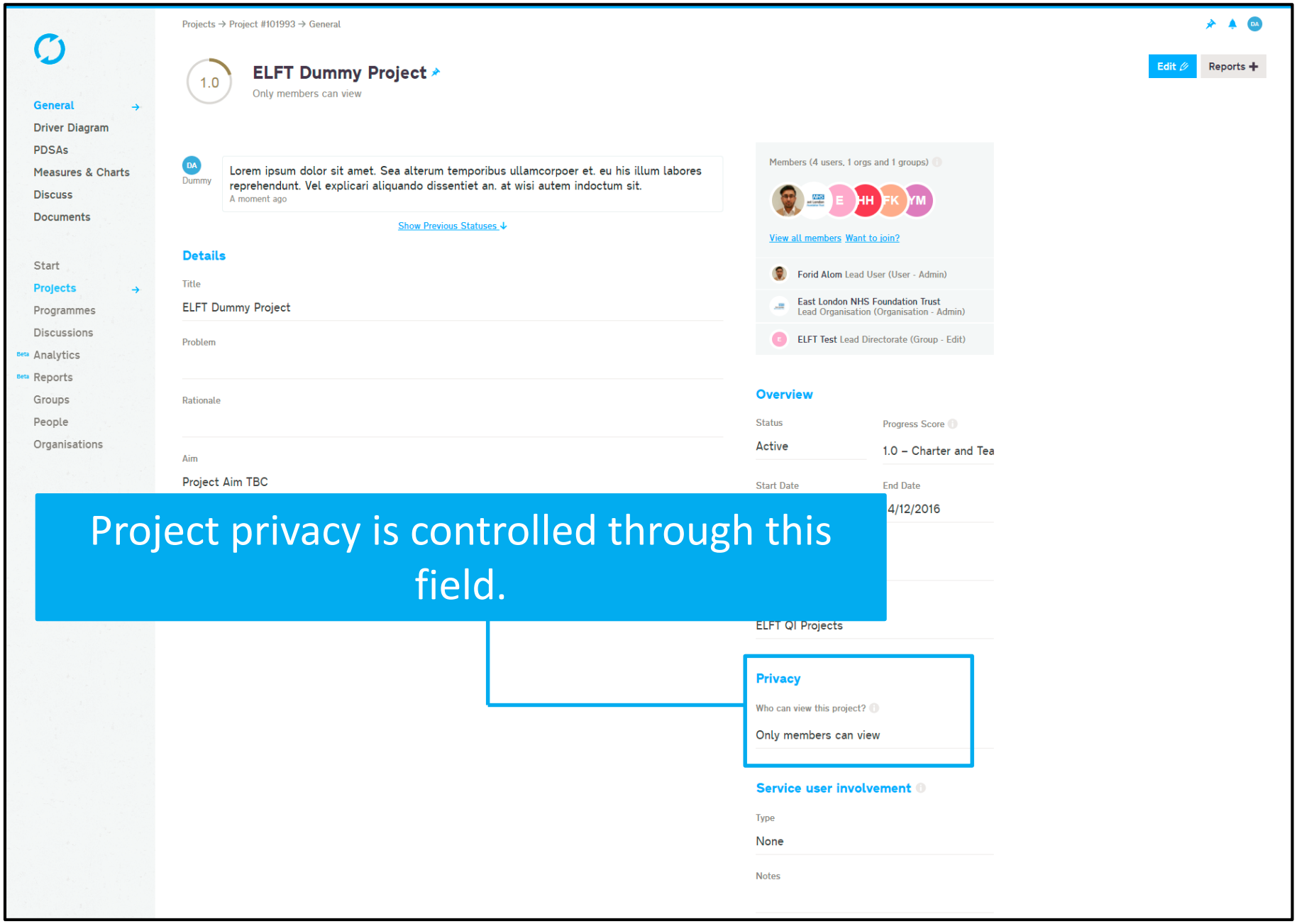
How to restrict access to your project?

East London NHS Foundation Trust

qi.elft.nhs.uk

@ELFT_QI

Elft.qi@nhs.net



Project privacy is controlled through this field.

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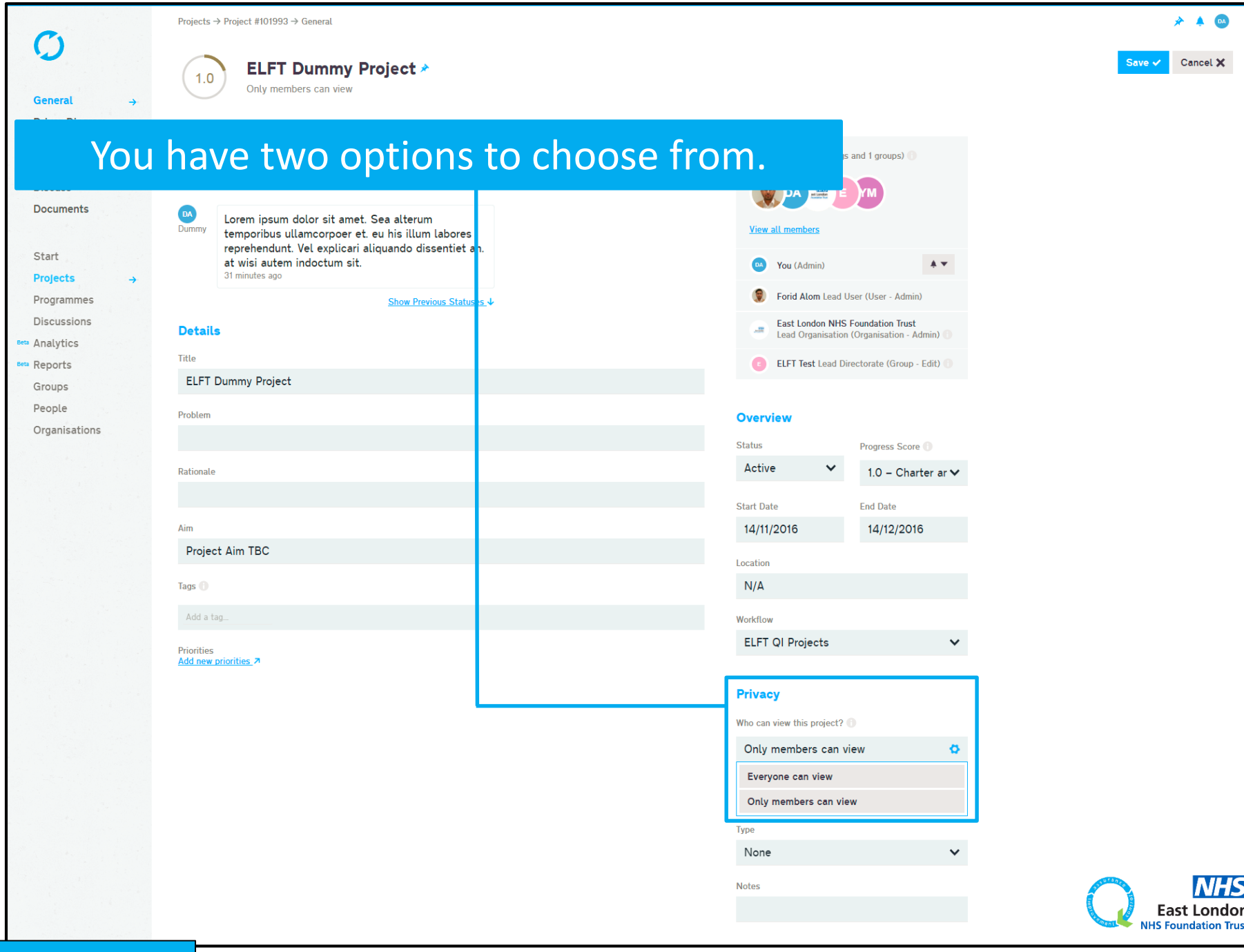
NHS East London NHS Foundation Trust



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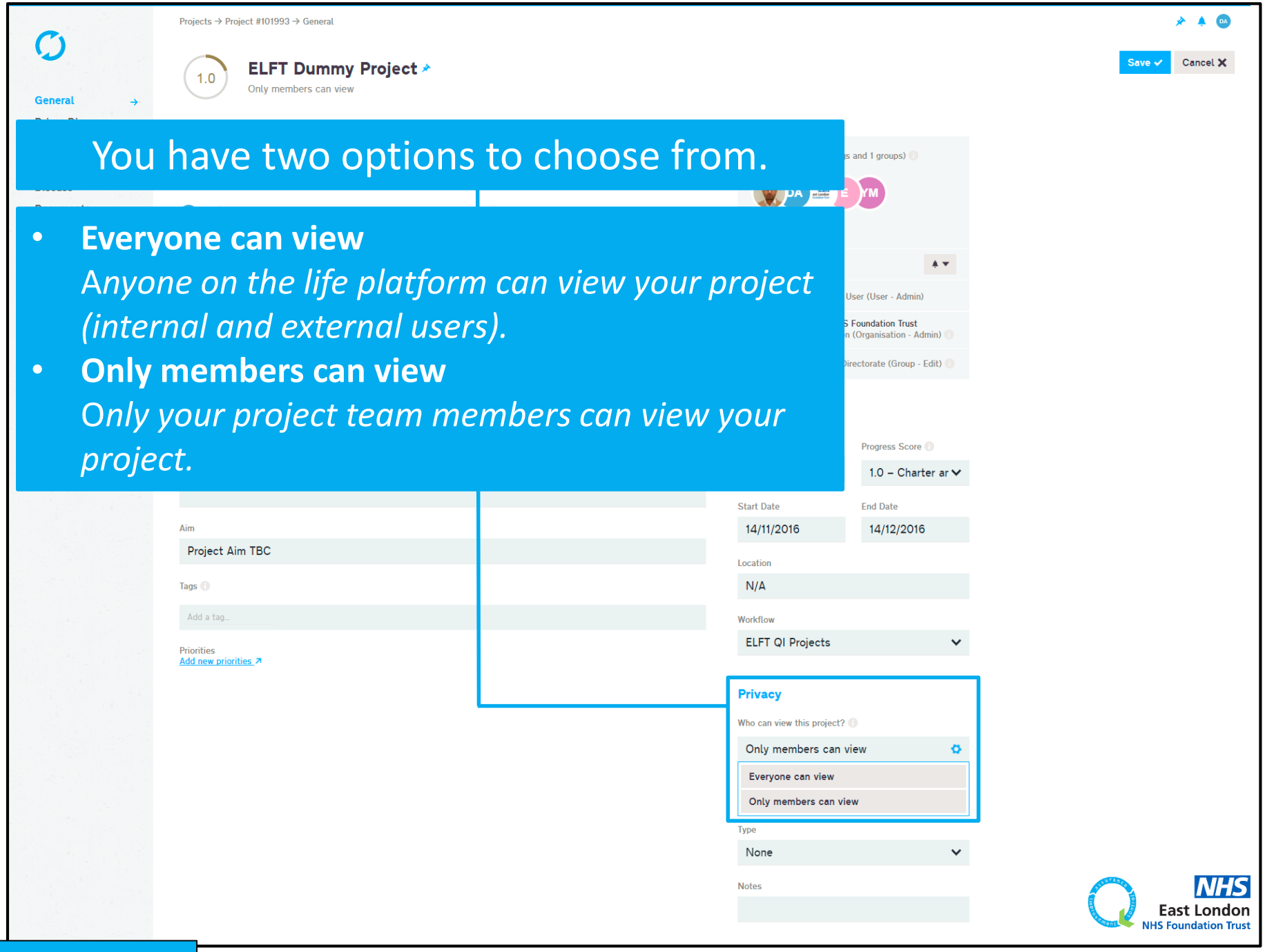

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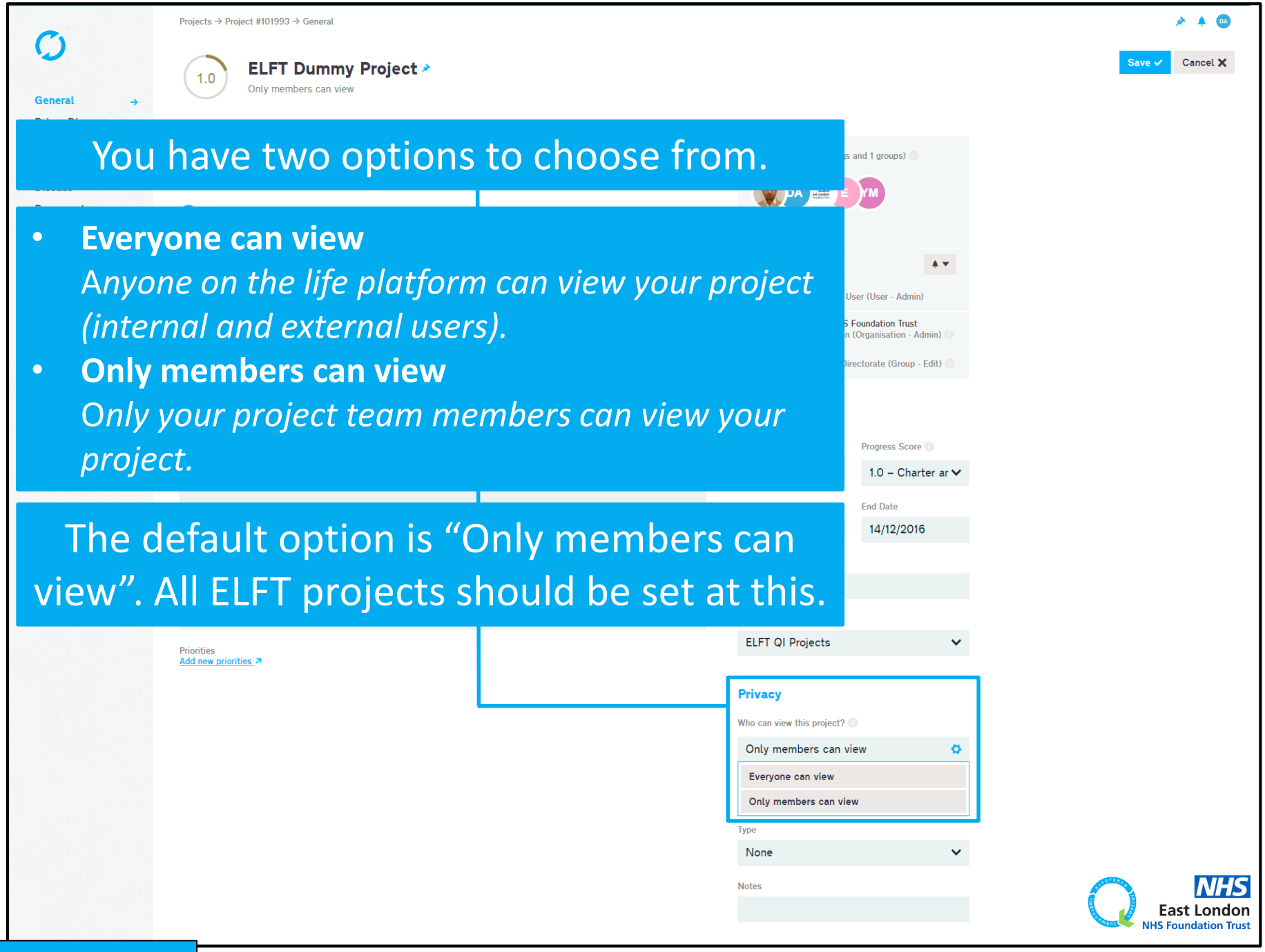

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How to submit a monthly progress update to your sponsor?

qi.elft.nhs.uk
@ELFT_QI
Elft.qi@nhs.net

As a QI Coach, you're required to submit a monthly progress update to your sponsor on projects you are coaching.

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As a QI Coach, you're required to submit a monthly progress update to your sponsor on projects you are coaching.

This is done through the "ELFT Progress Update to Sponsor" form.

As a QI Coach, you're required to submit a monthly progress update to your sponsor on projects you are coaching.

This is done through the "ELFT Progress Update to Sponsor" form.

Below is a flowchart explaining how the reporting cycle works.

STEP 1

TIME TO COMPLETE REPORT: **7 DAYS (168 hrs)**

PROJECT LEAD

On the **1st Monday** of the month (at 10am), project leads receive notification to complete their update.

STEP 2

TIME TO COMPLETE REPORT: **7 DAYS (168 hrs)**

QI COACH

On the **2nd Monday** of the month (at 10am), QI Coach receives notification to complete their update.

STEP 3

TIME TO REVIEW REPORT: **2 DAYS (48 hrs)**

IMPROVEMENT ADVISOR

On the **3rd Monday** of the month (at 10am), Improvement advisor receives notification to review report.

STEP 4

PROJECT LEAD, QI COACH, IA AND QI SPONSOR

On the **Wednesday after the 3rd Monday** of the month (at 10am), the project lead, QI Coach, IA and QI sponsor receive report.

STEP 1 NOTES

On the **1st Monday of the month** (at 10am), an email (and Life QI notification) will be sent to the project lead to notify them that it's time to complete their monthly progress update to their sponsor. The email will contain a link to the report.

Project leads then have 7 days to complete questions 1 to 10 on the "ELFT Progress Update to Sponsor" report.

STEP 2 NOTES

On the **2nd Monday of the month** (at 10am), an email (and Life QI notification) will be sent to the QI coach to notify them that it's time to complete their monthly progress update. The email will contain a link to the report.

The QI coach will be able to see what the project lead has answered to questions 1 to 10.

The QI coach then has 7 days to complete question 11.

STEP 3 NOTES

On the **3rd Monday of the month** (at 10am), an email (and Life QI notification) will be sent to the improvement advisor to notify them that it's time to review the monthly progress update. The email will contain a link to the report.

The Improvement Advisor will be able to see what the project lead and QI coach have answered.

STEP 4 NOTES

On the **Wednesday after the 3rd Monday of the month** (at 10am), the report will be sent to the project lead, QI coach, Improvement Advisor and QI sponsor.

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LifeQI

NHS East London NHS Foundation Trust

STEP 1

TIME TO COMPLETE REPORT:
7 DAYS (168 hrs)

PROJECT LEAD

On the 1st Monday of the month, project leads receive an email and notification on Life QI notifying them that it's time to complete the "ELFT Progress Update to Sponsor" report.

EMAIL NOTIFICATION

Life QI Progress Update to Sponsor – Update Due

Life QI <bot@lifeqisystem.com>
Sent: Wed 22/11/2017 11:00
To: ALOM, Forid (EAST LONDON NHS FOUNDATION TRUST)

Hi Forid Alom,

Your monthly progress update to your sponsor is due. This will help your sponsor know of any successes and challenges you may have had and is an essential part of helping your project move forward. Please complete the "ELFT Progress Update to Sponsor" report within the next **7 days**.

The 'ELFT Progress Update to Sponsor - [MONTH YEAR]' report for the project 'Testing new approval process' has been run.

All the best,
Life team

For help and support, please contact ELFT QI Team
Tel: 0207 655 4077 / 4078
Address: 9 Alie Street, London, E1 8DE
Web: http://qi.elft.nhs.uk
Email: qi@elft.nhs.uk
Twitter: twitter.com/@ELFT_QI

LIFE QI PLATFORM NOTIFICATION

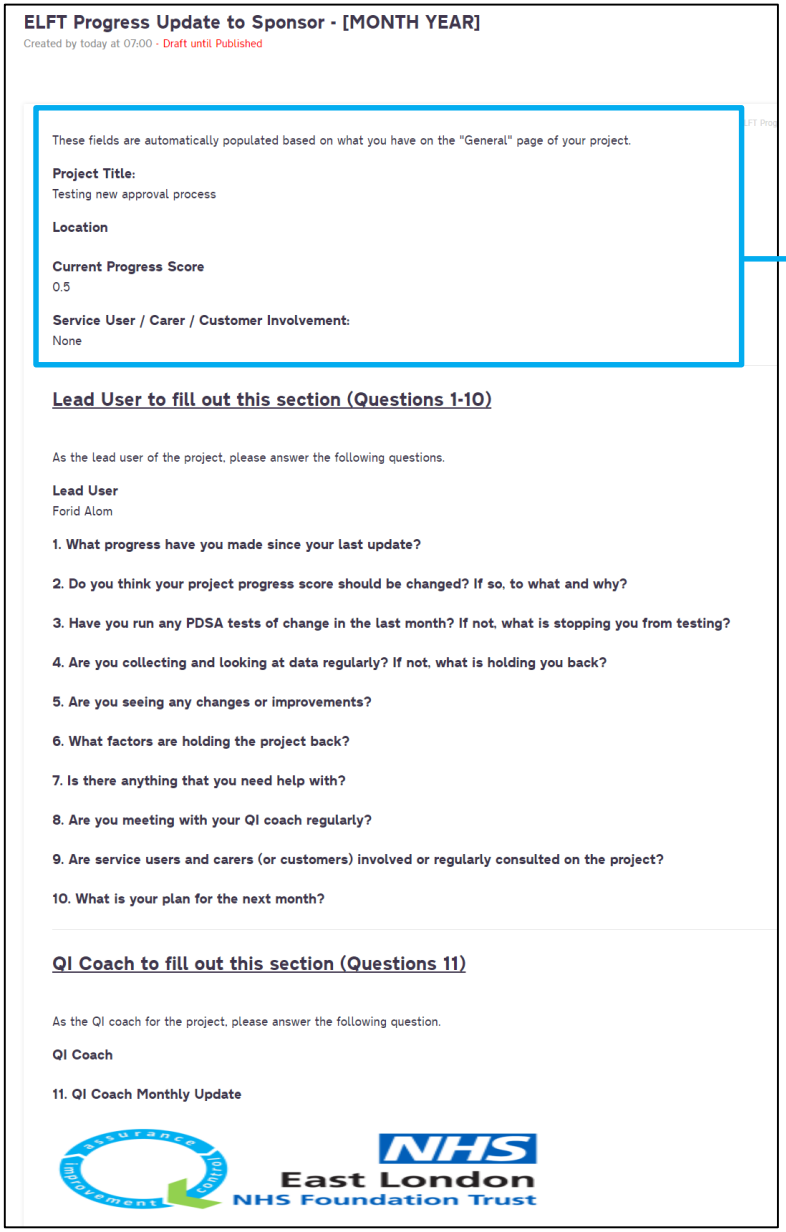
Life QI Progress Update to Sponsor – Update Due - The 'ELFT Progress Update to Sponsor - [MONTH YEAR]' report for the project 'Testing new approval process' has been run.

Your monthly progress update to your sponsor is due. This will help your sponsor know of any successes and challenges you may have had and is an essential part of helping your project move forward. Please complete the "ELFT Progress Update to Sponsor" report within the next 7 days.

22/11/2017 at 11:00:28

LifeQI

NHS East London NHS Foundation Trust



ELFT Progress Update to Sponsor - [MONTH YEAR]

Created by today at 07:00 · Draft until Published

These fields are automatically populated based on what you have on the "General" page of your project.

Project Title:
Testing new approval process

Location

Current Progress Score
0.5

Service User / Carer / Customer Involvement:
None

Lead User to fill out this section (Questions 1-10)

As the lead user of the project, please answer the following questions.

Lead User
Forid Alom

1. What progress have you made since your last update?

2. Do you think your project progress score should be changed? If so, to what and why?

3. Have you run any PDSA tests of change in the last month? If not, what is stopping you from testing?

4. Are you collecting and looking at data regularly? If not, what is holding you back?

5. Are you seeing any changes or improvements?

6. What factors are holding the project back?

7. Is there anything that you need help with?

8. Are you meeting with your QI coach regularly?

9. Are service users and carers (or customers) involved or regularly consulted on the project?

10. What is your plan for the next month?

QI Coach to fill out this section (Questions 11)

As the QI coach for the project, please answer the following question.

QI Coach

11. QI Coach Monthly Update

The first few fields on the report is automatically filled in based on what you have in the "General" page.

LifeQI

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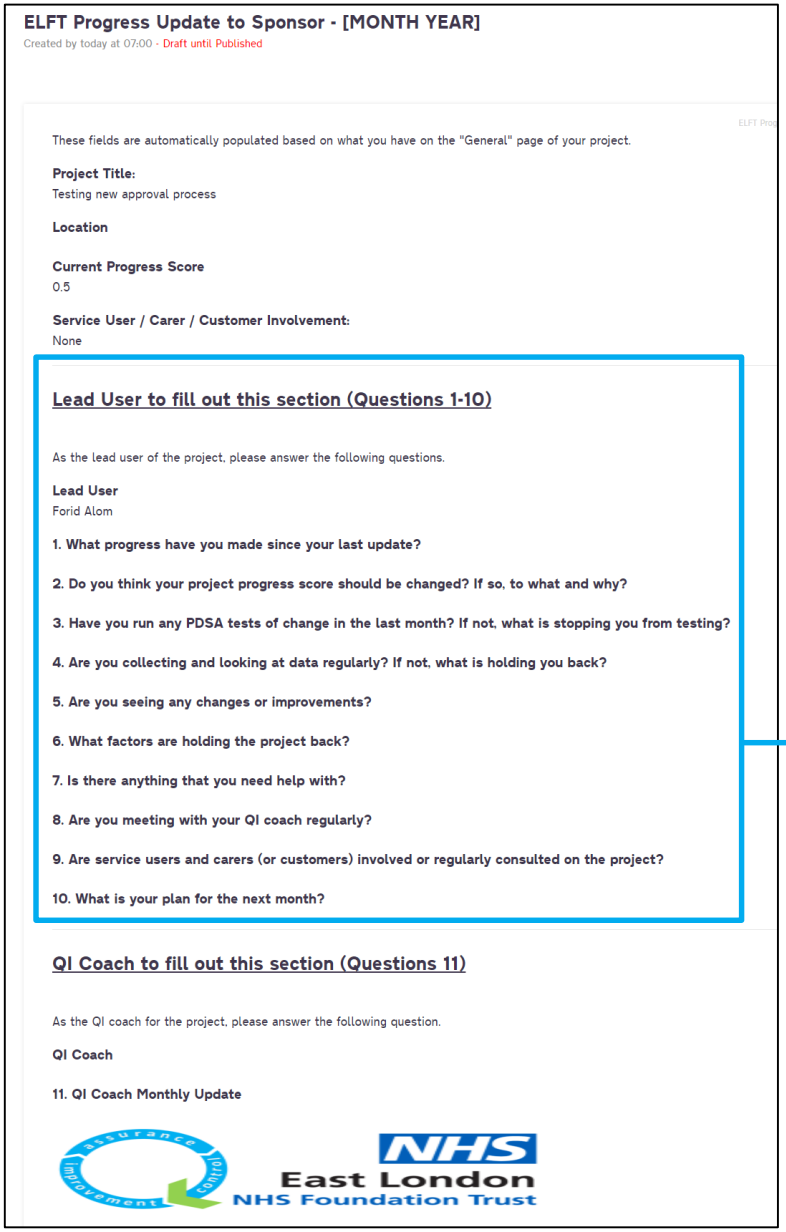
NHS East London NHS Foundation Trust



ELFT Progress Update to Sponsor - [MONTH YEAR]

Created by today at 07:00 · Draft until Published

These fields are automatically populated based on what you have on the "General" page of your project.

Project Title:
Testing new approval process

Location

Current Progress Score
0.5

Service User / Carer / Customer Involvement:
None

Lead User to fill out this section (Questions 1-10)

As the lead user of the project, please answer the following questions.

Lead User
Forid Alom

1. What progress have you made since your last update?

2. Do you think your project progress score should be changed? If so, to what and why?

3. Have you run any PDSA tests of change in the last month? If not, what is stopping you from testing?

4. Are you collecting and looking at data regularly? If not, what is holding you back?

5. Are you seeing any changes or improvements?

6. What factors are holding the project back?

7. Is there anything that you need help with?

8. Are you meeting with your QI coach regularly?

9. Are service users and carers (or customers) involved or regularly consulted on the project?

10. What is your plan for the next month?

QI Coach to fill out this section (Questions 11)

As the QI coach for the project, please answer the following question.

QI Coach

11. QI Coach Monthly Update

The first few fields on the report is automatically filled in based on what you have in the "General" page.

Project leads complete **questions 1 to 10.**

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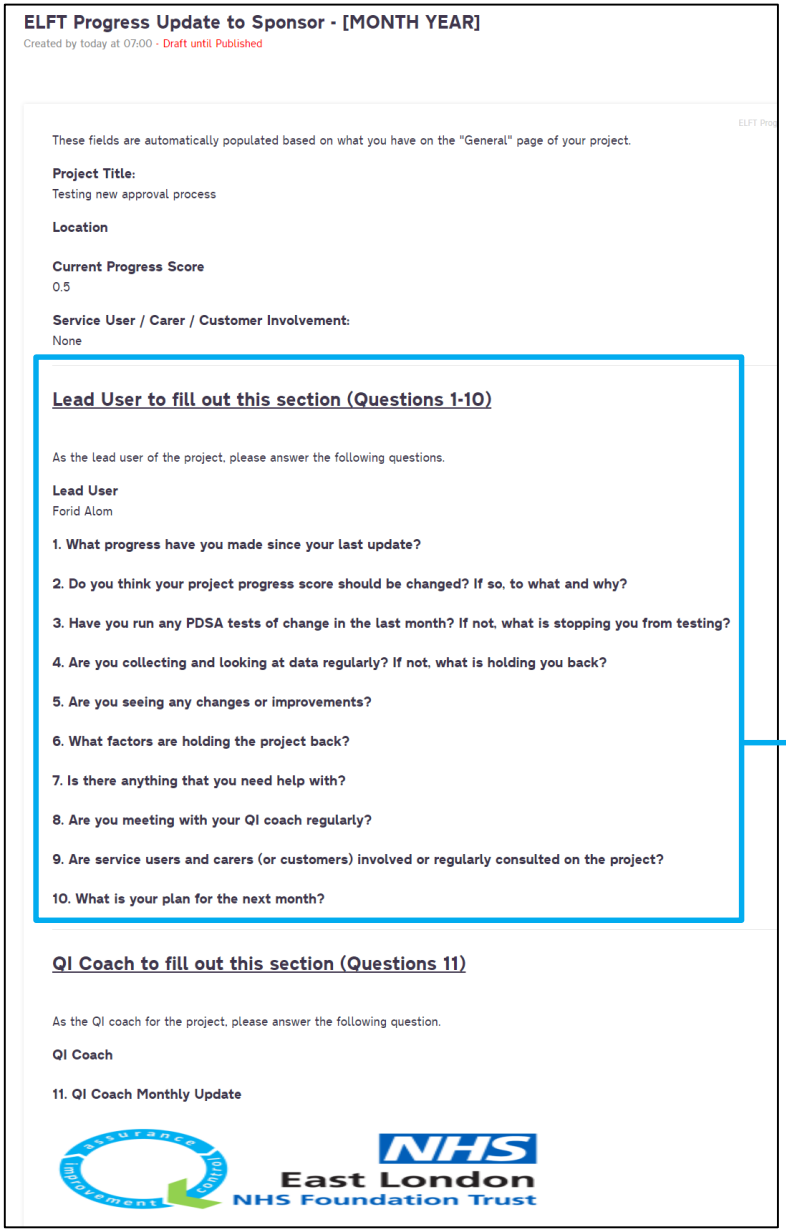

ELFT Progress Update to Sponsor - [MONTH YEAR]

Created by today at 07:00 · Draft until Published

These fields are automatically populated based on what you have on the "General" page of your project.

Project Title:
Testing new approval process

Location

Current Progress Score
0.5

Service User / Carer / Customer Involvement:
None

Lead User to fill out this section (Questions 1-10)

As the lead user of the project, please answer the following questions.

Lead User
Forid Alom

1. What progress have you made since your last update?

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8. Are you meeting with your QI coach regularly?

9. Are service users and carers (or customers) involved or regularly consulted on the project?

10. What is your plan for the next month?

QI Coach to fill out this section (Questions 11)

As the QI coach for the project, please answer the following question.

QI Coach

11. QI Coach Monthly Update

The first few fields on the report is automatically filled in based on what you have in the "General" page.

Project leads complete **questions 1 to 10.**

They have **7 days** to complete their updates.

Go back to contents page

STEP 2

TIME TO COMPLETE REPORT:
7 DAYS (168 hrs)

QI COACH

On the **2nd Monday** of the month, you will receive an email and notification on Life QI notifying you that it's time to review the report completed by the project lead and add your update

EMAIL NOTIFICATION

Progress update to sponsor - your updates are due

Life QI <bot@lifeqisystem.com>
Sent: Tue 28/11/2017 12:08
To: ALOM, Forid (EAST LONDON NHS FOUNDATION TRUST)

Hi Forid Alom,

It is now time for you to enter your updates onto the "ELFT Progress Update To Sponsor" report.

Notification from report 'ELFT Progress Update to Sponsor - Dec 2017'

All the best,
Life team

For help and support, please contact ELFT QI Team
Tel: 0207 655 4077 / 4078
Address: 9 Alie Street, London, E1 8DE
Web: http://qi.elft.nhs.uk
Email: qi@elft.nhs.uk
Twitter: twitter.com/@ELFT_QI

LIFE QI PLATFORM NOTIFICATION

Progress update to sponsor - your updates are due - Notification from report 'ELFT Progress Update to Sponsor - Dec 2017'.

It is now time for you to enter your updates onto the "ELFT Progress Update To Sponsor" report.

29/11/2017 at 09:40:28

STEP 2

TIME TO COMPLETE REPORT:
7 DAYS (168 hrs)

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29/11/2017 at 09:40:28

Both notifications will contain a link to the report.

LifeQI

NHS East London NHS Foundation Trust

STEP 2

TIME TO COMPLETE REPORT:
7 DAYS (168 hrs)

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29/11/2017 at 09:40:28

Both notifications will contain a link to the report.

You will get a notification per project you are coaching. So if you are down as the coach for 6 projects, you will get 6 notifications with link to reports for each project.

LifeQI

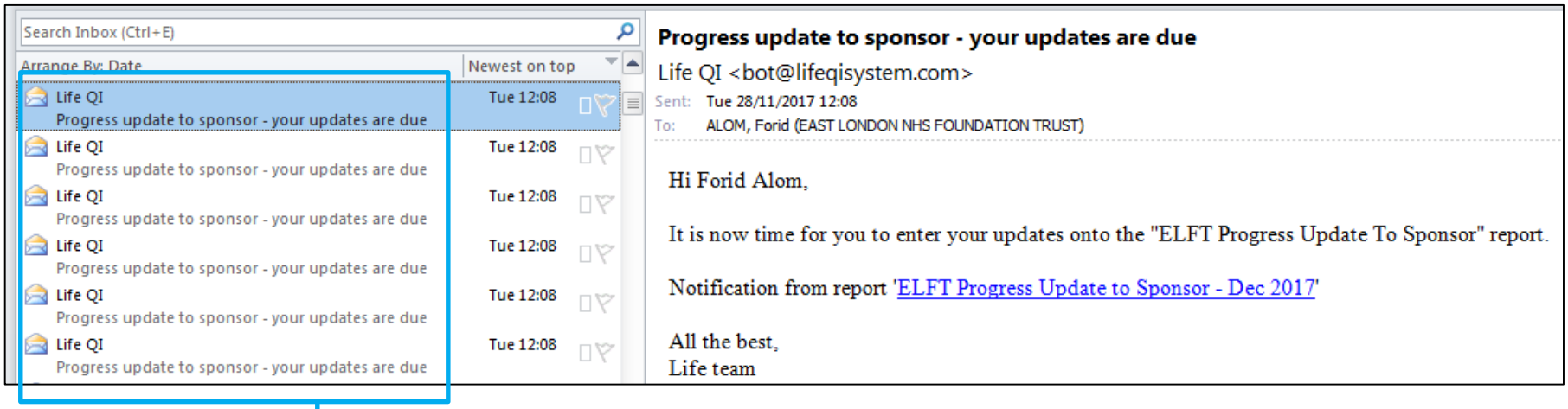
NHS East London NHS Foundation Trust

STEP 2

TIME TO COMPLETE REPORT:
7 DAYS (168 hrs)

QI COACH

On the **2nd Monday** of the month, you will receive an email and notification on Life QI notifying you that it's time to review the report completed by the project lead and add your update



You will get a notification per project you are coaching. So if you are down as the coach for 6 projects, you will get 6 notifications with link to reports for each project.

ELFT Progress Update to Sponsor - [MONTH YEAR]

Created by today at 07:00 - Draft until Published

These fields are automatically populated based on what you have on the "General" page of your project.

Project Title:
Testing new approval process

Location

Current Progress Score
0.5

Service User / Carer / Customer Involvement:
None

Lead User to fill out this section (Questions 1-10)

As the lead user of the project, please answer the following questions.

Lead User
Forid Alom

1. What progress have you made since your last update?
Project lead update

2. Do you think your project progress score should be changed? If so, to what and why?
Project lead update

3. Have you run any PDSA tests of change in the last month? If not, what is stopping you from testing?
Project lead update

4. Are you collecting and looking at data regularly? If not, what is holding you back?
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5. Are you seeing any changes or improvements?
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Project lead update

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Project lead update

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Project lead update

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Project lead update

QI Coach to fill out this section (Questions 11)

As the QI coach for the project, please answer the following question.

QI Coach

11. QI Coach Monthly Update

When you click on the report link, you will be taken to the report (which is saved in the documents tab of the project).

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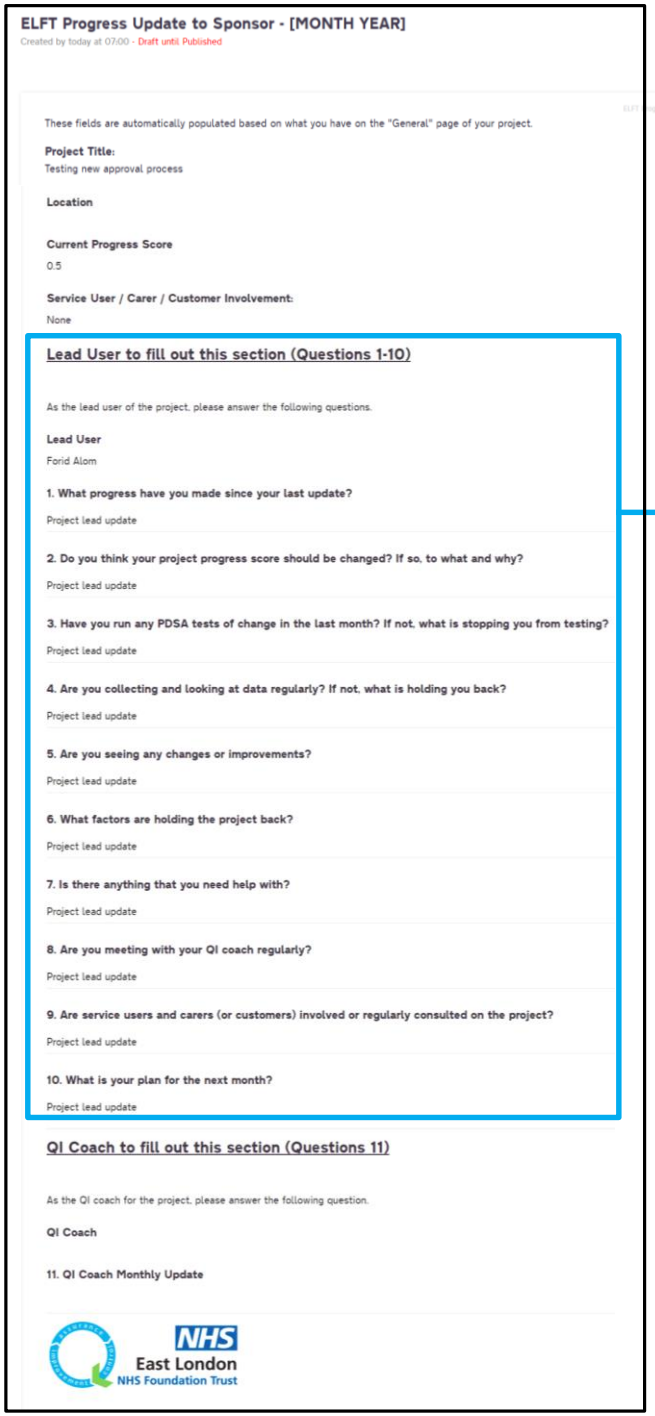

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11. QI Coach Monthly Update

NHS East London NHS Foundation Trust

When you click on the report link, you will be taken to the report (which is saved in the documents tab of the project).

You will be able to see the project leads updates.

LifeQI

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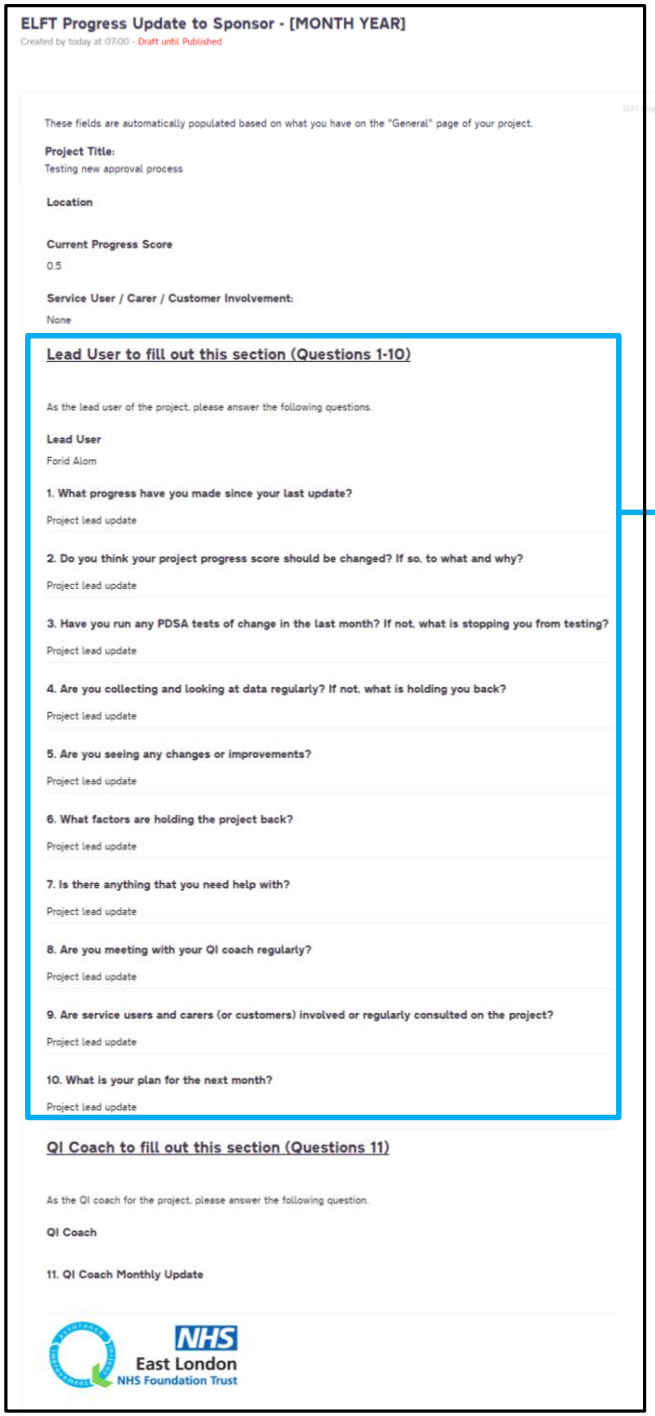
NHS East London NHS Foundation Trust



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NHS East London NHS Foundation Trust

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You will be able to see the project leads updates.

If the project lead has not completed their updates, these fields will be blank.

You will then be able to add your update in **question 11**.

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If the project lead has not completed their updates, these fields will be blank.

You will then be able to add your update in **question 11**.

You have up to **7 days** to complete your updates.

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You will be able to see the project leads updates.

If the project lead has not completed their updates, these fields will be blank.

You will then be able to add your update in **question 11**.

You have up to **7 days** to complete your updates.

On the 3rd Monday of the month, the report will then be sent to your project's Improvement advisor to review.

Go back to contents page

ELFT Progress Update to Sponsor - [MONTH YEAR]

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QI Coach

11. QI Coach Monthly Update

NHS East London NHS Foundation Trust

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You will be able to see the project leads updates.

If the project lead has not completed their updates, these fields will be blank.

You will then be able to add your update in **question 11**.

You have up to **7 days** to complete your updates.

On the 3rd Monday of the month, the report will then be sent to your project's Improvement advisor to review.

On the Wednesday after the 3rd Monday of the month, the report will then be sent to the project lead, yourself, your Improvement advisor and your QI sponsor.

LifeQI

Go back to contents page

NHS East London NHS Foundation Trust

LifeQI

Any questions or queries, get in touch with the QI team.

0207 655 4078

Elft.qi@nhs.net

assurance improvement control

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