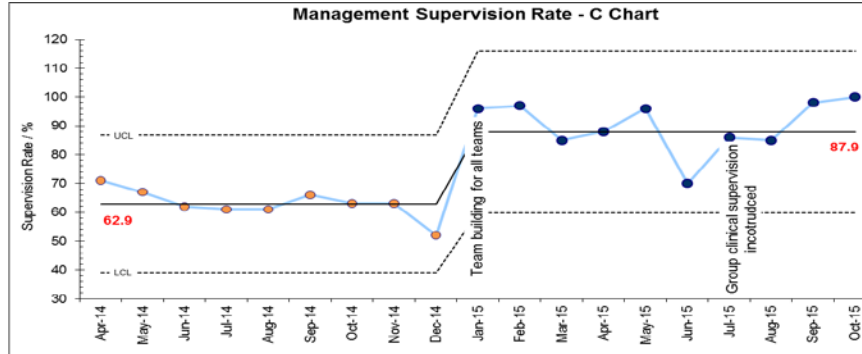


Sanjiv Luckhea

Aim

- Increasing monthly clinical supervision rate by at least 85% from July 15 to March 2016.



What are we testing?

- We are testing the following change ideas:
1. Posters
 2. Booking forms
 3. Various types of reminders
 4. Peer champions

Why is this important to service users and carers?

Because research shows that there is a strong positive correlation between staff engagement and safety and reported positive experiences by service users and carers.

What are we trying to accomplish?

How will we know that a change is an improvement?

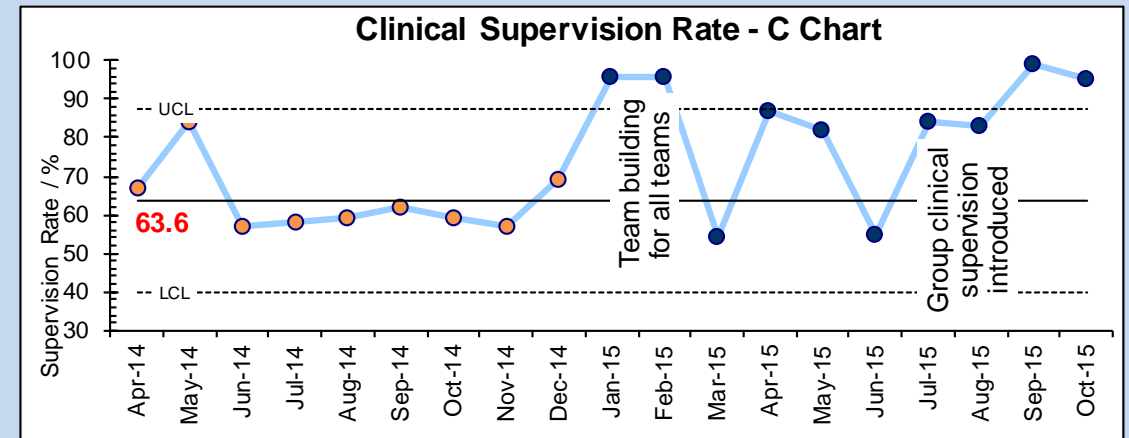
What changes can we make that will result in improvement?



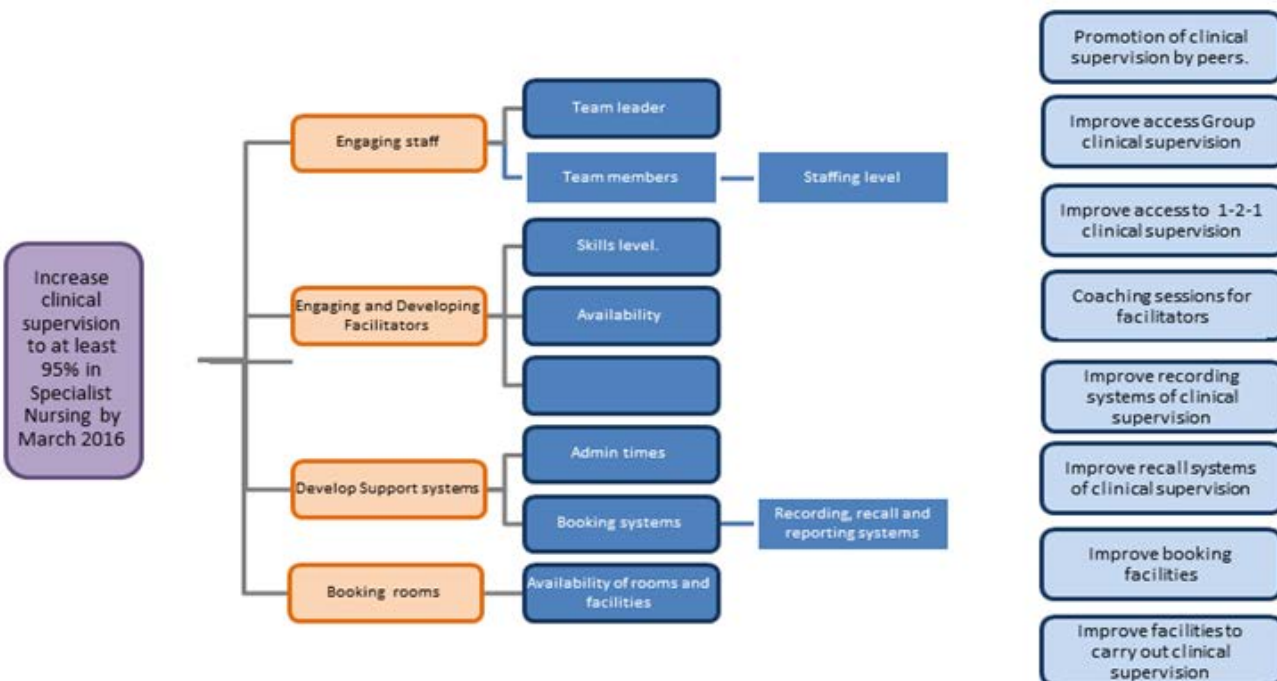
Outcome measures

Measures

Outcome measure- clinical supervision rate.
Balancing measure- management supervision rate.
Process measure- individual's record of supervision.



Driver diagram



Learning

- From Scepticism to Enthusiasm.
- From Doing to Studying.
- The beauty of Data.
- Inverse relationship between staff banding and the most effective change ideas.
- Learning to solve ADAPTIVE problems with a DISCIPLINED approach.
- Spread- memberships, mental models (internal & external) & recognition.