assurance

control

improvement

TIPS AND TRICKS FOR GETTING STARTED WITH QI

Welcome

James Innes,
Associate Director for Quality
Improvement
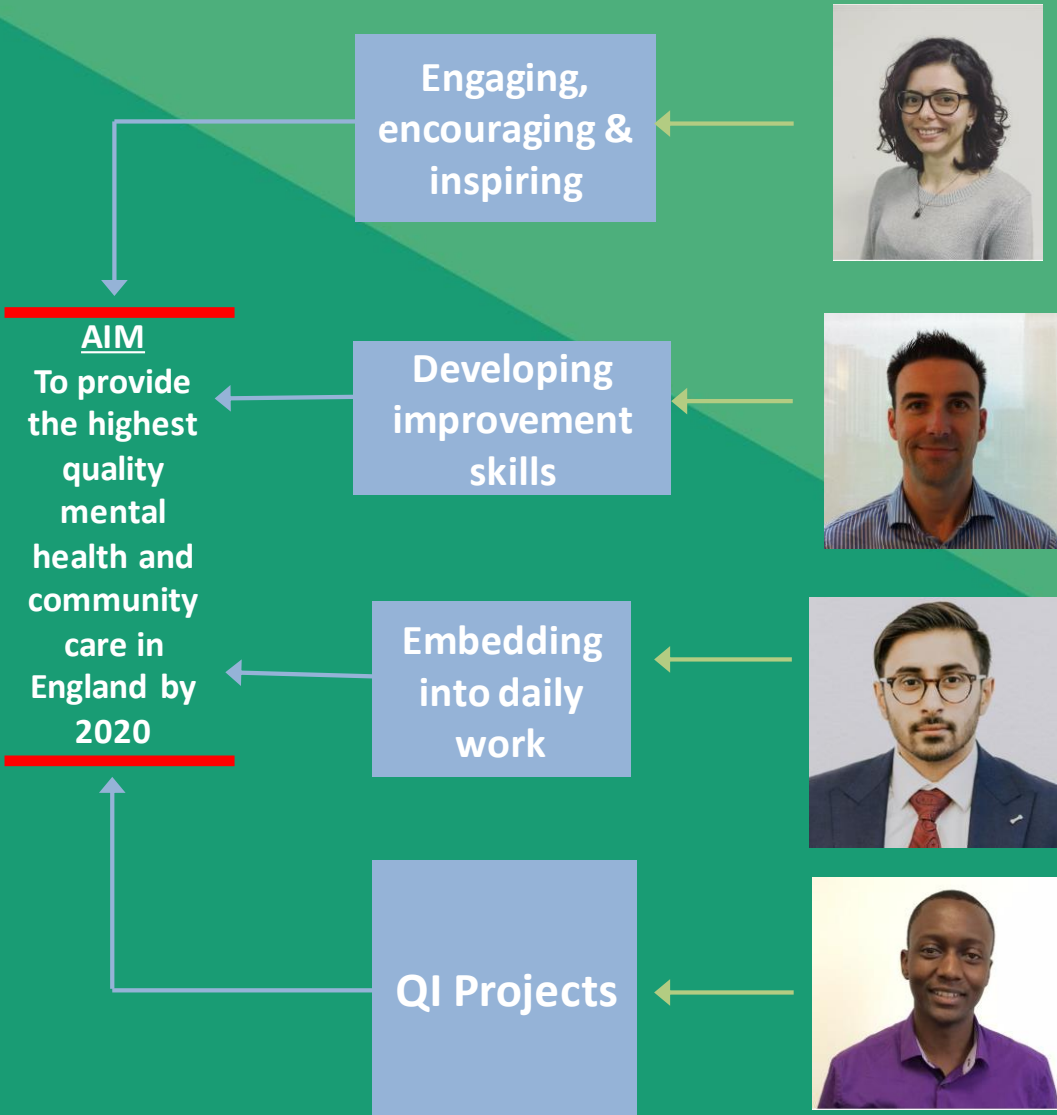
Q¡ BINGO!®

QI BINGO!

Instructions

You are aiming to be the first person to complete a full line on the bingo sheet!

Complete lines by finding people who can meet the criteria in the boxes.

Lines can be horizontal, vertical or diagonal.

To win, you must find different people for each box.

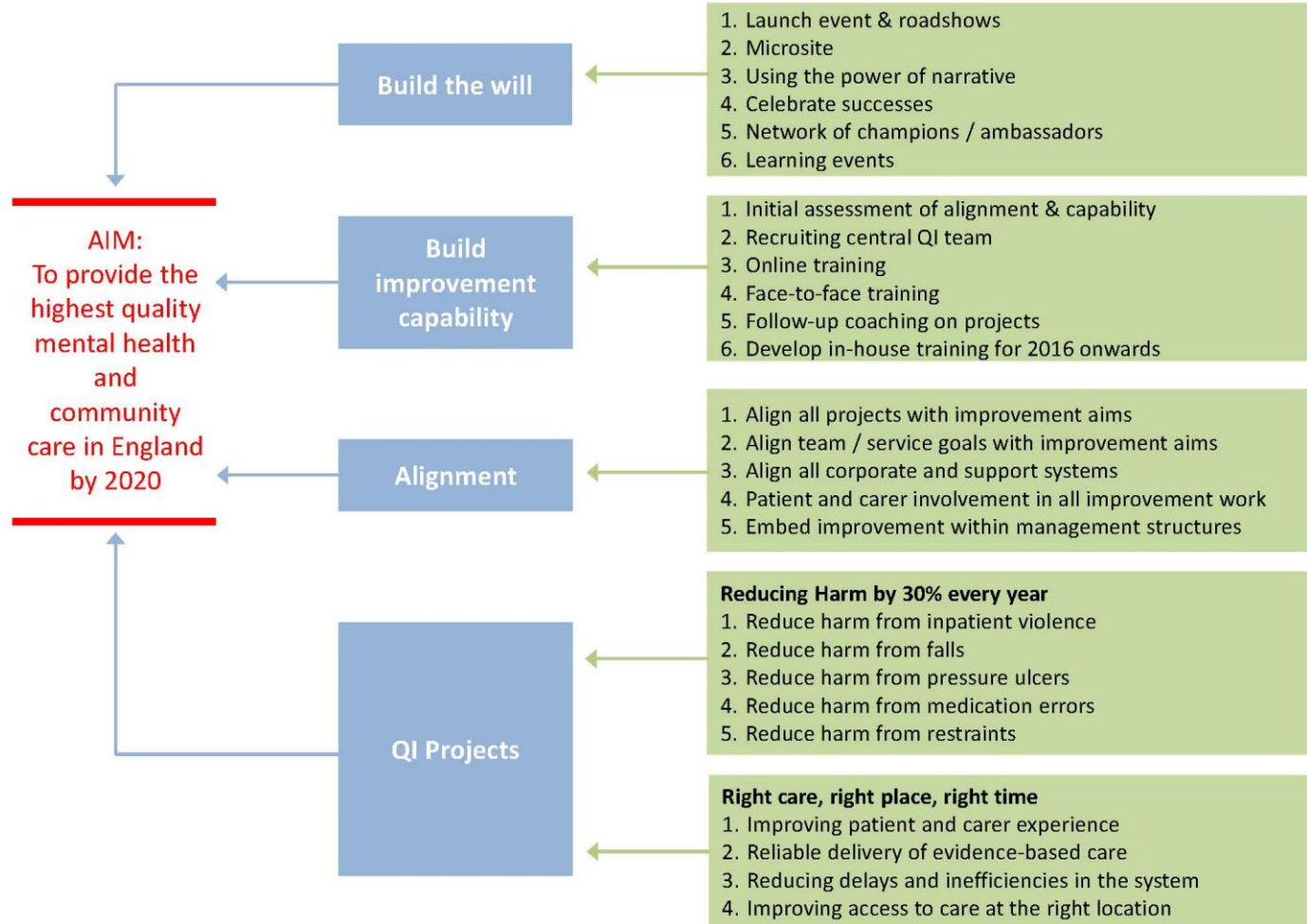At the end of the challenge you must also be able to name the people who meet the criteria.

There will be a

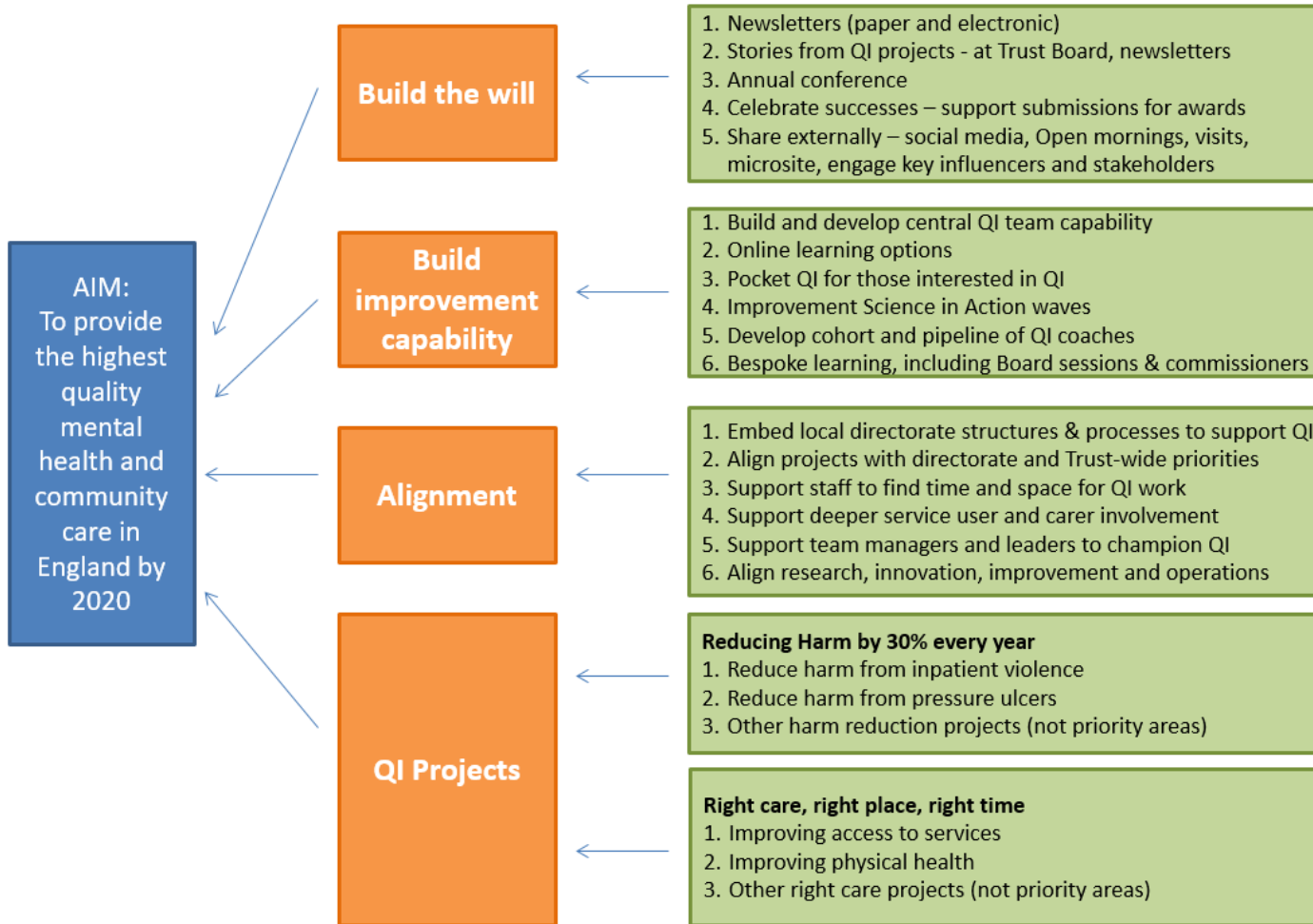|	A	B	C	D	E
1	Has created a run chart before	Has a multi disciplinary project team	Has identified measures they could use for their QI project	Has more than 10 change ideas they could test for their project	Caught a bus to get here today
2	Can recite the three key questions in the model for improvement	Is meeting with their project team at least weekly	Has ever run a QI project	Has run more than one PDSA cycle in a day	Has firmed up what their QI project will focus on
3	Has used QI Life	Knows what PDSA stands for	Is about to set up or join a QI team	Has been to an ELFT Quality Conference before	Has a project team with more than four members
4	Is part of a central QI team	Has logged into IHI Open School	Has created a driver diagram for their project	Used a bicylce to get here today	Has watched an IHI whiteboard video
5	Caught a tube to get here today	Has firm plans on how they are going to involve patients in their project	Has attended a QI conference before	Has joined a pre-existing project team	Has met up with others who are doing similar projects to share learning.

TIPS AND TRICKS FOR GETTING STARTED WITH QI

Evolution of our Driver Diagram

Build the will

1. Launch event & roadshows
2. Microsite
3. Using the power of narrative
4. Celebrate successes
5. Network of champions / ambassadors
6. Learning events

AIM:
To provide the highest quality mental health and community care in England by 2020

Build improvement capability

1. Initial assessment of alignment & capability
2. Recruiting central QI team
3. Online training
4. Face-to-face training
5. Follow-up coaching on projects
6. Develop in-house training for 2016 onwards

Alignment

1. Align all projects with improvement aims
2. Align team / service goals with improvement aims
3. Align all corporate and support systems
4. Patient and carer involvement in all improvement work
5. Embed improvement within management structures

QI Projects

Reducing Harm by 30% every year
1. Reduce harm from inpatient violence
2. Reduce harm from falls
3. Reduce harm from pressure ulcers
4. Reduce harm from medication errors
5. Reduce harm from restraints

Right care, right place, right time
1. Improving patient and carer experience
2. Reliable delivery of evidence-based care
3. Reducing delays and inefficiencies in the system
4. Improving access to care at the right location

Evolution of our Driver Diagram

AIM:
To provide the highest quality mental health and community care in England by 2020

Build the will

1. Newsletters (paper and electronic)
2. Stories from QI projects - at Trust Board, newsletters
3. Annual conference
4. Celebrate successes – support submissions for awards
5. Share externally – social media, Open mornings, visits, microsite, engage key influencers and stakeholders

Build improvement capability

1. Build and develop central QI team capability
2. Online learning options
3. Pocket QI for those interested in QI
4. Improvement Science in Action waves
5. Develop cohort and pipeline of QI coaches
6. Bespoke learning, including Board sessions & commissioners

Alignment

1. Embed local directorate structures & processes to support QI
2. Align projects with directorate and Trust-wide priorities
3. Support staff to find time and space for QI work
4. Support deeper service user and carer involvement
5. Support team managers and leaders to champion QI
6. Align research, innovation, improvement and operations

QI Projects

Reducing Harm by 30% every year
1. Reduce harm from inpatient violence
2. Reduce harm from pressure ulcers
3. Other harm reduction projects (not priority areas)

Right care, right place, right time
1. Improving access to services
2. Improving physical health
3. Other right care projects (not priority areas)

Evolution of our Driver Diagram

AIM
To provide the highest quality mental health and community care in England by 2020

Engaging, encouraging & inspiring

1. Targeting / segmenting communication for different groups (community-based staff, Bedfordshire & Luton staff)
2. Sharing stories – newsletters, microsite, presenting internally
3. Celebration – awards, conferences, publications, internal presentations
4. Share externally – social media, Open mornings, visits, microsite
5. Work upstream – trainees, regional partners, key national and international influencers

Developing improvement skills

1. Pocket QI for anyone interested, extended to Beds & Luton
2. Refresher training for all ISIA graduates
3. Improvement Science in Action waves
4. Online learning options
5. Develop cohort and pipeline of improvement coaches
6. Leadership and scale-up workshops for sponsors
7. Bespoke learning, including Board sessions & commissioners

Embedding into daily work

1. Learning system: QI Life, quality dashboards, microsite
2. Standard work as part of a holistic quality system
3. Job descriptions, recruitment process, appraisal process
4. Annual cycle of improvement: planning, prioritising, design and resourcing projects
5. Support staff to find time and space to improve things
6. Support deeper service user and carer involvement

QI Projects

Directorate-level priorities
- Defined through annual cycle of planning
- Most local projects aligned to directorate priorities

Trust-wide strategic priorities
1. Reducing inpatient physical violence
2. Improving access to community services
3. Enjoying work
4. Shaping recovery in the community
5. Value for money

NHS
East London
NHS Foundation Trust

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Engaging, encouraging & inspiring
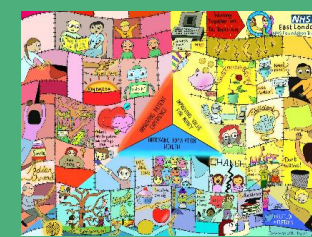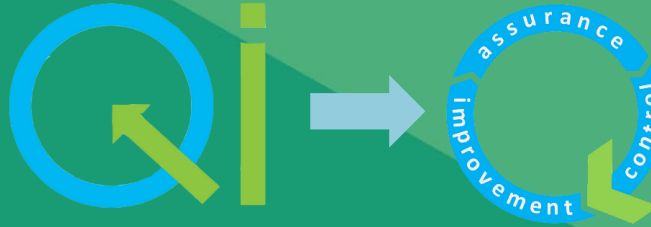
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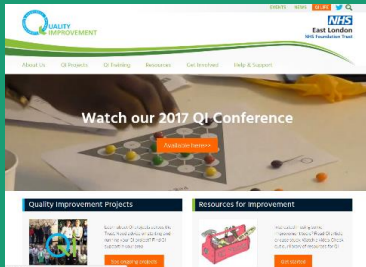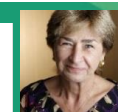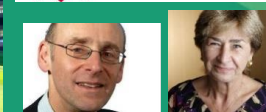### Developing improvement skills

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Trust-wide strategic priorities
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Newsletters

Engaging, encouraging & inspiring

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Creativity

IT'S A QI RAP!

Sharing Stories

QI PROJECT STORIES

Microsite

Watch our 2017 QI Conference

Celebration & Events

Working Upstream

CITY UNIVERSITY LONDON

BMJ Quality

Institute for Healthcare Improvement

NHS SCOTLAND

NHS Improvement

TOP TIPS

Inspire people	Use QI methods with Comms and engagement	Learn as you go
Identify the bright spots	Use data for improvement	Embrace creativity and difference from everywhere
Share stories	Plan and test new ideas	Create your own identity
Encourage people to take action		Use feedback effectively
Acknowledge effort and achievement		Open and honest conversations
Think about accessibility including language		

ELFT's Capability Plan

Working upstream

Experts by experience

Experts by experience

Experts by experience

All staff

Staff involved in or leading QI projects

QI Coaches

Sponsors

Internal experts

Board

Training Programmes Provided

1 Student Nurses

2 Psychology Trainees

3 Intro to QI for Service Users & Carers

4 IHI Open School

5 Pocket QI

6 Masterclasses

7 Improvement Leaders' Programme

8 IHI Improvement Coaching Programme

9 Senior Clinical Leaders' Programme

10 IHI Improvement Advisor Programme

● Delivered by IHI ● Delivered by ELFT

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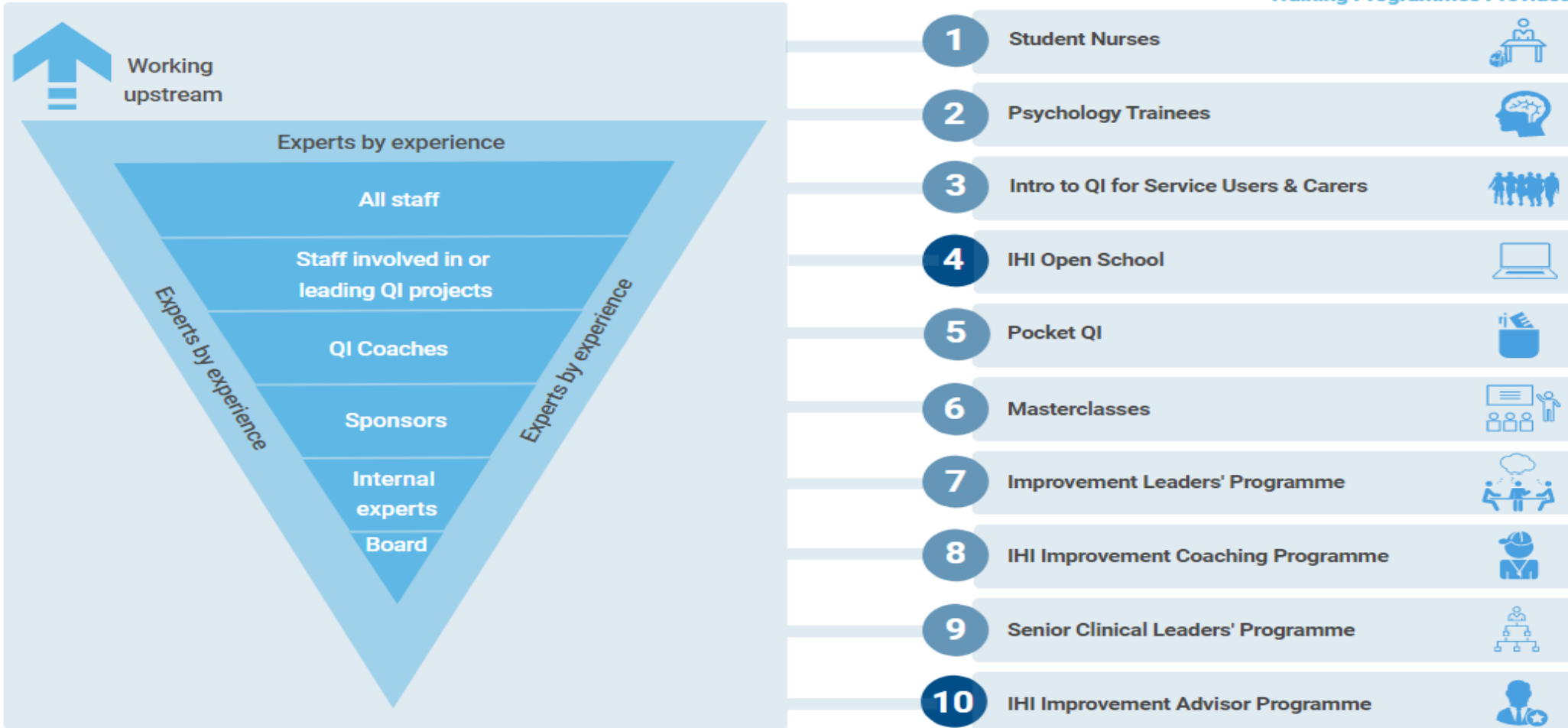
TOP TIPS

Starting a Capability Building Plan	Getting the most from your capability building	Things to avoid!
Try to re-align existing resources in your organisation Be prepared to invest	Don't just focus on one group of staff, develop capability across the organisation (all levels & disciplines) 3 is the magic number….try to make sure that at least 3 people per project team have had QI training Start small. But be ready to iterate over time so that training offerings remain in line with the needs of your organisation	Don't view training as the be all and end all. You need systems and processes to take advantage of the capability you have built Try not to hold decision making about who attends training centrally. Try to devolve decision making to local management systems so that QI becomes locally owned rather than centrally driven

QI Sponsor

QI Coach

QI Team

Project Team

Support with involving service users and carers

QI Forums

Learning Systems

Top Tips

- Start small, think big

- Adequate support structures are vital

- Actively share learning

Lessons from Failures

- Create a system that can grow with your programme

- Avoid making the QI team the linchpin of the work, needs to be owned and supported by individual services
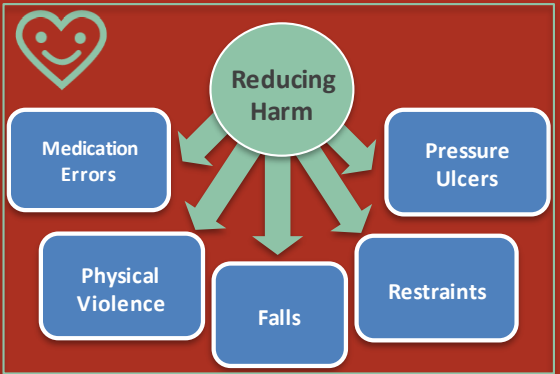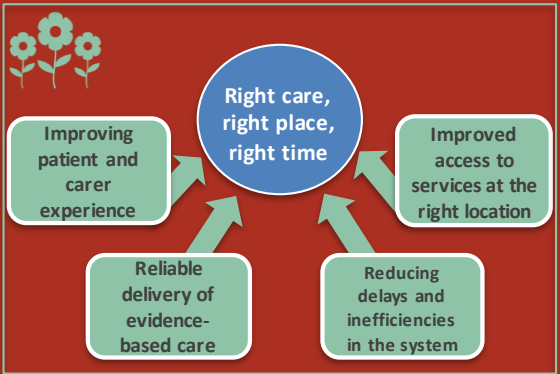
- Share learning from both successful and unsuccessful projects

Top Tips

- Start with what matters
- Develop learning systems at every level

- Make it feel meaningful & possible
- Make it feel valued & permanent

Lessons from Failures

- Create capacity & capability at all levels
- Embed service user involvement from project inception
- Take implementation steps & build in quality control

- Local sponsors and service leads should own the work
- Contract additional support & set milestones