

Health Education Wessex School of Quality Improvement

Preliminary Ideas – Jan 2014

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Definition of Quality Improvement

“the combined and unceasing efforts of everyone... to make the changes that will lead to better patient outcomes (health), better system performance (care) and better professional development (learning)”

Bataldan and Davidoff (2007)

Purpose of HEW School of QI

“Inspire individuals, teams and organisations to act to improve patient care continually (safety, effectiveness, experience) – and ensure they each have the knowledge, skills, confidence, and support so to do.”

(A working statement still being developed/refined)

Current formal QI support

- **Good:**
 - » Individual Fellowships (variety) – in general each Fellow is well supported and has an excellent experience (increase in confidence, knowledge, skills)
 - » Requirement for Core Trainees – Patient Safety programme
- **Challenges:**
 - » Some projects are sustained in the longer term
 - » Unintended unequal access to some Fellowships
 - » Unintended inflexibility of some Fellowships i.e. Anecdotal comment suggests is easier in secondary care
 - » Focus on Individual - different skills required for distributed/collaborative team work model
 - » Inconsistent support/experience – some have funded backfill time, others don't

Proposals

- The 'Go to Place' for QI – to inspire, support, nurture individuals, teams and organisations to enhance behavioural change and increase sustainability:
 - » A place to take, share and explore ideas – nurtured
 - » A network of people with experience/expertise in delivering QI (locally, nationally and internationally)
 - » A community of mentors, coaches, good practice
 - » Be a link/resource/broker – work with Providers to support the adoption and dissemination of successful initiatives

Resources: Knowledge

- Identify or create formal education materials for 3 levels
 - » Foundation/Universal – for everyone, to enable understanding and participation
 - » Intermediate – for those who have some kind of team-leader/manager role to ensure they are able to support their teams and create climate/culture to embed this work locally
 - » Expert – for those who will do this work at scale, across teams, pathways, organisation boundaries

Resources - Learning

- Archive of previous local QI projects
- Link with other related organisations
 - » Wessex AHSN, NHS QI, National Patient Safety Collaborative (2014-2019), Health Foundation, IHI
- National/international Scholarships:
 - » Encourage and support staff to apply for these rather than rely on individuals to self-select and do so on their own e.g. IHI; Harkness, Health Foundation, Professional Body and other Fellowships

Fellowships

- Identify all existing Fellowship schemes sponsored by HEW/Deanery both formal and informal:
 - » Create one over-arching Fellowship scheme – for which teams apply with an agreed QI project and support from Board/senior persons;
 - » scheme will be flexible enough to operate within and across all sectors, and will include formal programme of education/learning and mentorship support
 - » Work in partnership with employers

Inspire + Confidence

- **Seminars:**
 - » regular seminars to inspire and motivate - with high-profile local, national and international speakers to keep QI in the spot-light
- **Short term scholarships:**
 - » Opportunities for individuals to spend short periods locally or nationally (up to one week) in centres of excellence and bring back ideas
- **Secondment/exchange:**
 - » Opportunities for individuals to spend time locally, nationally or internationally (up to 3 months) in centres of excellence

Success Indicators?

- Number of initiatives sustained beyond 2/3 years
- Increased scores in
 - » Effectiveness of treatment
 - Reduction in unexplained variation in outcomes, e.g. National clinical audit
 - » Patient Safety
 - Fewer Never Events and SUI's, less concerns on GMC Survey and feedback from other learners
 - » Patient Experience
 - Improved Friends and Family Scores
- Staff raising ideas to improve things at work