

We all know what good quality is, don't we? Or do we all have very different ideas about what quality really is?

As part of a development programme for nurse leaders I have been teaching a module on quality. To get people thinking about this I list 10 different companies e.g. Apple, Starbucks, Ryanair and get participants to discuss which of them provide good quality and which do not. Almost always there is a consensus about the good, the mediocre and the poor service providers. It is much more difficult in healthcare to rank providers, at the moment and one of the reasons for this is very few trusts have a coherent, integrated approach to quality improvement (QI). We don't want to be part of the herd; we want to be different.

If you want to be better then you have to know how to improve; that requires new skills and thinking. We want our staff to have the tools and knowledge to make high quality care part of what we deliver every day; not something we talk about once a month at the quality committee. We have partnered with the Institute for Healthcare Improvement to provide us with direction and to help train hundreds of our staff and other partners in quality improvement. It is six months since the first wave of training started and we have two more waves planned for 2015. This means that in 18 months we will have trained over 400 staff in the Improvement Science in Action programme. These staff will be local leaders in the quality improvement projects which will reduce harm every year and provide the right care, at the right place, at the right time.

Each Trust Directorate has monthly QI Forums, use these along with the Working Together Groups to share ideas, thoughts and plans. We don't want to be Ryanair do we?

Contact the QI team for further details at qi@eastlondon.nhs.uk



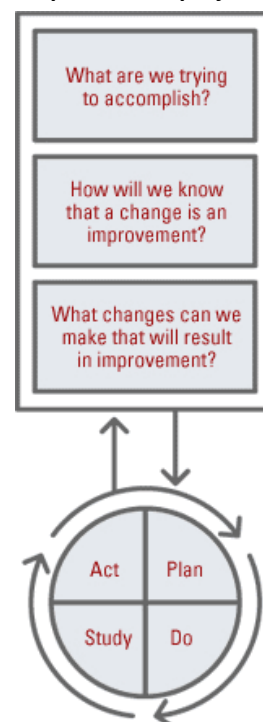
MICROSITE **What is it?**

The microsite is the online home of Quality Improvement for ELFT. It's the first place to visit to find out more about QI, the Trust's progress so far and opportunities to get involved. Learn how to start a project, suggest an idea for improvement, visit our QI video and document library or take a course with the excellent IHI Open School. qi.eastlondon.nhs.uk



**Editorial by Kevin Cleary,
Medical Director and Director
for Quality and Performance.**

**The Model for Improvement is
a key tool for all our quality
improvement projects**



Congratulations and thank you to all graduates of the wave 1 ISIA training programme, leaders and team members of QI projects throughout the Trust, attendees of the QI launch and roadshow events, projects published so far in the BMJ Quality journal and the award winning project on Globe Ward in Tower Hamlets.

And finally, thank you to everyone interested in helping us improve quality for our patients and service users. We need you!

Sharing improvement and innovation

Our QI Project highlights of 2014 by Syeda Tahir and Stella Lam



We have been working with the QI team at ELFT for several months to improve the quality and reach of the QI programme microsite and newsletters.

We hope our experiences as service users and involvement in a QI project will encourage other service users, carers and staff to make their ideas for improvement known and then work collaboratively with each other to design the highest quality service we can.

2014 has been a wonderful year and cannot wait to see all the new improvement ideas and projects in 2015. Here are a couple of our favourite projects from 2014 and their successes so far:

Improving patient experience of feeling their problems are listened to and understood by professionals (Coborn Unit, Adolescent Mental Health Unit in Newham) The main objective of this QI project is to improve the service experience of their young clients. QI provided tools needed to measure change in a quantifiable way. They hope it will significantly improve the service and demonstrate an understanding of their needs.



The Coborn Unit team above and Bevan Ward project team below

Improving Physical Health Monitoring Following Rapid Tranquillisation (Bevan Ward in City and Hackney) Bevan Ward aimed to improve physical health monitoring of patients after administration of when required psychotropic medicines. This is a really important piece of work because many of these medicines, whilst effective, may rarely cause serious side effects. Through this work Bevan Ward have improved the monitoring of patients to between 90-100%.



If you'd like to find out more about these projects please visit **Our Progress** on the QI microsite. If you've got an idea for improvement get in touch with the QI team, a local QI Sponsor, your Directorate's QI Forum or your local Working Together Group.

The Quality Improvement programme in numbers

3
Improvement
Advisors



3 QI Fellows



1000+

Service users, carers and staff joined us for our launch event, QI roadshow and insight sessions

72

Staff and service users trained on wave 1 in 2014

155

Staff and service users signed up to train on wave 2 in 2015

81

Live QI projects running within the Trust

32

QI project sponsors across all directorates

25

Projects focusing on reducing harm by 30% every year



56

Projects focusing on providing the right care at the right place at the right time



78

Staff/service users have signed up to IHI's Open School to learn about QI methodology

481 IHI Open School lessons completed

10,000+



Minutes spent by staff/service users on IHI open school

22,000
views

Reached on the QI microsite!



136
followers
@ELFT_QI

2

Articles published in
BMJ Quality



qi.eastlondon.nhs.uk



@ELFT_QI

Contact the QI Team If you'd like any further information about the Quality Improvement Programme please email us at qi@eastlondon.nhs.uk or call us on 0207 6554200

