


Newham Child Development Service

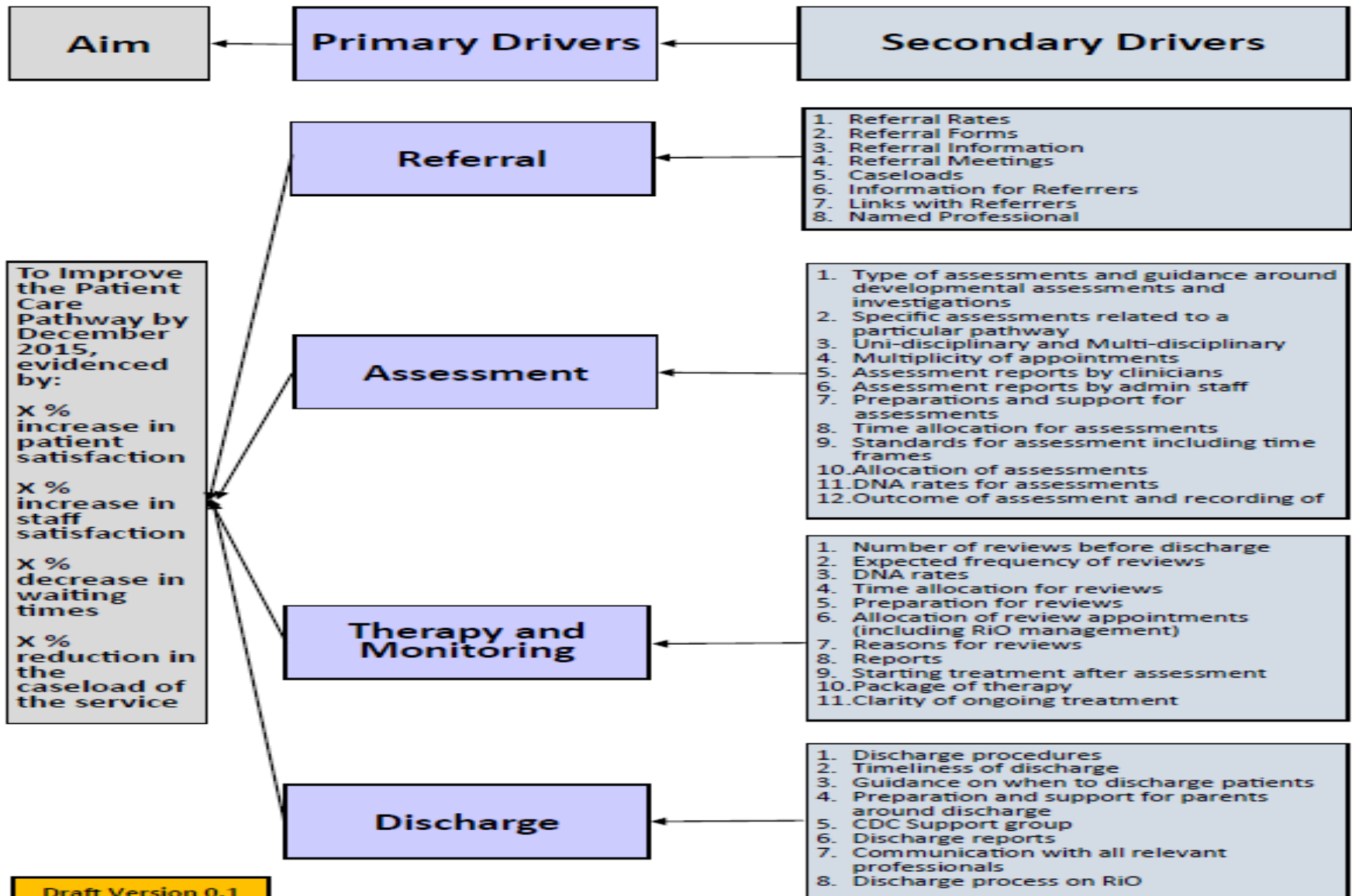
Quality Improvement Project

Dr. Cathy Lavelle – 21st May 2015

A Period of Intense Change

- New Clinical Director
 - New Service Director
 - New Operational Lead
 - Project Management Support
 - Senior Management Group
 - A detailed service improvement plan
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Improving the Patient Care Pathway in Newham Child Development Service




Draft Version 0.1

17th March 2015 We are currently collecting baseline data to support the four percentage targets of the Project's aim. When the targets are established, the diagram will be finalised and printed copies displayed around the building.


QI Project for the Service

Aim of the Project


To Improve the Care Pathway by December 2015, evidenced by:

- X% increase in patient satisfaction
 - X% increase in staff satisfaction
 - X% decrease in waiting times
 - X% reduction in the caseload of the service
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Primary Driver Groups

1. Referrals
 2. Assessment
 3. Review and Therapy
 4. Discharge
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- The bottom of the slide features a decorative graphic consisting of two overlapping, wavy horizontal lines. The upper line is a light green color, and the lower line is a slightly darker shade of green. Both lines curve gently across the width of the slide.

Engaging Staff in the Generation of Improvement Ideas

- Workshop held with staff
 - Individual meetings with staff
 - Grouping of priorities and improvement ideas
 - Weekly meetings set up for each of the four Primary Driver Groups and all staff asked to participate
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Challenges Encountered

- QI seen as an addition demand – less time to see patients
 - Pace and intensity of change too much
 - QI tweaking when fundamental issues need address
 - Loss of ‘grass roots approach’ and seen as ‘top down’ approach
 - Trying to do too much all at once
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Next Steps

- Monthly forum to encourage 'grass roots' improvement ideas
 - Improvement ideas already given are not lost but used to supplement wider service improvement plan
 - Review of QI structure in 3/12.
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