

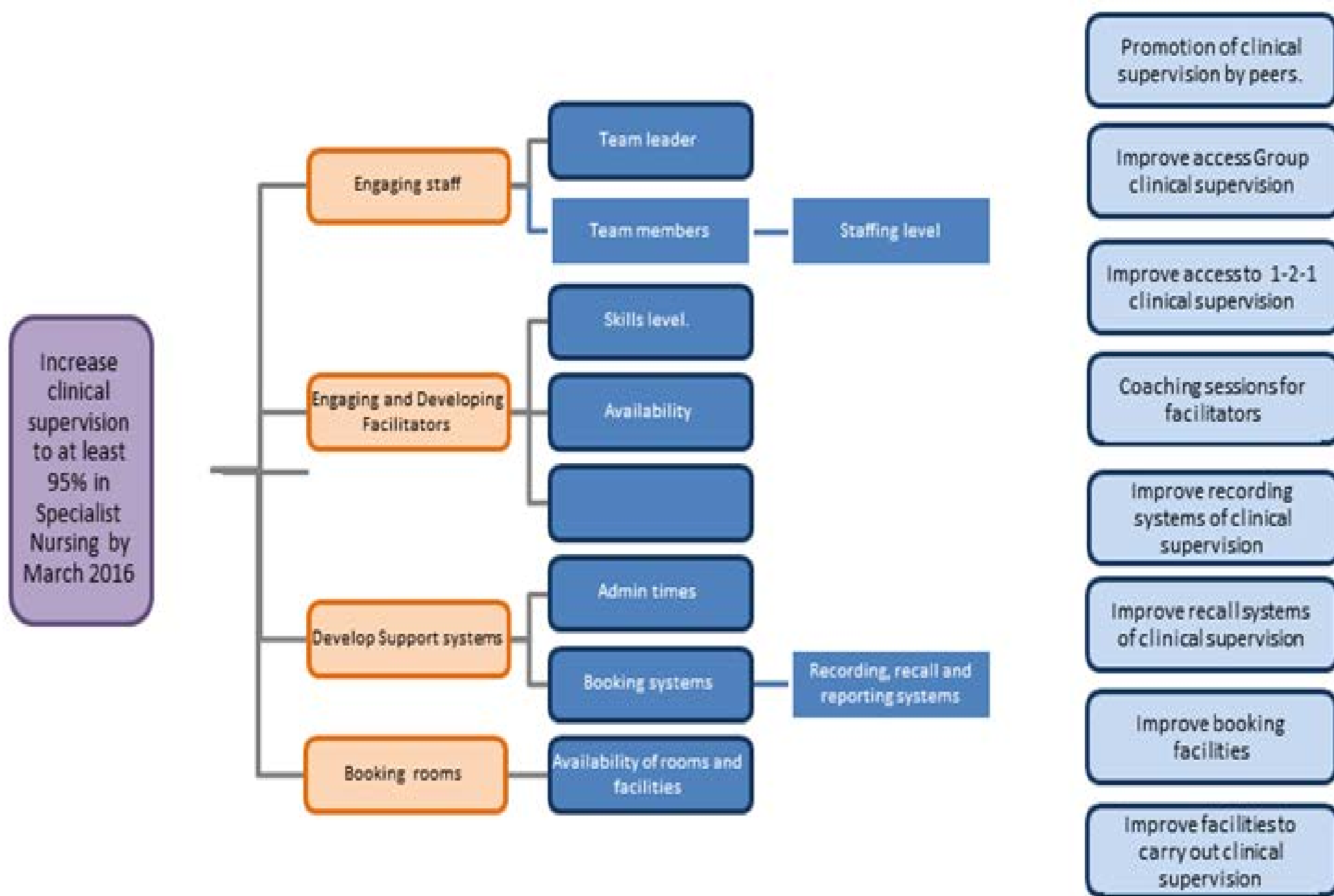
INCREASING MONTHLY CLINICAL SUPERVISION RATE

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

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

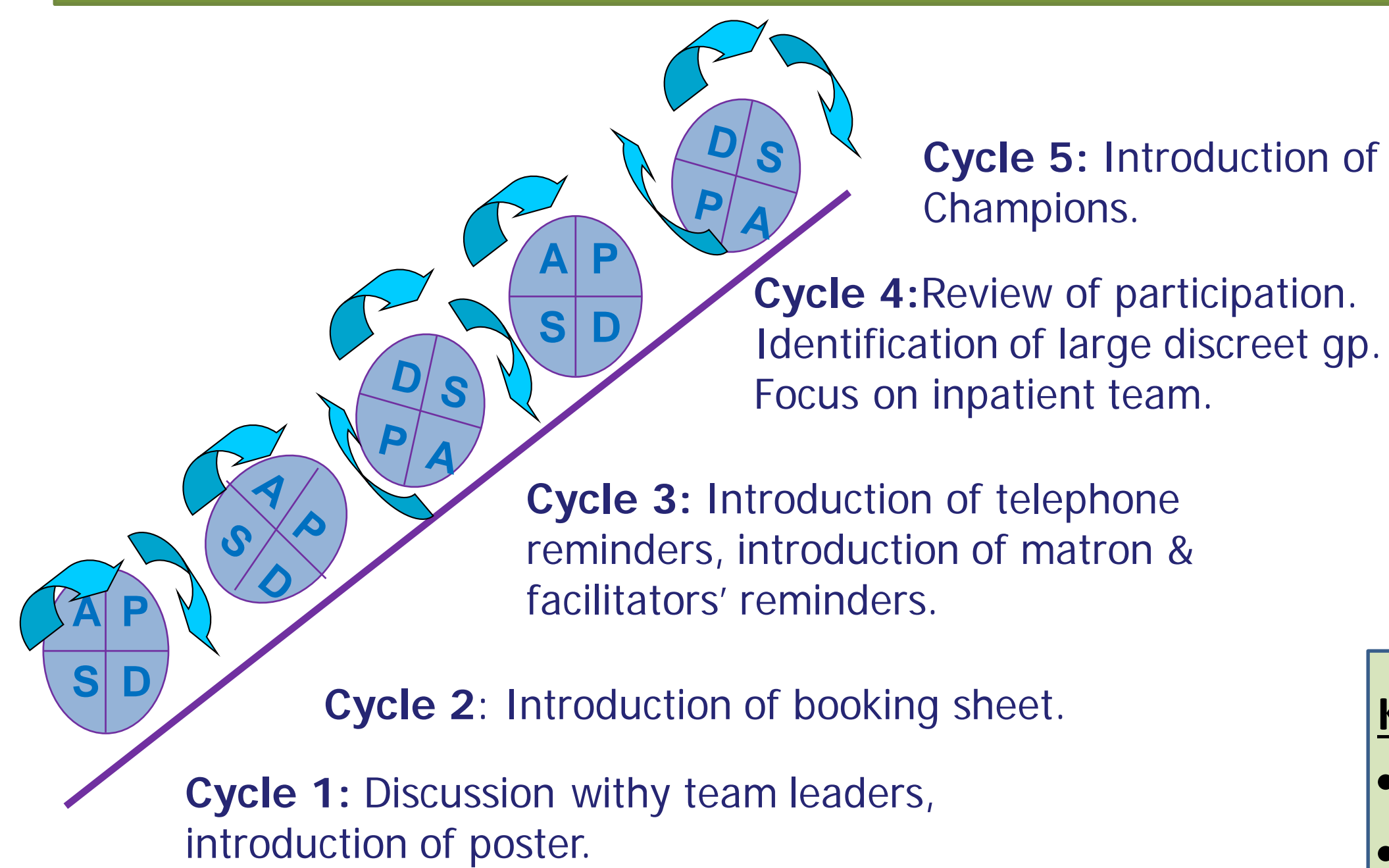
Driver diagram



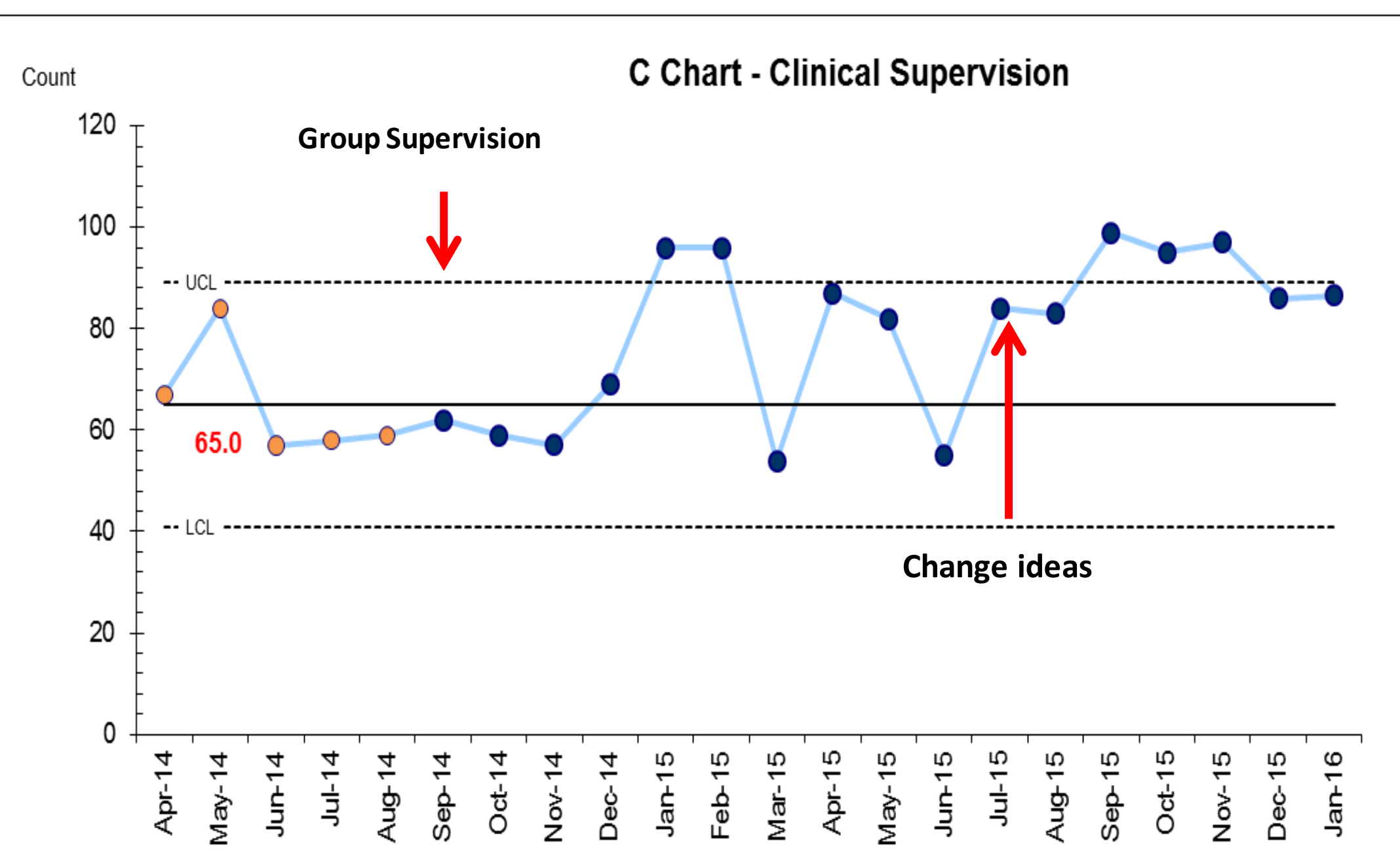
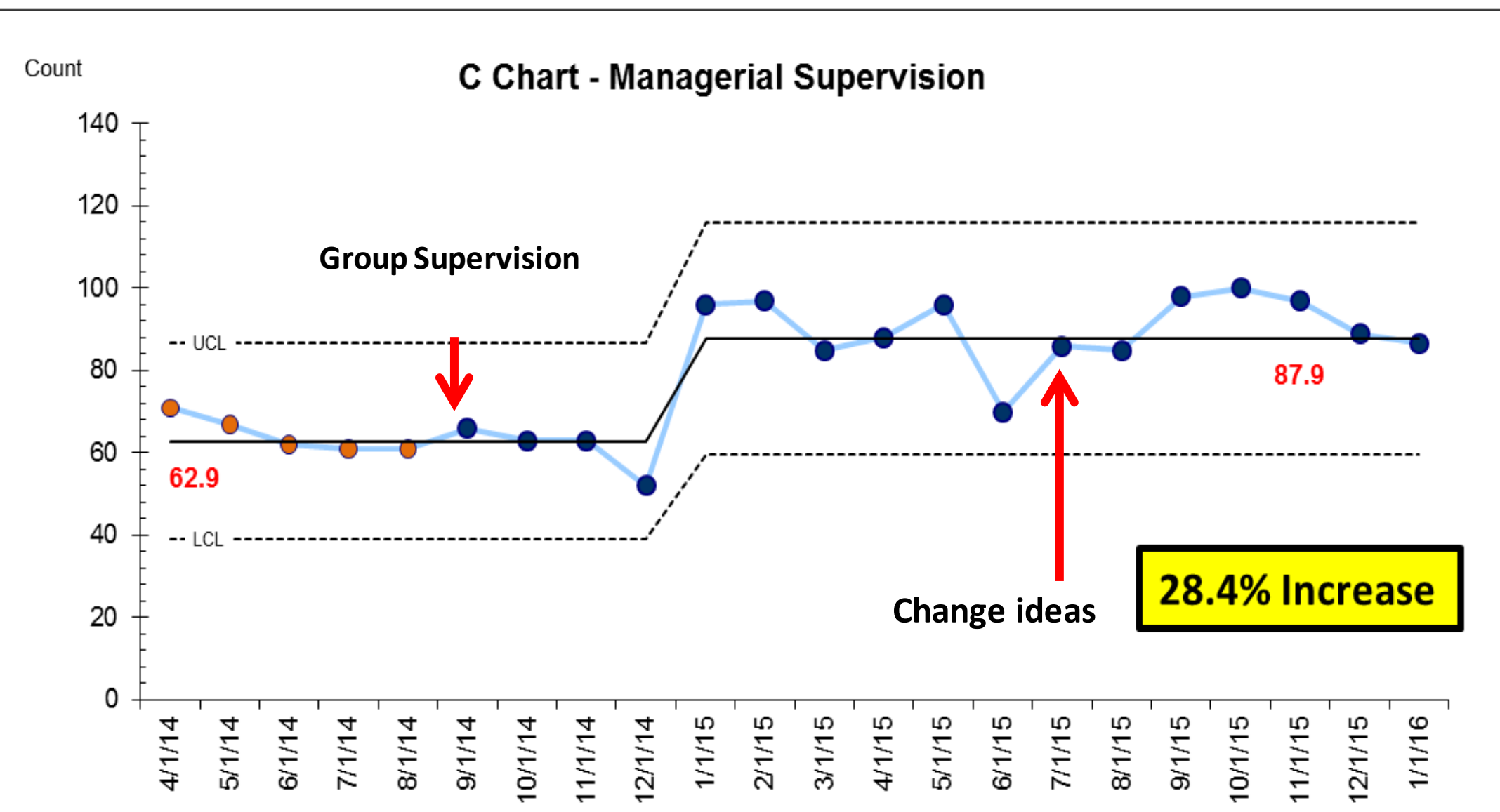
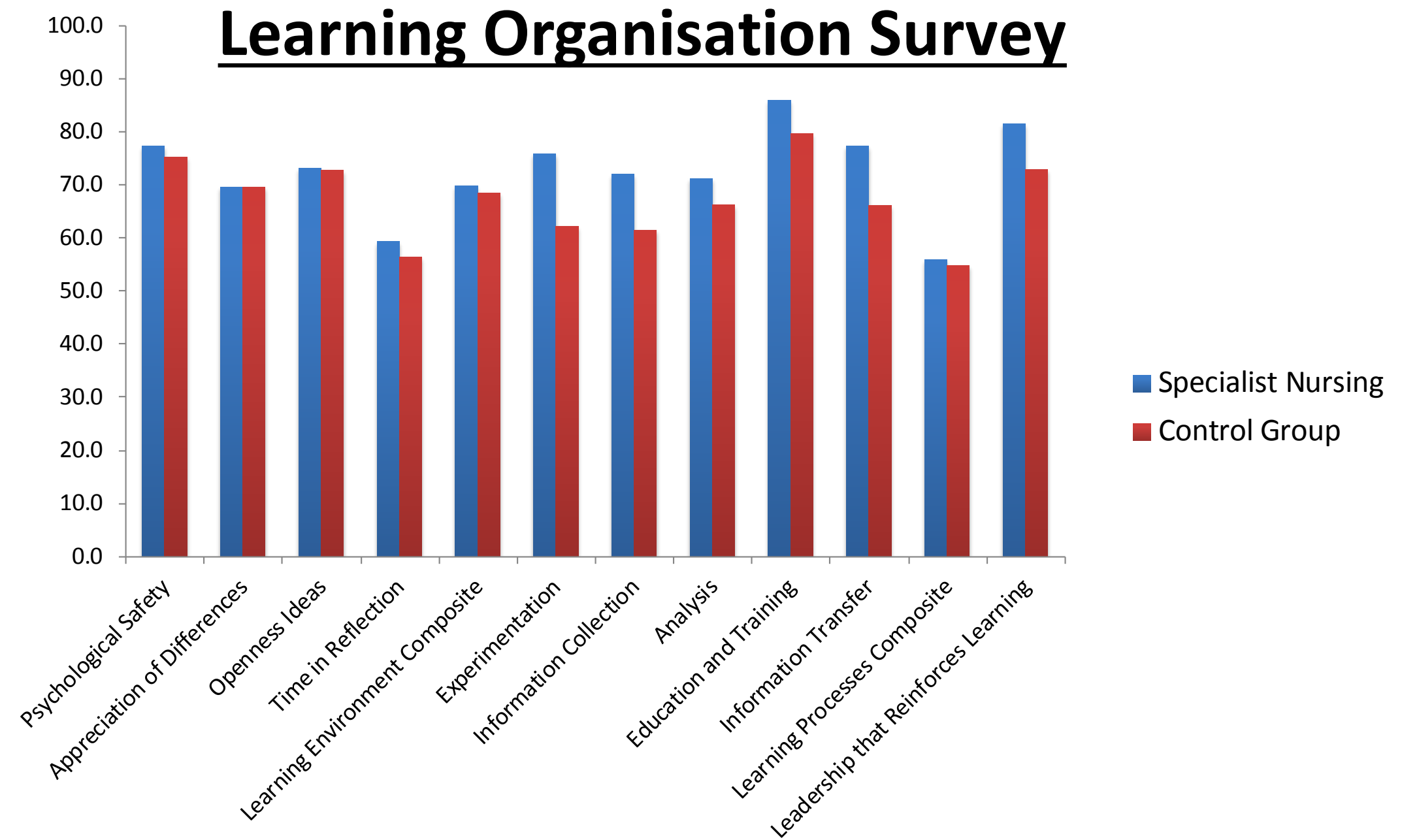
Measures

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

PDSA cycles of testing



Learning Organisation Survey



Key lessons:

- 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.