

Coaching an ELFT QI Project







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How to find your project?





| | Start | × 🖡 🖾 |
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| Start → Projects Programmes Discussions Beta Analytics | Projects Projects you have joined or pinned will show here Browse Projects → | Discussions Discussions you have joined or pinned will show here Browse Discussions → |
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| | Analytics Dashboards | Programmes |

When you log into the platform, you will be taken to the "Start" page. You can pin specific projects, discussions, organisations, groups, dashboards and programmes to appear here.



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If you click on "Projects" you will be able to see all the projects registered on the platform.



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The page will default to showing you "My" projects. These are any projects where you are down as a member or a coach.

If you would like to see projects taking place in your organisation, click on "My Organisations" projects.



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Since I am linked to the "ELFT Dummy Project", it appears in "My" tab.



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If you hover near the project title, you will see a grey pin appear. If you click on this pin, the pin will turn blue. This means the project will now be pinned to the "start" page.

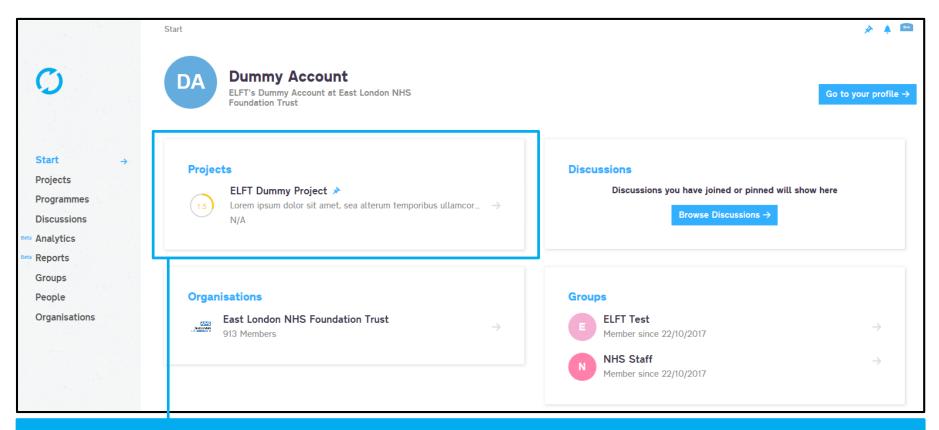


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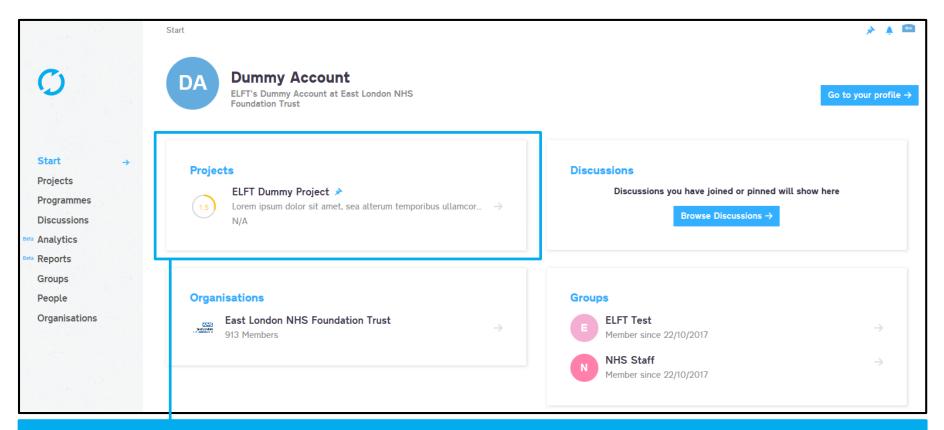
If you hover near the project title, you will see a grey pin appear. If you click on this pin, the pin will turn blue. This means the project will now be pinned to the "start" page.





You can use this method to pin multiple projects, discussions, organisations, groups, dashboards and programmes to your start page.

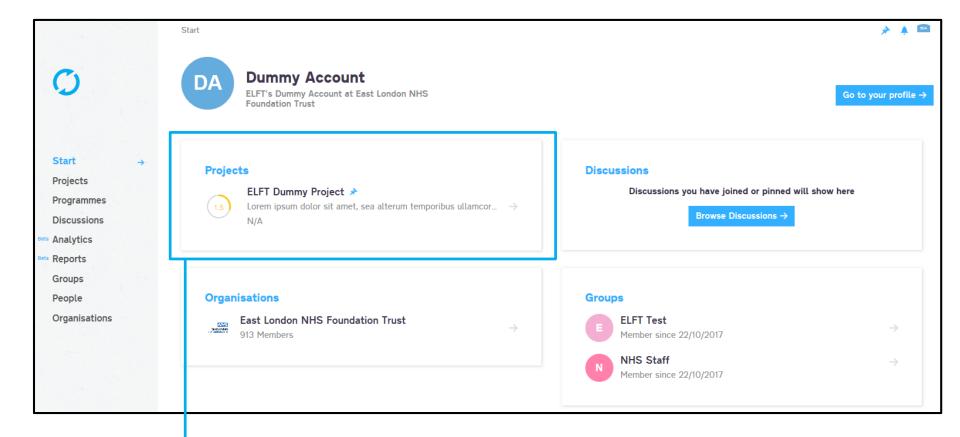




You can use this method to pin multiple projects, discussions, organisations, groups, dashboards and programmes to your start page.

It's worth pinning all the projects you coach to your start page.





Click on the project either in the "start" page or "projects" page to open the project up.



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| | Tags 🕦 | Start Date 14/11/2016 | End Date 14/12/2016 | |
| | | Location N/A | | |
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ELFT QI Projects

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Every project on Life QI is given a unique 6 digit project iD. This iD can be used to search for the project in the platform.

East London NHS Foundation Trust

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Use this search bar to search for projects.

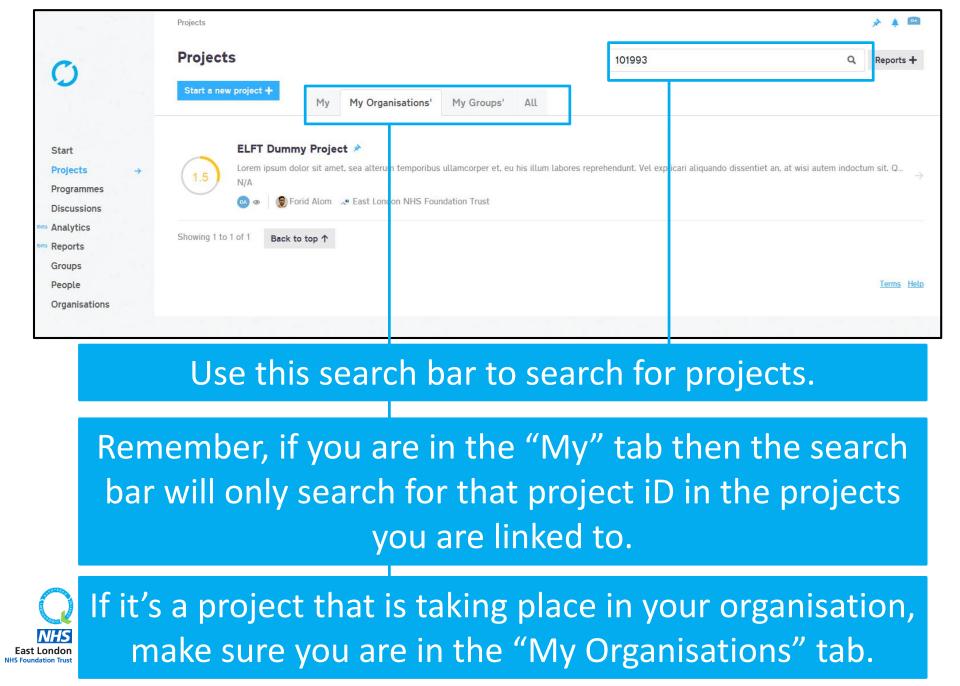


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Use this search bar to search for projects.

Remember, if you are in the "My" tab then the search bar will only search for that project iD in the projects you are linked to.





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How to add team members to your project?





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Service user involvement 0

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If you can't find them on the system, you can send them an invite to sign up by entering their email address into the "Invite someone new to life" box.



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If you can't find them on the system, you can send them an invite to sign up by entering their email address into the "Invite someone new to life" box.

They will then be sent an invite to sign up to Life QI and join your project.



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They will then be sent an invite to sign up to Life QI and join your project.

They will appear on your list as pending.



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You can also control edit rights and project roles here.

Only "admins" of a project can access this area.



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You can also control edit rights and project roles here.

Only "admins" of a project can access this area.

Those with "Edit, View" and "View" rights won't be able to add users or control viewing rights.



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You will now be able to add/remove rights. The options are view, edit and admin.



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| Find a member | | Q | |
| Users | X Toggle Permissions | Invite someone new to Life Email Address | |
| Forid Alom Admin, Edit, Viev Quality Improvement Data M | 🗸 Can View 💽 | Lead User 🗸 💼 | |
| DA Dummy Account Admin, Er | ✓ Can Edit | Member 🗸 💼 Invite New User + | |
| ELFT's Dummy Account at E | 🗙 Can't Admin 💿 | | |
| Yunus Malik Edit, View O Quality Improvement Data An | alyst at East London NHS Foundation Trust | Member 🗸 💼 | |
| Organisations | | | |
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| Groups | | | |
| E ELFT Test Edit. View o | | Lead Directorate 🗸 🝵 | |
| | | | |

You will now be able to add/remove rights. The options are view, edit and admin.

You can find out what rights each option gives by clicking on the info button next to them.



| Manage | | | | | × Invite | |
|---|--|---|--|---|--|--|
| Pending Members | | | | | | |
| They will be invited when you Save | | | | | Users Organisations Groups | |
| Dummy.Test@nhs.net Edit, View.o - Pending | | | | | Search for users Q | |
| Find a member | | | | Q | | |
| Users | Toggle Permissions | × | | | Invite someone new to Life Email Address | |
| Forid Alom Admin. Quality Improvement | | | Lead User | ✓ | | |
| DA Dummy Account | | | Member | ✓ | Invite New User + | |
| ELFT's Dummy Acco | 🗙 Can't Admin | 0 | | | | |
| YM Yunus Malik Edit. Quality Improvement | iew o Data Analyst at East London NHS Foundatior | Tru Admin Permission | | | | |
| | | Members with admin access can eo managing members. | rs with admin access can edit all features on this project, including ng members. | | | |
| East London NHS Foundation Trust Admin. View. | | | ок | | | |
| Groups | | | | | | |
| E ELFT Test Edit. View.o | | Lead Directorate | ✓ | | | |
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You will now be able to add/remove rights. The options are view, edit and admin.

You can find out what rights each option gives by clicking on the info button next to them.



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| Find a member | Q. | |
| Users | Email Address | |
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| DA Dummy Account Admin. Edit. View | Member 🗸 💼 Invite New User + | |
| Yunus Malik Edit. View o Quality Improvement Data Analyst at East London NHS Foundation Trust | Member 🗸 💼 | |
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| Groups | | |
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| | | |

To change the roles of users, use this drop-down list.



| Manage | Invite |
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| Pending Members | |
| They will be invited when you Save | Users Organisations Groups |
| Dummy.Test@nhs.net Edit, View o - Pending | Search for users Q |
| | Coach |
| Find a member | Improvement Advisor |
| Users | Lead User Email Address |
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| Quality Improvement Data Manager at East London NHS Foundation Trust | Secondary Coach |
| DA Dummy Account Admin. Edit. View O ELFT's Dummy Account at East London NHS Foundation Trust | Secondary Improvement Advisor |
| Yunus Malik Edit, View.o | Secondary Lead User |
| Quality Improvement Data Analyst at East London NHS Foundation Trust | Secondary Sponsor |
| Organisations | Sponsor |
| East London NHS Foundation Trust Admin, View | Tertiary Coach |
| | Tertiary Lead User |
| Groups | Tertiary Sponsor |
| E ELFT Test Edit. View o | Lead Directorate 🗸 💼 |
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To change the roles of users, use this drop-down list.

You can choose between 12 different roles.



| Manage | × Invite |
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| Pending Members | |
| They will be invited when you Save | Users Organisations Groups |
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| | Coach |
| Find a member | Improvement Advisor |
| Users | Lead User |
| Forid Alom Admin, Edit, View o | Email Address |
| Quality Improvement Data Manager at East London NHS Foundation Trust | Secondary Coach |
| Dummy Account Admin. Edit. View | Secondary Improvement Advisor |
| Yunus Malik Edit, View o | Secondary Lead User |
| Quality Improvement Data Analyst at East London NHS Foundation Trust | Secondary Sponsor |
| Organisations | Sponsor |
| | Tertiary Coach |
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| Groups | Tertiary Sponsor |
| E ELFT Test Edit. View o | Lead Directorate 🗸 💼 |
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To change the roles of users, use this drop-down list.

You can choose between 12 different roles.

Here is where you can set yourself as a coach.



| Manage | Invite |
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| Pending Members | |
| They will be invited when you Save | Users Organisations Groups |
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| Find a member | Q |
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| Organisations | |
| East London NHS Foundation Trust Admin. View o | Lead Organisation 🗸 💼 |
| Groups | |
| E ELFT Test Edit. View o | Lead Directorate 🗸 📋 |
| | |

Every ELFT project MUST have a Lead User, Lead Organisation (ELFT) and Lead Directorate.



Go back to contents page

| Manage | Invite |
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| Pending Members | |
| They will be invited when you Save | Users Organisations Groups |
| Dummy.Test@nhs.net Edit, View o - Pending | Search for users Q |
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| Groups | |
| E ELFT Test Edit, View o | Lead Directorate 🗸 💼 |
| | |

Every ELFT project MUST have a Lead User, Lead Organisation (ELFT) and Lead Directorate.

If a project has any of these roles missing, the project would be locked.





How to update your project information?





| 0 | Projects → Project #101993 → General | | * 🔺 🚥 |
|---|--|---|-------------------------------------|
| General → Driver Diagram | 1.0 ELFT Dummy Project > Only members can view | | Edit 🖉 Reports 🕇 |
| PDSAs | | Members (4 use s, 1 orgs and 1 groups) | |
| Measures & Charts Discuss Documents | Dummy 1 hour ago | | |
| Documents | Details | <u>View all membe</u> s <u>Want to join?</u> | |
| Start Projects → | Titte ELFT Dummy Project | 🛞 Forid Alo n Lead User (User - Admin) | |
| Programmes Discussions | Problem | East London NHS Foundation Trust Lead Org inisation (Organisation - Admin) | |
| Beta Analytics Beta Reports Groups | Rationale | Overview | |
| People Organisations | Aim Project Aim TBC | Status Progress Score Active 1.0 - Charter and Tea | |
| | Tags 🚯 | Start Date End Date 14/11/2016 14/12/2016 | |
| | | Location N/A | |
| | | Workflow ELFT QI Projec1s | |
| proje | ng as you are down as a membe ect with edit access, you will be any of the fields in the "Genera | able to | |
| Тс | o do this, click on the "Edit" but | tton. | East London NHS Foundation Trust |

| Projects → | Project | #101993 | \rightarrow | General | |
|------------|---------|---------|---------------|---------|--|
|------------|---------|---------|---------------|---------|--|

Describe the current status..

Post your status 🗸

1 hour ago

ELFT Dummy Project

1.0

DA

DA

Dummy

Details

Title

Problem

Rationale

Aim

Tags 🕕

Priorities Add new priorities 7

Project Aim TBC

Dummy



General **Driver Diagram PDSAs**

Discuss Documents

Start

Projects Programmes

Discussions

Beta Analytics

Reports

Groups People

Organisations

Measures & Charts

| ct #101993 → General | |
|--------------------------|--|
| ELFT Dummy Project * | |
| Only members can view | |
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| r ago | View all members Want to join? |
| Show Previous Statuses ↓ | |
| | Forid Alom Lead User (User - Admin) |
| | East London NHS Foundation Trust Lead Organisation (Organisation - Admin) |
| ny Project | ELFT Test Lead Directorate (Group - Edit) |
| | |
| | Overview |

Overview

| Status | Progress Score 🕕 |
|------------------|--------------------|
| Active N | 1.0 – Charter ar 🗸 |
| Start Date | End Date |
| 14/11/2016 | 14/12/2016 |
| Location | |
| N/A | |
| Workflow | |
| FLET QL Projects | ~ |

Privacy

Who can view this project?

Only members can view

×

Service user involvement 0

| Туре | | |
|-------|--|---|
| None | | ~ |
| Notes | | |
| | | |



The page will now go on edit mode and you can update any of the fields.

Projects → Project #101993 → General



1.0 ELFT Dummy Project *

General

Driver Diagram PDSAs Measures & Ch Discuss

Documents

Start

Projects

Programmes Discussions

Analytics

Reports

Groups

People

Organisations

If you would like to link your project to a directorate or trust-wide priority, you will need to click the edit button first.

| + | Problem | | Ion NHS Foundation Trust anisation (Organisation - Admin) : Lead Directorate (Group - Edit) |
|---|------------------------|------------------|---|
| | Rationale | Overview | |
| | Aim Project Aim TBC | Status Active | Progress Score () 1.0 – Charter and Tea |
| | | Start Date | End Date |

Tags 🕕

LEFT DUMINY Project

N/A Workflow

Location

14/11/2016

ELFT QI Projects

Privacy

Who can view this project? 🕕

Only members can view

Service user involvement 🕕

14/12/2016

Туре

None

Notes



* 🔺

Edit 🖉

DA

Reports +

| | 0 | Projects → Project #101993 → General | × • C |
|---|---|--|--|
| POSA Mexical Cancel Booseners Stat Properties Groups People Groups Groups People Groups Groups </th <th></th> <th>1.0</th> <th>Save ✓ Cancel ≯</th> | | 1.0 | Save ✓ Cancel ≯ |
| Projects Projects Projects Project Project Project Project Aim TBC Project Aim TBC Add tree project Projects Project Aim TBC Project Aim TBC <td>PDSAs Measures & Charts Discuss Documents</td> <td>Post your status ↓ Post your status ↓ 1 hour ago</td> <td>View all members Want to join?</td> | PDSAs Measures & Charts Discuss Documents | Post your status ↓ Post your status ↓ 1 hour ago | View all members Want to join? |
| Organisations Am Project Aim TBC Tage Add a tag Projectises Add a tag Projectises Project Aim TBC Tage Add a tag Project Aim TBC Tage Add a tag Project Aim TBC Tage Tage Add a tag Project Aim TBC Tage Tage <td>Projects → Programmes Discussions Beta Analytics Beta Reports Groups</td> <td>Title ELFT Dummy Project</td> <td>appear. Click on "Add new</td> | Projects → Programmes Discussions Beta Analytics Beta Reports Groups | Title ELFT Dummy Project | appear. Click on "Add new |
| Who can view this project? Only members can view Service user involvement Type | | Aim Project Aim TBC Tags • Add a tag | Start Date End Date 14/11/2016 Location N/A Workflow |
| | | | Who can view this project? Only members can view Service user involvement Type None V |

Go

| Manage | X Add New Priorities |
|--|--|
| Find a priority | Organisations Groups |
| | East London NHS Foundation Trust Priorities Reducing inpatient physical violence Improving access to community services Value for Money Shaping recovery in the community Enjoying work |
| You will now see the trust-wide priorities. Click on the arrow | |

priorities. Click on the arrow point left for those priorities that link to your project.



Go back to contents page

| Manage | | Add New Priorities | | |
|--|-------|---|---|--|
| Added Priorities | | | | |
| These will be added when you Save Value for Money | â | Organisations Groups | | |
| | | Search for organisation priorities | Q | |
| Find a priority | Q | East London NHS Foundation Trust Priorities | | |
| Value for Money | ↑ ↓ 箇 | ← Reducing inpatient physical violence | | |
| | | ← Improving access to community services | | |
| | | ← Value for Money | | |
| | | ← Shaping recovery in the community | | |
| | | ← Enjoying work | | |
| | | | | |
| | | | | |

The priority will now be linked to your project.



| Manage | | Add New Priorities | | î |
|--|-------|---|---|---|
| Added Priorities These will be added when you Save Value for Money Find a priority Value for Money | □ ■ ■ | Organisations Groups Search for organisation priorities East London NHS Foundation Trust Priorities Reducing inpatient physical violence Improving access to community services Value for Money Shaping recovery in the community Enjoying work | Q | |
| To add a directorate click on the "Grou | | | | |



~

| Manage | X Add New Priorities |
|--|----------------------|
| Added Priorities These will be added when you Save Value for Money | Organisations Groups |
| | Bedfordshire 🌣 |
| Find a priority | ٩ |
| Value for Money | 8 |
| | |
| | |

Use the search bar to search for your directorate.



Go back to contents page

Add New Priorities

| Added Priorities These will be added when you Save Value for Money | a | Organisations Groups | | | |
|--|-------------------------|--|--|--|--|
| | | Bedfordshire 🗢 | | | |
| Find a priority | Q, | Bedfordshire Priorities | | | |
| Value for Money | $\uparrow \downarrow$ â | ← Improving access to services | | | |
| | | ← Improving recruitment and retention of staff | | | |
| | | ← Reducing suicide attempts and suicide | | | |

The priorities should now be available for you to link to your project.



Manage

| 0 | Projects → Project #101993 → General | * 🔺 🕲 |
|--|---|--|
| General → | 1.0 ELFT Dummy Project > Only members can view | Save 🗸 Cancel 🗙 |
| Driver Diagram | | |
| PDSAs Measures & Charts | DA Describe the current status | Members (4 users, 1 orgs and 1 groups) |
| Discuss | Post your status 🕹 | |
| Documents | DA Dummy 1 hour ago | View all members Want to join? |
| Start | Show Previous Statuses.↓ | |
| Projects → | Details | Forid Alom Lead User (User - Admin) |
| Programmes | Title | East London NHS Foundation Trust |
| Discussions | ELFT Dummy Project | When you click the edit button, |
| een Analytics Ben Reports Groups | Problem | you will also see an option to |
| People Organisations | Rationale | post a status on your project. |
| | Aim | Start Date End Date |
| | Project Aim TBC | 14/11/2016 14/12/2016 |
| | Tags 🕕 | Location N/A |
| | Add a tag | |
| | Priorities Add new priorities. 7 | Workflow ELFT QI Projects |

Privacy

Who can view this project? 🕕

Only members can view

Service user involvement

Туре \mathbf{v} None Notes

 \mathbf{v}



| 0 | Projects → Project #101993 → General | | * 🔺 🚥 |
|---|---|---|------------------|
| General → | 1.0 ELFT Dummy Project * Only members can view | | Edit 🖉 Reports 🕂 |
| Driver Diagram PDSAs Measures & Charts Discuss Documents Start Projects Programmes Discussions err Analytics err Reports Groups People Organisations | Dummy Lorem ipsum dolor sit amet. Sea alterum temporibus ullamcorpoer et. eu his illu reprehendunt. Vel explicari aliquando dissentiet an. at wisi autem indoctum sit. A moment ago Show Previous Statuses. | A moment ago | |
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| | | Service user involvement O | |
| · · · · · · · · · · · · · · · · · · · | | Type None | |
| | | Notes | |





How to update your project's progress score?

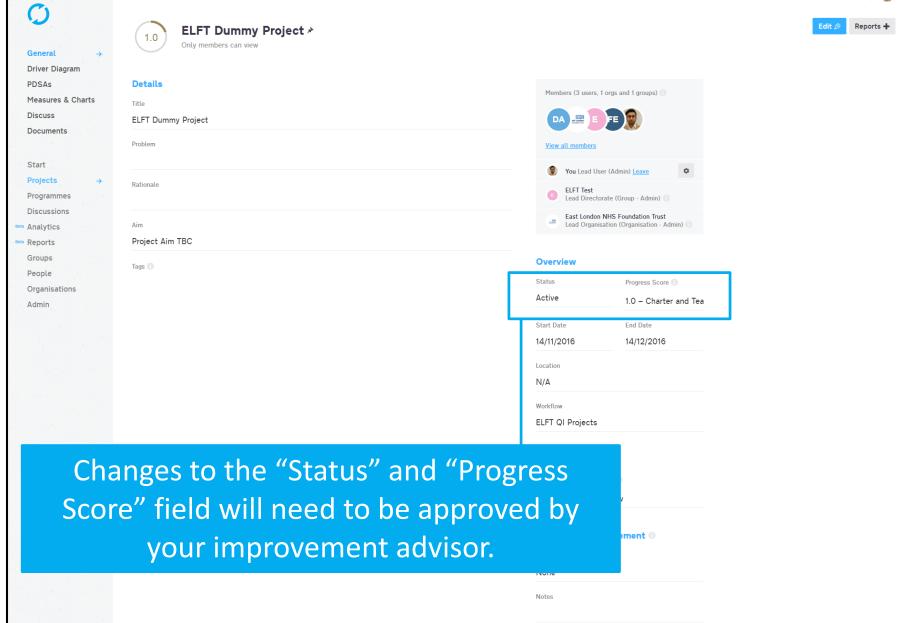




| Projects -> | Project | #106984 | \rightarrow | General | |
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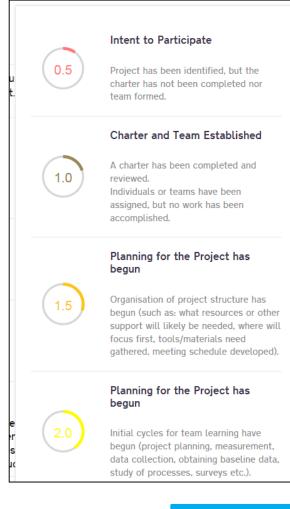
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| Organisations Admin | | Active 1.0 - Charter and Tea Start Date End Date 14/11/2016 14/12/2016 | |
| | | Location N/A Workflow | |
| | You can access the progress | | |
| op | erational definitions by click button. | the info | |
| | | Notes | |





Activity, but no changes

Initial cycles for testing changes have begun. Most project goals have a measure

established to track progress. Measures are graphically displayed with targets included.

Modest Improvement



2.5

Successful test of changes have been completed for some components of the change package related to the team's charter.

Some small scale implementation has been done.

Anecdotal evidence of improvement exists.

Expected results are 20% complete.

Improvement



Testing and implementation continues and additional improvement in project measures towards goals is seen.

Significant Improvement



Expected results achieved for major subsystems. Implementation (training, communication etc.) has begun for the project. Project goals are 50% or more

Sustainable Improvement

complete.



Data on key measures begin to indicate sustainability of impact of changes implemented in system.

Outstanding Sustainable Results



Implementation cycles have been completed and all project goals and expected results have accomplished. Organisational changes have been made to accommodate improvements and to make the project changes permanent.

ОК

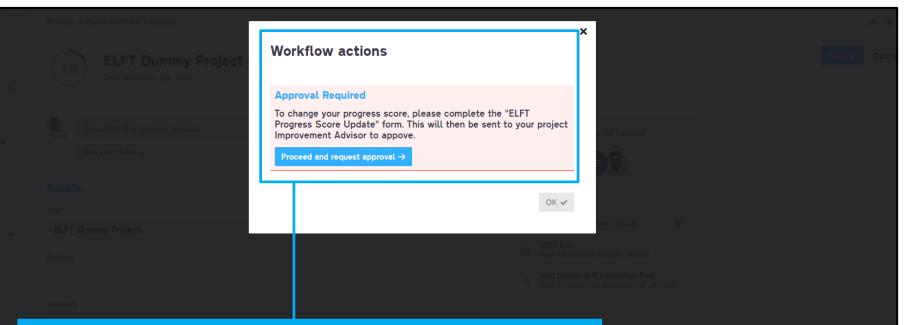
You will now be able to see what each score actually means.



Go back to contents page

| 0 | Projects → Project #106984 → General | | * 🔺 🕏 |
|---|---|---|-----------------|
| General → Driver Diagram | 1.0 ELFT Dummy Project * Only members can view | | Save 🗸 Cancel 🗙 |
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| Start Projects → Programmes | Title ELFT Dummy Project Problem | View all members Image: Second sec | |
| Discussions Beta Analytics Beta Reports Groups | Rationale | East London NHS Foundation Trust Lead Organisation (Organisation - Admin) | |
| People Organisations Admin | Aim Project Aim TBC | Overview Status Active 1.0 - Charter ar 🌣 | |
| | Tags Add a tag Priorities Add new priorities | Start Date 14/11/2016 Location 0.5 - Intent to Participate 1.0 - Charter and Team Established 1.5 - Planning for | |
| | AND IN PROVINS. | N/A the Project has begun Workflow 2.0 - Activity, but no changes 2.5 - Changes | |
| score | n you want to change the p e, click the "Edit" button ar ose what score you would change to. | nd then | |





You will then see a notification informing you that this action requires approval.



| Projects → Project #106984 → General 1.0 ELFT Dummy Project Only members can view | Preview: ELFT Progress Score Update This report will be published automatically | Create report and request approval ✓ | X Cancel X | |
|---|---|---|----------------|--|
| Point Describe the current status Post your status ↓ | New Progress Score: 1.5 Why do you think the progress score shou | FT Progress Score Update - Created by Ford Alom 2017/11 | and 1 groups) | |
| Title ELFT Dummy Project Problem | East London NHS Foundation Trust | Create report and request approval ✓ Car | Group - Admin) | |

You will then be asked to justify why you think the progress score should be changed.



| Projects → Project #106984 → General | Preview: ELFT Progress Score Update This report will be published automatically | Create report and request approval 🗸 | X Cancel X | |
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| Ford Describe the current status | New Progress Score: 1.5 | | and I groups) | |
| Post your status 4 | Why do you think the progress score sh | ould be changed? | | |
| Title ELFT Dummy Project | East London | | imin) <u>Leave</u> | |
| Problem | NHS Foundation Trust | | Group - Admin) | |
| Rationale | | Create report and request approval V | Foundation Trust (Organisation - A | |

You will then be asked to justify why you think the progress score should be changed.

Then click the "Create report and request approval" button. This will send a notification to your improvement advisor who can then accept or decline the change.





How to close your project?





| 0 | Projects → Project #101993 → General | | * 🔺 🙆 |
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| General → Driver Diagram | 1.0 ELFT Dummy Project * Only members can view | | Edit 🤌 Reports 🕂 |
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| Measures & Charts Discuss | Post your status 🤟 | | |
| Documents | Details | View all members | |
| Start Projects → Programmes Discussions Bes Analytics | Title ELFT Dummy Project | You Lead User (Admin) Leave | |
| | Problem | ELFT Test Lead Directorate (Group - Admin) | |
| | | East London NHS Foundation Trust Lead Organisation (Organisation - Admin) | |
| Beta Reports | Rationale | | |
| Groups People | | Overview | |
| Organisations | Aim | Status Progress Score | |
| Admin | Project Aim TBC | Active 1.0 – Charter ar 🌣 | |
| | Tags 🕦 | Active End Date Cancelled | |
| | Add a tag | Completed | |
| | Priorities Add new priorities 7 | N/A | |
| | Click the "Edit Button" status field choose from | | |

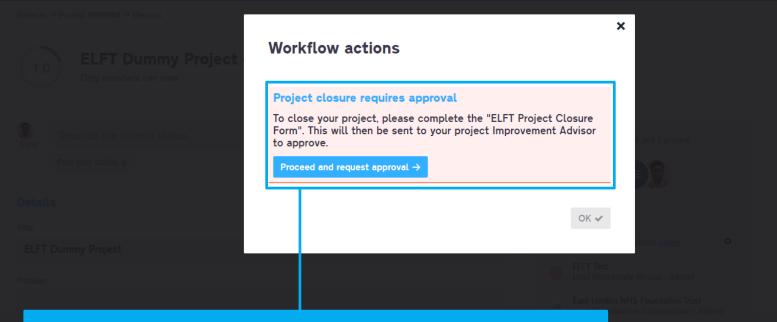
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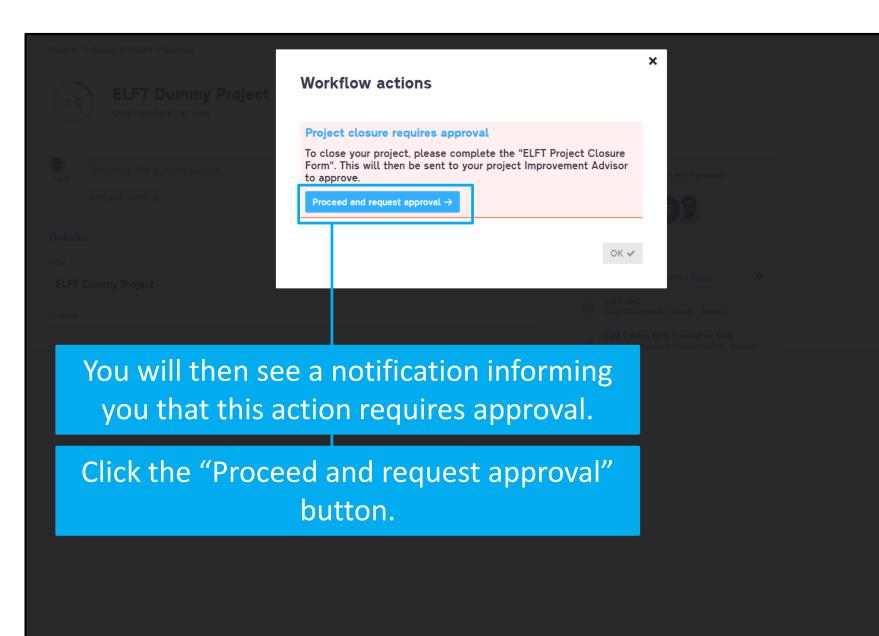
status field choose from one of the options (Cancelled or Completed).



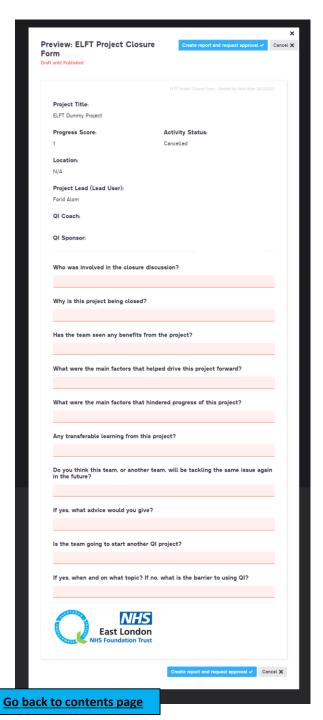


You will then see a notification informing you that this action requires approval.

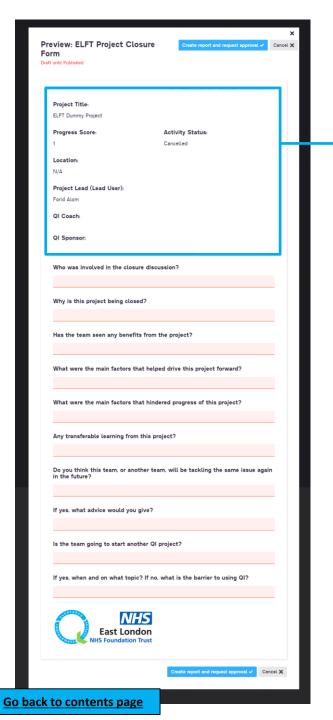






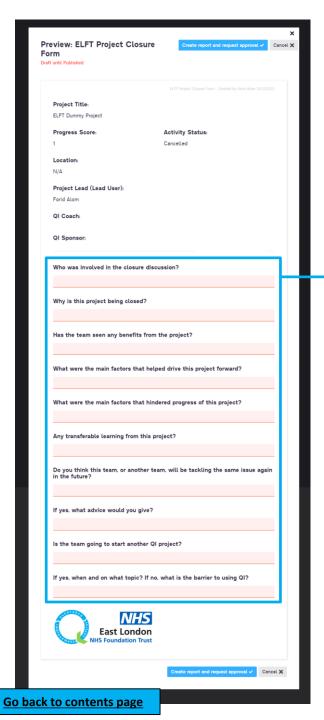






The first few fields will be automatically pulled from the "General" page of your project





The first few fields will be automatically pulled from the "General" page of your project

The fields highlighted in pink are the ones you need to answer.



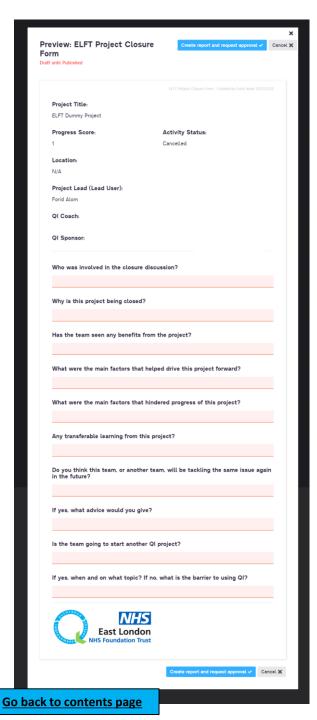


The first few fields will be automatically pulled from the "General" page of your project

The fields highlighted in pink are the ones you need to answer.

Once you have completed the form, click the "Create report and request approval" button.





The first few fields will be automatically pulled from the "General" page of your project

The fields highlighted in pink are the ones you need to answer.

Once you have completed the form, click the "Create report and request approval" button.

The report will then be sent to your project's Improvement Advisor for approval.



| 0 | Projects → Project #106984 → General | | * 🔺 🌒 |
|-----------------------------|---|---|-----------------|
| General → Driver Diagram | 1.0 ELFT Dummy Project > Only members can view | | Save 🗸 Cancel 🗙 |
| PDSAs Measures & Charts | Describe the current status | Members (3 users, 1 orgs and 1 groups) | |
| Discuss Documents | Post your status ↓ | | |
| | Details Title | View all members | |
| Start Projects → | ELFT Dummy Project | 🛞 You Lead User (Admin) Leave | |
| Programmes | Problem | ELFT Test Lead Directorate (Group - Admin) () | |
| Discussions Analytics | | East London NHS Foundation Trust Lead Organisation (Organisation - Admin) | |
| eta Reports | Rationale | | |
| Groups | | Overview | |
| People Organisations | Aim | Status Progress Score 🕥 | |
| Admin | Project Aim TBC | 1.0 – Charter ar 🗸 | |
| | Tags 🕖 | This field is locked as a request to change the value to 'Cancelled' has been submitted and is pending approval. | |
| | Add a tag | submitted and is pending approvat. |] |
| | Priorities Add new priorities. | N/A | - |

The "Status" field will then be locked and highlight in yellow. If you click on it, it will tell you the field is locked and pending approval.





How to restrict access to your project?





| 0 | Projects → Project #101993 → General | | | | | * 🔺 🚥 |
|---|--|--------------------------------|--|--|---|------------------|
| General → Driver Diagram | 1.0 ELFT Dummy Project > Only members can view | | | | I | Edit 🖉 Reports 🕂 |
| PDSAs Measures & Charts Discuss Documents Start Projects → | Dummy Lorem ipsum dolor sit amet. Sea alterum tempori reprehendunt. Vel explicari aliquando dissentiet a A moment ago Show Previous Status Details Title | n. at wisi autem indoctum sit. | Members (4 users, 1 orgs | e ioin? | | |
| Programmes Discussions Beta Analytics | ELFT Dummy Project Problem | | | Foundation Trust (Organisation - Admin) rectorate (Group - Edit) | | |
| Groups People Organisations | Rationale | | Overview Status Active | Progress Score | | |
| Proj | Aim Project Aim TBC ect privacy is cont | rolled through | start Date | End Date 4/12/2016 | | |
| | field | | | | | |
| | | | ELFT QI Projects Privacy Who can view this project? Only members can vie Service user involv | w | | |
| | | | Type None Notes | | | |



Projects → Project #101993 → General

1.0

Ő

ELFT Dummy Project 🖈

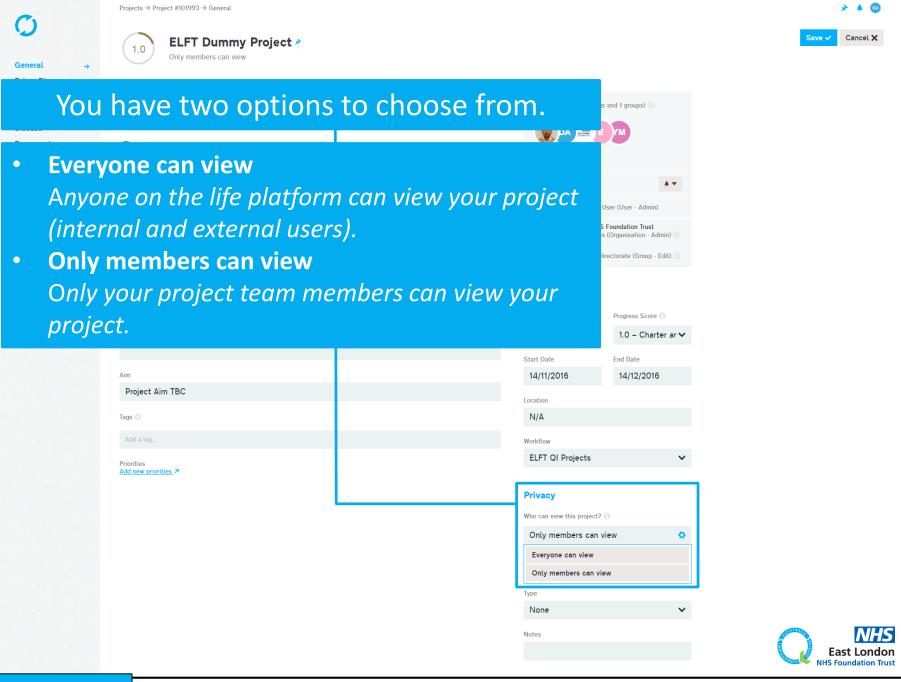
Only members can view



Save 🗸 🛛 Cancel 🗙

| Documents | | |
|---------------------|---|---|
| | Dummy Lorem ipsum dolor sit amet. Sea alterum temporibus ullamcorpoer et. eu his illum labores reprehendunt. Vel explicari aliquando dissentiet an. | View all members |
| Start Projects → | at wisi autem indoctum sit. 31 minutes ago | 😢 You (Admin) |
| Programmes | Show Previous Status s. ↓ | Forid Alom Lead User (User - Admin) |
| Discussions | Details | East London NHS Foundation Trust |
| Analytics | | Lead Organisation (Organisation - Admin) 🕕 |
| Reports | Title | ELFT Test Lead Directorate (Group - Edit) 🕕 |
| Groups | ELFT Dummy Project | |
| People | Problem | Overview |
| Organisations | | Status Progress Score |
| | Rationale | Active V 1.0 - Charter ar V |
| | | Start Date End Date |
| | Aim | 14/11/2016 14/12/2016 |
| | Project Aim TBC | 14/11/2010 |
| | | Location |
| | Tags 🕦 | N/A |
| | Add a tag | Workflow |
| | Priorities | ELFT QI Projects 🗸 |
| | Add new priorities 7 | |
| | | Privacy |
| | | Who can view this project? 🚯 |
| | | Only members can view |
| | | Everyone can view |
| | | Only members can view |
| | | |
| | | Туре |
| | | None 🗸 |





| General → Project ⇒ Project #101993 → General ELFT Dummy Project ≫ Only members can view | | Sav | ★ ▲ ∞ |
|--|---|--|-------------|
| You have two options | | s and 1 groups) | |
| Everyone can view Anyone on the life platform (internal and external users) Only members can view Only your project team me project. | s). mbers can view your | S Foundation Trust n (Organisation - Admin))irectorate (Group - Edit) Progress Score 1.0 - Charter ar ↓ End Date | |
| The default option is "C view". All ELFT projects s | | | |
| Priorities Add new priorities > | Privacy Who can vi Only m Everyo | Projects | East London |



How to submit a monthly progress update to your sponsor?





As a QI Coach, you're required to submit a monthly progress update to your sponsor on projects you are coaching.





As a QI Coach, you're required to submit a monthly progress update to your sponsor on projects you are coaching.

This is done through the "ELFT Progress Update to Sponsor" form.





As a QI Coach, you're required to submit a monthly progress update to your sponsor on projects you are coaching.

This is done through the "ELFT Progress Update to Sponsor" form.

Below is a flowchart explaining how the reporting cycle works.

STEP 1

TIME TO COMPLETE REPORT: 7 DAYS (168 hrs)

On the **1**st **Monday** of the month (at 10am), project leads receive notification to complete their update.

PROJECT LEAD

STEP 1 NOTES

On the 1st Monday of the month (at 10am), an email (and Life QI notification) will be sent to the project lead to notify them that it's time to complete their monthly progress update to their sponsor. The email will contain a link to the report.

Project leads then have 7 days to complete questions 1 to 10 on the "ELFT Progress Update to Sponsor" report.

STEP 2 TIME TO COMPLETE REPORT:

QI COACH

On the **2nd Monday** of the month (at 10am), QI Coach receives notification to complete their update.

STEP 2 NOTES

7 DAYS (168 hrs)

On the **2**nd **Monday of the month** (at 10am), an email (and Life QI notification) will be sent to the QI coach to notify them that it's time to complete their monthly progress update. The email will contain a link to the report.

The QI coach will be able to see what the project lead has answered to questions 1 to 10.

The QI coach then has 7 days to complete question 11.

STEP 3

TIME TO REVIEW REPORT: 2 DAYS (48 hrs) IMPROVEMENT ADVISOR

On the **3rd Monday** of the month (at 10am), Improvement advisor receives notification to review report.

STEP 3 NOTES

On the **3**rd **Monday of the month** (at 10am), an email (and Life QI notification) will be sent to the improvement advisor to notify them that it's time to review the monthly progress update. The email will contain a link to the report.

The Improvement Advisor will be able to see what the project lead and QI coach have answered.

STEP 4

PROJECT LEAD, QI COACH, IA AND QI SPONSOR

On the **Wednesday after the 3rd Monday** of the month (at 10am), the project lead, QI Coach, IA and QI sponsor receive report.

STEP 4 NOTES

On the Wednesday after the 3rd Monday of the month (at 10am), the report will be sent to the project lead, QI coach, Improvement Advisor and QI sponsor.







On the 1st Monday of the month, project leads receive an email and notification on Life QI notifying them that it's time to complete the "ELFT Progress Update to Sponsor" report.

EMAIL NOTIFICATION

Life QI Progress Update to Sponsor – Update Due

Life QI <bot@lifeqisystem.com> Sent: Wed 22/11/2017 11:00 To: ALOM, Forid (EAST LONDON NHS FOUNDATION TRUST)

Hi Forid Alom,

Your monthly progress update to your sponsor is due. This will help your sponsor know of any successes and challenges you may have had and is an essential part of helping your project move forward. Please complete the "ELFT Progress Update to Sponsor" report within the next 7 days.

The 'ELFT Progress Update to Sponsor - [MONTH YEAR]' report for the project 'Testing new approval process' has been run.

All the best, Life team

For help and support, please contact ELFT QI Team Tel: 0207 655 4077 / 4078 Address: 9 Alie Street, London, E1 8DE Web: <u>http://qi.elft.nhs.uk</u> Email: <u>qi@elft.nhs.uk</u> Twitter: <u>twitter.com/@ELFT_QI</u>

LIFE QI PLATFORM NOTIFICATION

Life QI Progress Update to Sponsor – Update Due - The 'ELFT Progress Update to Sponsor - [MONTH YEAR]' report for the project 'Testing new approval process' has been run.

Your monthly progress update to your sponsor is due. This will help your sponsor know of any successes and challenges you may have had and is an essential part of helping your project move forward. Please complete the "ELFT Progress Update to Sponsor" report within the next 7 days.

22/11/2017 at 11:00:28





ELFT Progress Update to Sponsor - [MONTH YEAR]

Created by today at 07:00 - Draft until Published

These fields are automatically populated based on what you have on the "General" page of your project.

Project Title: Testing new approval process

Location

Current Progress Score 0.5

...

Service User / Carer / Customer Involvement: None

Lead User to fill out this section (Questions 1-10)

As the lead user of the project, please answer the following questions.

Lead User Forid Alom

1. What progress have you made since your last update?

2. Do you think your project progress score should be changed? If so, to what and why?

3. Have you run any PDSA tests of change in the last month? If not, what is stopping you from testing?

4. Are you collecting and looking at data regularly? If not, what is holding you back?

5. Are you seeing any changes or improvements?

6. What factors are holding the project back?

7. Is there anything that you need help with?

8. Are you meeting with your QI coach regularly?

9. Are service users and carers (or customers) involved or regularly consulted on the project?

10. What is your plan for the next month?

QI Coach to fill out this section (Questions 11)

As the QI coach for the project, please answer the following question.

QI Coach

11. QI Coach Monthly Update



CLIFEQI Go back to contents page

The first few fields on the report is automatically filled in based on what you have in the "General" page.



ELFT Progress Update to Sponsor - [MONTH YEAR]

Created by today at 07:00 - Draft until Published

These fields are automatically populated based on what you have on the "General" page of your project.

Project Title: Testing new approval process

Location

Current Progress Score 0.5

Service User / Carer / Customer Involvement: None

Lead User to fill out this section (Questions 1-10)

As the lead user of the project, please answer the following questions.

Lead User Forid Alom

1. What progress have you made since your last update?

2. Do you think your project progress score should be changed? If so, to what and why?

3. Have you run any PDSA tests of change in the last month? If not, what is stopping you from testing?

4. Are you collecting and looking at data regularly? If not, what is holding you back?

5. Are you seeing any changes or improvements?

6. What factors are holding the project back?

7. Is there anything that you need help with?

8. Are you meeting with your QI coach regularly?

9. Are service users and carers (or customers) involved or regularly consulted on the project?

10. What is your plan for the next month?

QI Coach to fill out this section (Questions 11)

As the QI coach for the project, please answer the following question.

QI Coach

11. QI Coach Monthly Update



Go back to contents page

The first few fields on the report is automatically filled in based on what you have in the "General" page.

Project leads complete questions 1 to 10.



ELFT Progress Update to Sponsor - [MONTH YEAR]

Created by today at 07:00 - Draft until Published

These fields are automatically populated based on what you have on the "General" page of your project.

Project Title: Testing new approval process

Location

Current Progress Score 0.5

Service User / Carer / Customer Involvement: None

Lead User to fill out this section (Questions 1-10)

As the lead user of the project, please answer the following questions.

Lead User Forid Alom

1. What progress have you made since your last update?

2. Do you think your project progress score should be changed? If so, to what and why?

3. Have you run any PDSA tests of change in the last month? If not, what is stopping you from testing?

4. Are you collecting and looking at data regularly? If not, what is holding you back?

5. Are you seeing any changes or improvements?

6. What factors are holding the project back?

7. Is there anything that you need help with?

8. Are you meeting with your QI coach regularly?

9. Are service users and carers (or customers) involved or regularly consulted on the project?

10. What is your plan for the next month?

QI Coach to fill out this section (Questions 11)

As the QI coach for the project, please answer the following question.

QI Coach

11. QI Coach Monthly Update





The first few fields on the report is automatically filled in based on what you have in the "General" page.

Project leads complete questions 1 to 10.

They have **7 days** to complete their updates.





TIME TO COMPLETE REPORT: 7 DAYS (168 hrs) On the **2nd Monday** of the month, you will receive an email and notification on Life QI notifying you that it's time to review the report completed by the project lead and add your update

EMAIL NOTIFICATION

Progress update to sponsor - your updates are due

Life QI <bot@lifeqisystem.com> Sent: Tue 28/11/2017 12:08 To: ALOM, Forid (EAST LONDON NHS FOUNDATION TRUST)

Hi Forid Alom,

It is now time for you to enter your updates onto the "ELFT Progress Update To Sponsor" report.

Notification from report 'ELFT Progress Update to Sponsor - Dec 2017'

All the best, Life team

For help and support, please contact ELFT QI Team Tel: 0207 655 4077 / 4078 Address: 9 Alie Street, London, E1 8DE Web: <u>http://qi.elft.nhs.uk</u> Email: <u>qi@elft.nhs.uk</u> Twitter: twitter.com/@ELFT QI

LIFE QI PLATFORM NOTIFICATION

Progress update to sponsor - your updates are due -Notification from report 'ELFT Progress Update to Sponsor - Dec 2017'.

It is now time for you to enter your updates onto the "ELFT Progress Update To Sponsor" report.

29/11/2017 at 09:40:28

OLifeQI





| TIME TO COMPLETE | QI COACH |
|---------------------|----------|
| REPORT: | |
| DAYS (168 hrs) | |

On the **2nd Monday** of the month, you will receive an email and notification on Life QI notifying you that it's time to review the report completed by the project lead and add your update

EMAIL NOTIFICATION

LIFE QI PLATFORM NOTIFICATION

| Progress update to sponsor - your updates a | are due | Progress update to sponsor - your up | odates are due - |
|--|--|--|------------------|
| Life QI <bot@lifeqisystem.com> Sent: Tue 28/11/2017 12:08 To: ALOM, Forid (EAST LONDON NHS FOUNDATION TRUST)</bot@lifeqisystem.com> | | Notification from report 'ELFT Progression - Dec 2017'. It is now time for you to enter your update | |
| Hi Forid Alom, | | Progress Update To Sponsor" report. | |
| It is now time for you to enter your updates onto t | he "ELFT Progress Update To Sponsor" report. | 29/11/2017 at 09:40:28 | |
| Notification from report <u>'ELFT Progress Update t</u> | o Sponsor - Dec 2017' | | |
| All the best, Life team | | | |
| For help and support, please contact ELFT QI Tea Tel: 0207 655 4077 / 4078 Address: 9 Alie Street, London, E1 8DE Web: <u>http://qi.elft.nhs.uk</u> Email: <u>qi@elft.nhs.uk</u> Twitter: <u>twitter.com/@ELFT_QI</u> | m | | |
| | | | |

Both notifications will contain a link to the report.







| TIME TO COMPLETE | QI COACH |
|---------------------|----------|
| REPORT: | |
| DAYS (168 hrs) | |

On the **2nd Monday** of the month, you will receive an email and notification on Life QI notifying you that it's time to review the report completed by the project lead and add your update

EMAIL NOTIFICATION

LIFE QI PLATFORM NOTIFICATION

| Progress update to sponsor - your updates a Life QI <bot@lifeqisystem.com> Sent: Tue 28/11/2017 12:08 To: ALOM, Forid (EAST LONDON NHS FOUNDATION TRUST)</bot@lifeqisystem.com> | are due | Progress update to sponsor - your up Notification from report 'ELFT Progre Sponsor - Dec 2017'. | ess Update to |
|--|--|---|----------------|
| Hi Forid Alom, | | It is now time for you to enter your update Progress Update To Sponsor" report. | Sonto the ElFI |
| It is now time for you to enter your updates onto t | he "ELFT Progress Update To Sponsor" report. | 29/11/2017 at 09:40:28 | |
| Notification from report <u>'ELFT Progress Update t</u> | o Sponsor - Dec 2017' | | |
| All the best, Life team | | | |
| For help and support, please contact ELFT QI Tea Tel: 0207 655 4077 / 4078 Address: 9 Alie Street, London, E1 8DE Web: <u>http://qi.elft.nhs.uk</u> Email: <u>qi@elft.nhs.uk</u> Twitter: <u>twitter.com/@ELFT_QI</u> | m | | |
| | | | • |

Both notifications will contain a link to the report.

You will get a notification per project you are coaching. So if you are down as the coach for 6 projects, you will get 6 notifications with link to reports for each project.







On the **2nd Monday** of the month, you will receive an email and notification on Life QI notifying you that it's time to review the report completed by the project lead and add your update

| Search Inbox (Ctrl+E) | | | Progress update to sponsor - your updates are due |
|---|-----------|-------|---|
| Arrange By: Date Newest on top | | p 🔻 📥 | Life QI <bot@lifeqisystem.com></bot@lifeqisystem.com> |
| 🚖 Life QI | Tue 12:08 | | Sent: Tue 28/11/2017 12:08 |
| Progress update to sponsor - your updates are due | | | To: ALOM, Forid (EAST LONDON NHS FOUNDATION TRUST) |
| 🚔 Life QI | Tue 12:08 | 07 | |
| Progress update to sponsor - your updates are due | | | Hi Forid Alom. |
| 🚔 Life QI | Tue 12:08 | ΠŸ | |
| Progress update to sponsor - your updates are due | | - (| It is now time for you to enter your updates onto the "ELFT Progress Update To Sponsor" report. |
| 🚔 Life QI | Tue 12:08 | ΠŸ | It is now time for you to enter your updates onto the EEFT Progress opdate to sponsor report. |
| Progress update to sponsor - your updates are due | | - (| |
| 📄 Life QI | Tue 12:08 | ΠŸ | Notification from report ' <u>ELFT Progress Update to Sponsor - Dec 2017</u> ' |
| Progress update to sponsor - your updates are due | | | |
| 🚔 Life QI | Tue 12:08 | ΠŸ | All the best, |
| Progress update to sponsor - your updates are due | | | Life team |
| | | | |

You will get a notification per project you are coaching. So if you are down as the coach for 6 projects, you will get 6 notifications with link to reports for each project.



| | ogress Update to Sponsor - [MONTH YEAR] _{by at} 0700 - Duirt unit Published |
|-----------|---|
| These f | ields are automatically populated based on what you have on the "General" page of your project. |
| Projec | t Title: |
| Testing | new approval process |
| Locati | on |
| Curre | nt Progress Score |
| 0.5 | |
| Servio | e User / Carer / Customer Involvement: |
| None | |
| Lead | User to fill out this section (Questions 1-10) |
| As the | lead user of the project, please answer the following questions. |
| Lead | Jser |
| Forid A | lom |
| 1. Wh- | it progress have you made since your last update? |
| | lead update |
| Project | rean chronia |
| 2. Do | you think your project progress score should be changed? If so, to what and why? |
| Project | lead update |
| 2 14-1 | e you run any PDSA tests of change in the last month? If not, what is stopping you from te |
| | e you run any FUSA tests of change in the last month r if not, what is stopping you from te |
| Project | lead update |
| 4. Are | you collecting and looking at data regularly? If not, what is holding you back? |
| Project | lead update |
| 5. Are | you seeing any changes or improvements? |
| | lead update |
| | |
| 6. Wh | at factors are holding the project back? |
| Project | lead update |
| 7. ls ti | here anything that you need help with? |
| | lead update |
| . Jajo bi | |
| 8. Are | you meeting with your QI coach regularly? |
| Project | lead update |
| 9. Are | service users and carers (or customers) involved or regularly consulted on the project? |
| | lead update |
| Project | rean nhrare |
| 10. W | hat is your plan for the next month? |
| Project | lead update |
| | |
| | oach to fill out this section (Questions 11) |
| | |
| As the | QI coach for the project, please answer the following question. |
| | |

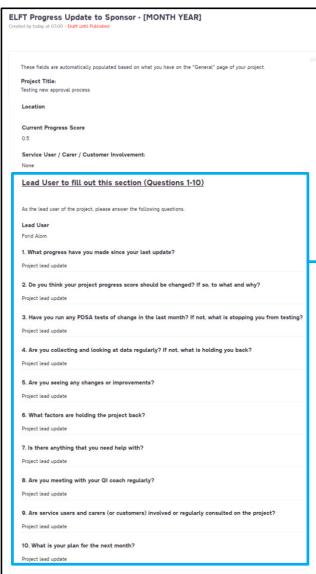
East London NHS Foundation Trust

11. QI Coach Monthly Update



When you click on the report link, you will be taken to the report (which is saved in the documents tab of the project).





QI Coach to fill out this section (Questions 11)

As the QI coach for the project, please answer the following question.

QI Coach

11. QI Coach Monthly Update

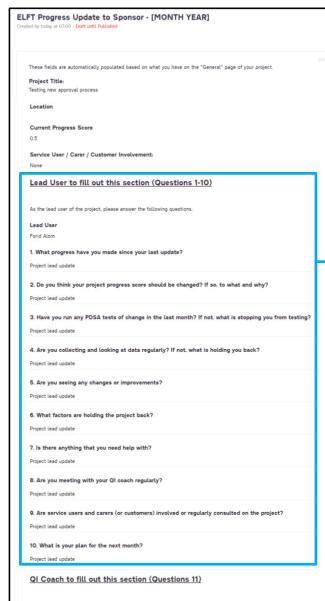




When you click on the report link, you will be taken to the report (which is saved in the documents tab of the project).

You will be able to see the project leads updates.





As the QI coach for the project, please answer the following question

QI Coach

11. QI Coach Monthly Update



When you click on the report link, you will be taken to the report (which is saved in the documents tab of the project).

You will be able to see the project leads updates.

If the project lead has not completed their updates, these fields will be blank.





| | ogress Update to Sponsor - [MONTH YEAR] sey at 07:00 - Draft until Published |
|----------------|--|
| These f | ields are automatically populated based on what you have on the "General" page of your project. |
| Projec | t Title: |
| Testing | new approval process |
| | |
| O.5 | nt Progress Score |
| Servic None | e User / Carer / Customer Involvement: |
| Lead | User to fill out this section (Questions 1-10) |
| As the | lead user of the project, please answer the following questions. |
| Lead | |
| 1. Wha | at progress have you made since your last update? |
| Project | lead update |
| | you think your project progress score should be changed? If so, to what and why? lead update |
| | re you run any PDSA tests of change in the last month? If not, what is stopping you from testing |
| | lead update |
| | you collecting and looking at data regularly? If not, what is holding you back? |
| 5. Are | you seeing any changes or improvements? |
| Project | lead update |
| | at factors are holding the project back? |
| | tenu spone here anything that you need help with? |
| | iere anyoning that you need need with? |
| 8. Are | you meeting with your QI coach regularly? |
| Project | lead update |
| | service users and carers (or customers) involved or regularly consulted on the project? |
| 10. W | hat is your plan for the next month? |
| | lead update |
| QIC | each to fill out this section (Questions 11) |
| As the | QI coach for the project, please answer the following question. |
| QI Co | ach |
| 11 01 | Coach Monthly Update |



When you click on the report link, you will be taken to the report (which is saved in the documents tab of the project).

You will be able to see the project leads updates.

If the project lead has not completed their updates, these fields will be blank.

You will then be able to add your update in **question 11**.





| r T ed by | y today at 07.00 - Draft until Published |
|---------------------|--|
| The | se fields are automatically populated based on what you have on the "General" page of your project. |
| | ject Title: ing new approval process |
| Loc | ation |
| Cu 0.5 | rrent Progress Score |
| Ser | rvice User / Carer / Customer Involvement: |
| Le | ad User to fill out this section (Questions 1-10) |
| Ast | the lead user of the project, please answer the following questions. |
| | ad User id Alom |
| | What progress have you made since your last update? |
| | iect lead update Do you think your project progress score should be changed? If so, to what and why? |
| | ject lead update |
| | Have you run any PDSA tests of change in the last month? If not, what is stopping you from tes ject lead update |
| | Are you collecting and looking at data regularly? If not, what is holding you back? |
| 5. / | Are you seeing any changes or improvements? |
| Proj | iect lead update |
| | What factors are holding the project back? |
| | s there anything that you need help with? |
| | iect lead update Are you meeting with your QI coach regularly? |
| | ject lead update |
| | Are service users and carers (or customers) involved or regularly consulted on the project? iect lead update |
| | What is your plan for the next month? |
| | ect lead update Coach to fill out this section (Questions 11) |
| | the QI coach for the project, please answer the following question. |
| | Coach |
| | QI Coach Monthly Update |



When you click on the report link, you will be taken to the report (which is saved in the documents tab of the project).

You will be able to see the project leads updates.

If the project lead has not completed their updates, these fields will be blank.

You will then be able to add your update in **question 11**.

You have up to **7 days** to complete your updates.





| d by today at | 07.00 - Draft until Published |
|---------------|---|
| These fields | are automatically populated based on what you have on the "General" page of your project. |
| Project Tit | le: |
| Testing new | approval process |
| Location | |
| Current P | ogress Score |
| 0.5 | |
| | and Course (Countermore Investments) |
| Service U | er / Carer / Customer Involvement: |
| | ser to fill out this section (Questions 1-10) |
| | |
| As the lead | user of the project, please answer the following questions. |
| Lead User | |
| Forid Alom | |
| 1 What or | ogress have you made since your last update? |
| Project lead | |
| ridject téac | nhwara |
| 2. Do you | think your project progress score should be changed? If so, to what and why? |
| Project lead | update |
| 3. Have yo | u run any PDSA tests of change in the last month? If not, what is stopping you from update |
| | collecting and looking at data regularly? If not, what is holding you back? |
| Project lead | update |
| 5. Are you | seeing any changes or improvements? |
| Project lead | |
| | |
| 6. What fa | ctors are holding the project back? |
| Project lead | update |
| 7 is there | anything that you need help with? |
| | |
| Project lead | upoate |
| 8. Are you | meeting with your QI coach regularly? |
| Project lead | update |
| | |
| 9. Are ser | rice users and carers (or customers) involved or regularly consulted on the project? |
| Project lead | update |
| | - unit die die aust - unit 2 |
| | s your plan for the next month? |
| Project lead | update |
| OI Coa | th to fill out this section (Questions 11) |
| | The second second (Analising II) |
| | |
| | each for the project, please answer the following question. |

QI Coach

11. QI Coach Monthly Update



When you click on the report link, you will be taken to the report (which is saved in the documents tab of the project).

You will be able to see the project leads updates.

If the project lead has not completed their updates, these fields will be blank.

You will then be able to add your update in **question 11**.

You have up to **7 days** to complete your updates.

On the 3rd Monday of the month, the report will then be sent to your project's Improvement advisor to review.





| ed by tod | ay at 07.00 - Draft until Published |
|-----------|--|
| These fi | elds are automatically populated based on what you have on the "General" page of your project. |
| Project | t Title: |
| | new approval process |
| Locati | on |
| Currer | it Progress Score |
| 0.5 | |
| | |
| Servic | e User / Carer / Customer Involvement: |
| | Here to fill out this section (Questions 1.10) |
| Lead | User to fill out this section (Questions 1-10) |
| As the l | ead user of the project, please answer the following questions. |
| Lead L | lser |
| Forid Al | lom |
| 1. Wha | t progress have you made since your last update? |
| | lead update |
| Project | ieau upuate |
| 2. Do 1 | you think your project progress score should be changed? If so, to what and why? |
| Project | lead update |
| | e you run any PDSA tests of change in the last month? If not, what is stopping you from lead update |
| 4. Are | you collecting and looking at data regularly? If not, what is holding you back? |
| Project | lead update |
| 5. Are | you seeing any changes or improvements? |
| Project | lead update |
| | |
| 6. Wha | it factors are holding the project back? |
| Project | lead update |
| 7. ls ++ | ere anything that you need help with? |
| | lead update |
| Project | rean nhnare |
| 8. Are | you meeting with your QI coach regularly? |
| Project | lead update |
| | |
| | service users and carers (or customers) involved or regularly consulted on the project? |
| Project | lead update |
| 10. Wh | at is your plan for the next month? |
| Project | lead update |
| -1-74 | |
| QIC | |

QI Coach

11. QI Coach Monthly Update



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You will be able to see the project leads updates.

If the project lead has not completed their updates, these fields will be blank.

You will then be able to add your update in **question 11**.

You have up to **7 days** to complete your updates.

On the 3rd Monday of the month, the report will then be sent to your project's Improvement advisor to review.

On the Wednesday after the 3rd Monday of the month, the report will then be sent to the project lead, yourself, your Improvement advisor and your QI sponsor.







Any questions or queries, get in touch with the QI team.

0207 655 4078 Elft.qi@nhs.net

