Quick Guide to our quality management system at ELFT



Approach	What does it mean?	When should I consider its use?	Cautions
Quality planning / redesign	Understanding the needs of the service users / population we are serving. Scanning the evidence base and field for best available service models Designing the structures & processes to enable us to meet the need	On an annual basis, or even less frequently When it is clear that there is an unmet need in the population that isn't being reached by our current service model	Top down reorganisation has large risks of unsettling and disempowering staff The best redesign and planning efforts deeply engage all stakeholders in the process
Quality assurance	Occasional checks that we are providing 'good' care and meeting minimum requirements / standards Identifying gaps, developing action plans and re-checking to ensure compliance	All services should be able to describe how they assure themselves and others that they are providing 'good' care	Assurance cannot help a service provide excellence. It can merely ensure we are meeting standards and providing good care. Don't over-rely on assurance alone
Quality control	Really good operational management A set of measures to monitor service quality & performance, chosen by the team and tracked transparently in real-time Visual management system of key work processes and data Regular team huddles around the data, responding to changes in the data as needed, with clear escalation protocols when the team can't solve something	Every service should have a quality control system, to enable it to manage service quality and performance in real-time more effectively	Quality control can't be imposed from outside the team. It needs to be owned and developed by the team
Quality improvement	A systematic process to improve performance and quality, deeply involving those closest to the issue Requires a project team with diverse members Developing a change theory with ideas and testing these Collecting and using data to inform the testing Usually requires 6-9 months of work	To solve a complex problem to which we do not know the answer. Tackling what matters most to the service and service users	Quality improvement requires time and effort. Only utilise it for complex problems focused on what matters most. Quality improvement requires a discrete team, meeting regularly and testing changes. Be clear about the aim, and ensure your theory of change is strong enough to meet the aim