

Bedford CRHT QI

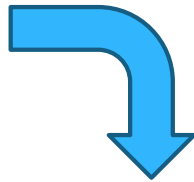
Enjoying work

The story so far....

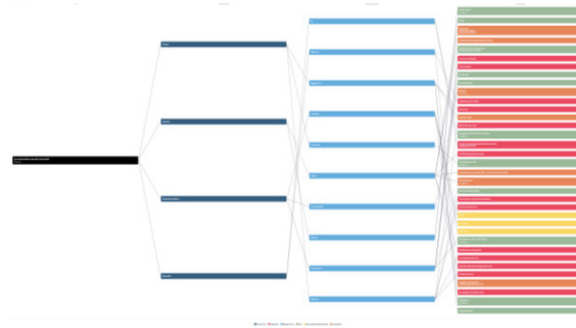
- Emma Myers – CRHT Assistant Psychologist
- Barbara Tratsaert – CRHT admin
- Andy Rajkumar – CRHT manager
- Tenzin Gyaltzen – CRHT clinical lead
- Vina Pancholi – CRHT clinical lead
- Dr Sidra Zia – CRHT senior doctor



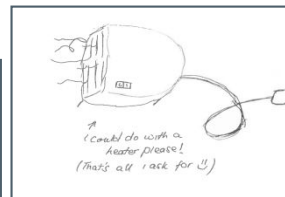
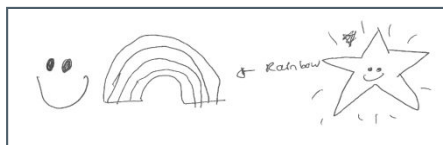
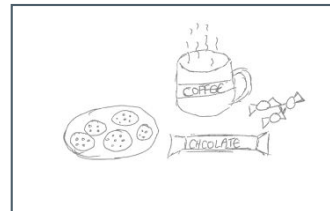
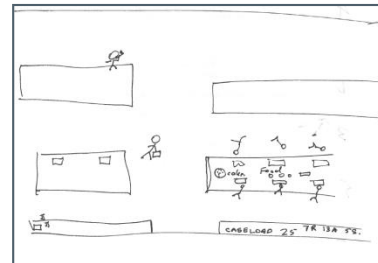
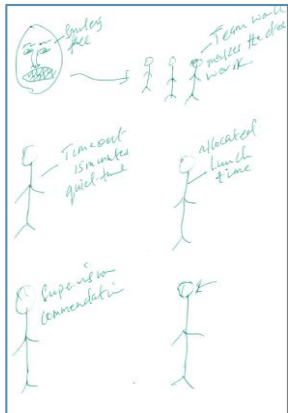
Generating ideas



First meeting with whole team –
Post-it session to generate what
was reducing enjoying work



- Grouping ideas
- Creating driver diagram
- Team voting on top 3 change ideas
- Drawing what a “good day” would look like

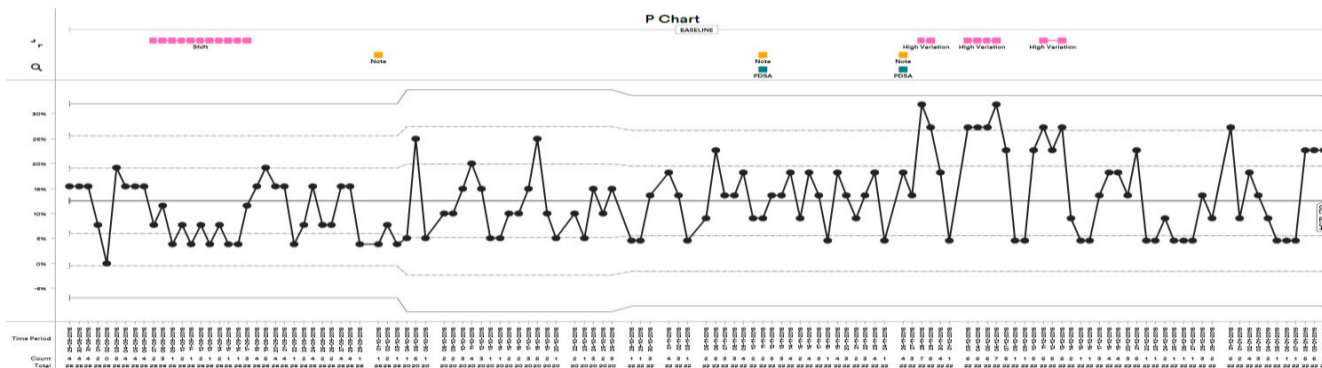


TOP 3

1. Roles in the office
2. Office environment
3. Team meetings

Getting team to use the Improvewell app

- Our main difficulty was getting people to rate their day.
- 1 or 2 staff each day and this was only 11% of the team!
- Originally 26 people added to the app
- 14 staff now on the app – reduced to include regular staff
- Generating ideas with Willow ward Joy at work project
- Outlook diary reminders
- Whatsapp group
- Ratings between Monday and Friday up to 5 or 6
- Around 30 to 40% of the team



Kanban board, Newsletters and team activities

1st attempt



2nd attempt



October and December newsletter

Quality Newsletter

CRHT; BEDFORD

ENJOYING WORK QI PROJECT

Get on your account and please rate your day!

NOTE FROM YOUR QI TEAM

Crimes: "Looking forward to getting everyone engaged in the project and create some great change ideas"

Pubes Survey CRHT - Oct 2018

IMPORTANT REMINDER

Please download and log onto your account by 25th October

Your Teams QI support:

Emma Myer
Assistant Psychologist
CRHT
QI project lead

Bethina Talbot
Admin
CRHT
QI Data Champion

YOUR VOTES FOR TOP 3 CHANGE IDEAS

- 1 - CREATE CLEAR OFFICE RULES
- 2 - ALL STAFF TO PICK UP PHONE CALLS
- 3 - ALLOCATE CLEAR TIME FOR ASSESSMENT + STAFF LEAVE ON TIME

QI success

Good news for DBT QI

The team's previous QI project (reduction in admission of patients with a GAD diagnosis) has now ended and has been a success! It was already working by the time I was asked to collect the data. The reduction was down by 50% from the start and it stayed that way.

I have been doing some Quality Control to see if the original plan for the QI has been upheld. I am proud to say that of the 93 patients we had on the list only 14 have returned in the last 4 months from the end of the project!

IMPORTANT REMINDER

Please keep rating your day!

www.qi.eff.nhs.net
www.litqsystem.com

em@qihhs.net
www.litqsystem.com

Quality Newsletter

CRHT - BEDFORD

DATE: 21/12/2018

UPDATE ON QI PROJECT

THE JOURNEY SO FAR....

CHRISTMAS BRING AND SHARE FOOD

IMPORTANT REMINDER

Please keep rating your day!

Your core project team:

Emma Myers
Andy Rajgopal
Tanzim Gyathum
Vina Pancholl
Dr Sidra Zia

TO EVERYONE THAT ATTENDED - THANK YOU!

As you can see from the picture below we had lots of food and Dr Thirani gave back a lot of things and handed out the secret Santa prizes!

Main change ideas implemented so far...

- Making a large table space in office and removing desk clutter
- Allocating daily roles in office
- Using diary and whatsapp app messages to increase rating on the app

IMPORTANT REMINDER

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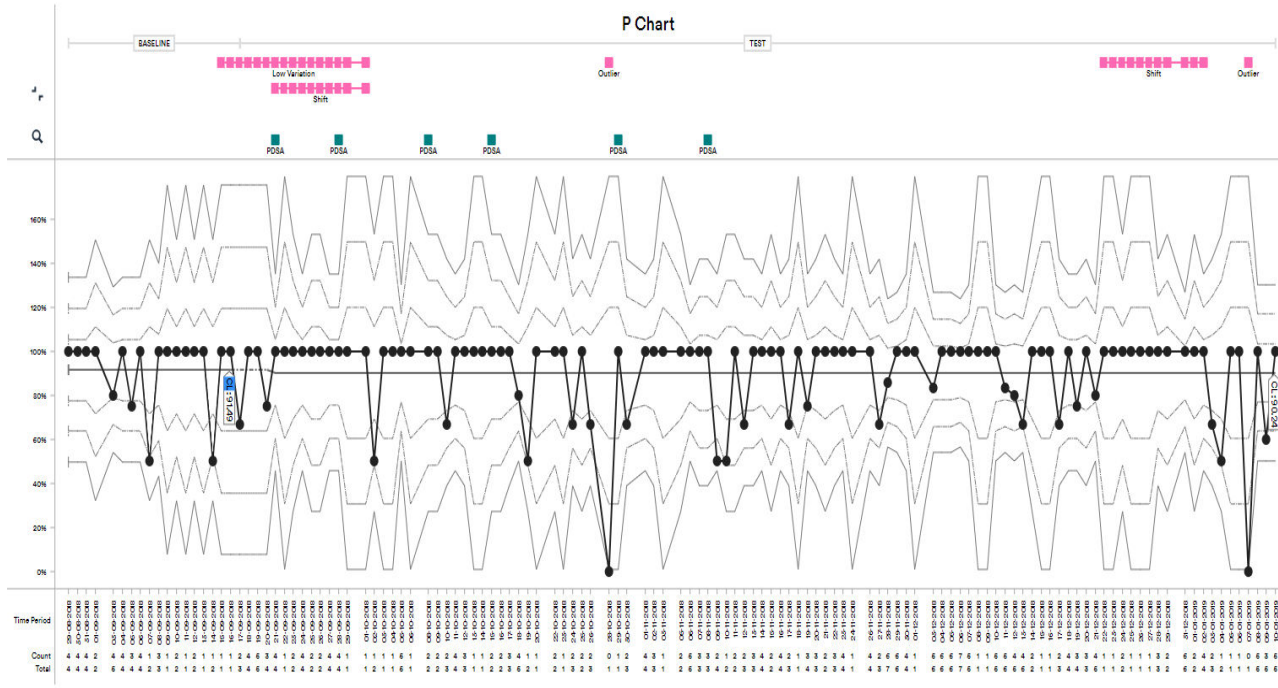
Secret Santa



Christmas party



Data analysis



- 2 shifts
- 2 outliers
- Low variation
- Beginning % =
- Current % =
- 11 PDSA cycles

What is next ?

- Attended QI Forum
- Revisit our aim
- Audit to be completed on implemented processes
- Look at outliers in the data
- Continue with whatsapp group
- Continue with change ideas
- Maintaining the gains