



TIPS AND TRICKS FOR GETTING STARTED WITH QI

Welcome



NHS

East London
NHS Foundation Trust



James Innes,
Associate Director for Quality
Improvement



Ericka Galindo, QI Comms & Events Officer



Tim Gill, QI Programme Manager

Engaging, encouraging & inspiring

Developing improvement skills

Embedding into daily work

QI Projects

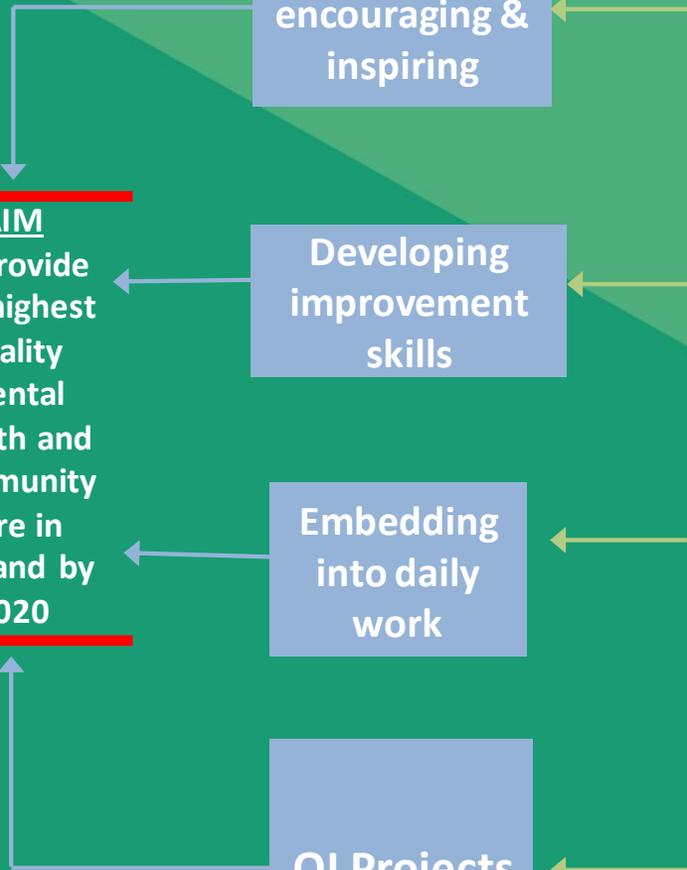
James Innes, Associate Director for Quality Improvement

Forid Alom, Head of Analytics

Auzewell Chitewe, Senior Improvement Advisor



AIM
To provide the highest quality mental health and community care in England by 2020



Q i

BINGO![®]

QI BINGO!

Instructions

You are aiming to be the first person to complete a full line on the bingo sheet!

Complete lines by finding people who can meet the criteria in the boxes.

Lines can be horizontal, vertical or diagonal.

To win, you must find different people for each box.

At the end of the challenge you must also be able to name the people who meet the criteria.

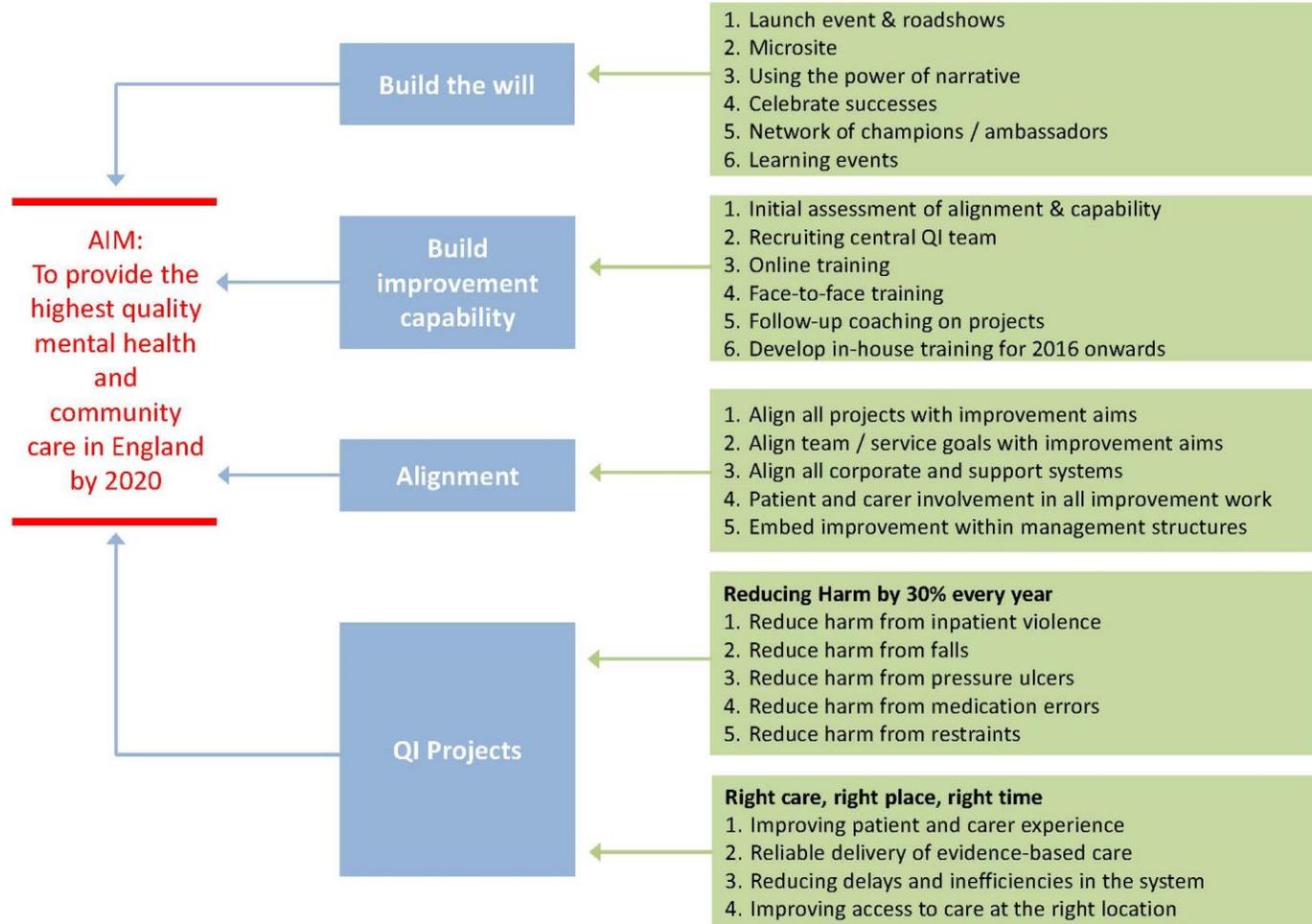
There will be a

	A	B	C	D	E
1	Has created a run chart before	Has a multi disciplinary project team	Has identified measures they could use for their QI project	Has more than 10 change ideas they could test for their project	Caught a bus to get here today
2	Can recite the three key questions in the model for improvement	Is meeting with their project team at least weekly	Has ever run a QI project	Has run more than one PDSA cycle in a day	Has firmed up what their QI project will focus on
3	Has used QI Life	Knows what PDSA stands for	Is about to set up or join a QI team	Has been to an ELFT Quality Conference before	Has a project team with more than four members
4	Is part of a central QI team	Has logged into IHI Open School	Has created a driver diagram for their project	Used a bicylce to get here today	Has watched an IHI whiteboard video
5	Caught a tube to get here today	Has firm plans on how they are going to involve patients in their project	Has attended a QI conference before	Has joined a pre-existing project team	Has met up with others who are doing similar projects to share learning.

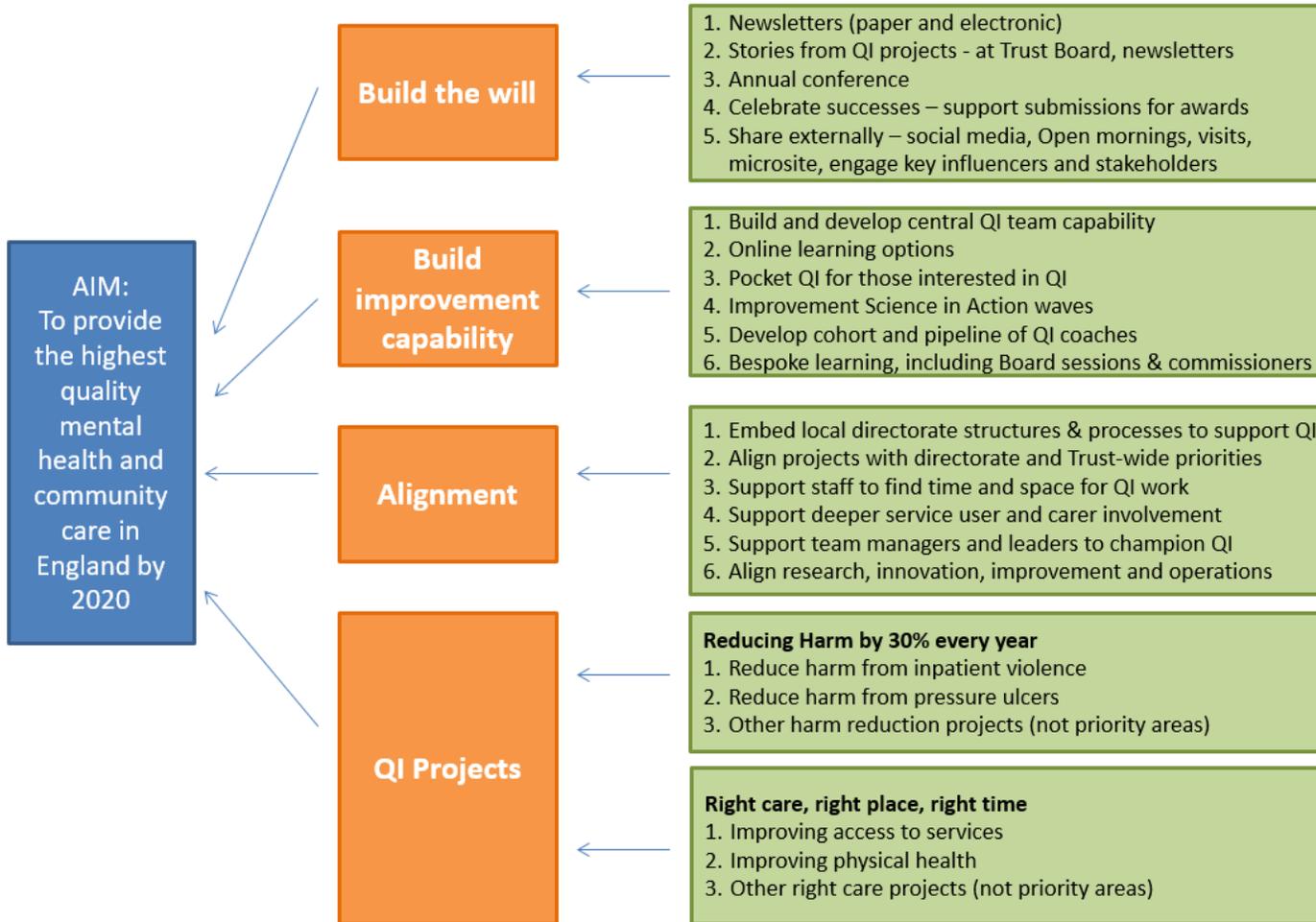


TIPS AND TRICKS FOR GETTING STARTED WITH QI

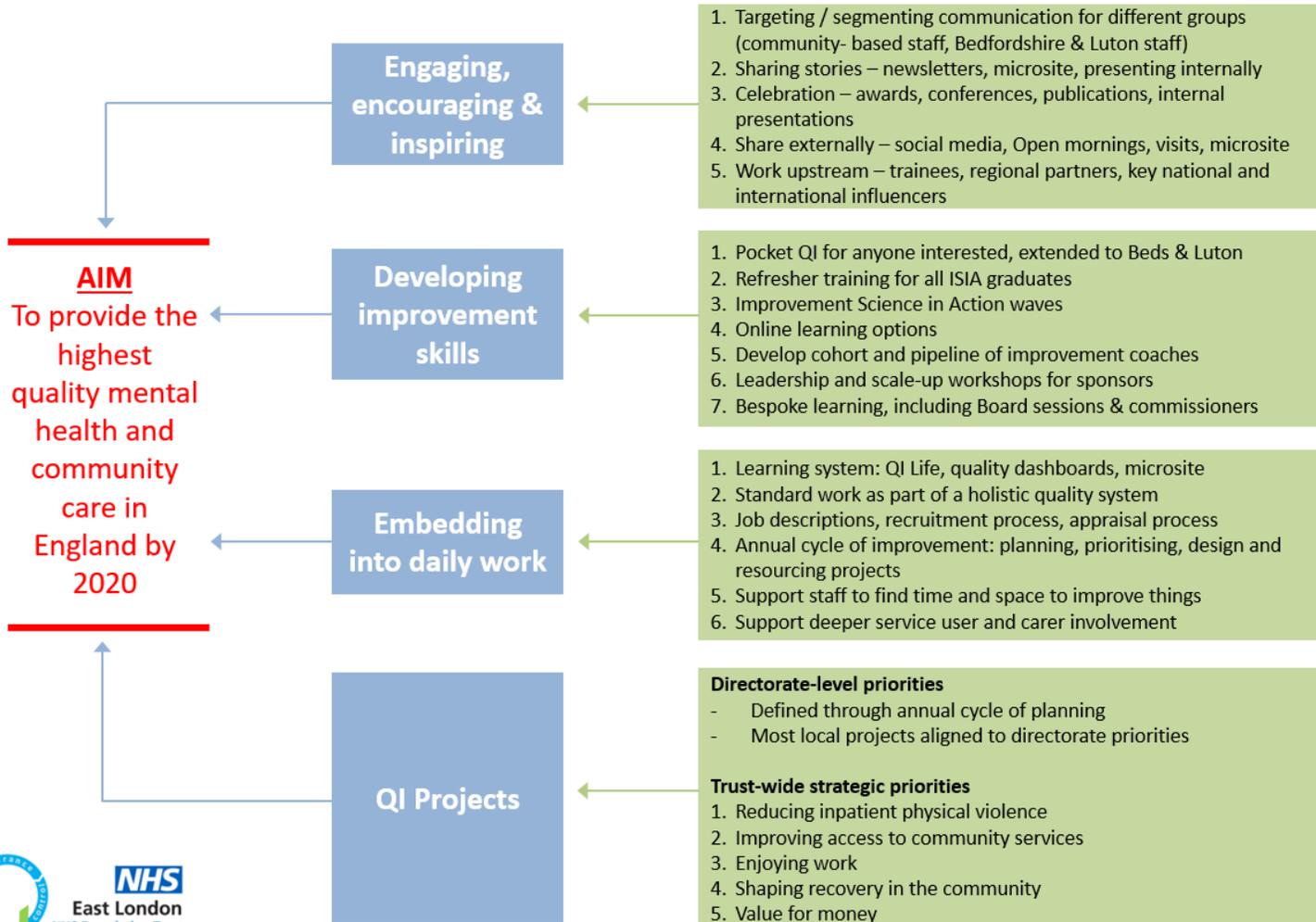
Evolution of our Driver Diagram



Evolution of our Driver Diagram



Evolution of our Driver Diagram



AIM
To provide the highest quality mental health and community care in England by 2020

Engaging, encouraging & inspiring

1. Targeting / segmenting communication for different groups (community- based staff, Bedfordshire & Luton staff)
2. Sharing stories – newsletters, **microsite**, presenting internally
3. Celebration – awards, conferences, publications, internal presentations
4. Share externally – social media, Open mornings, visits, microsite
5. Work upstream – trainees, regional partners, key national and international influencers

Developing improvement skills

1. Pocket QI for anyone interested, extended to Beds & Luton
2. Refresher training for all ISIA graduates
3. Improvement Science in Action waves
4. Online learning options
5. Develop cohort and pipeline of improvement coaches
6. Leadership and scale-up workshops for sponsors
7. Bespoke learning, including Board sessions & commissioners

Embedding into daily work

1. Learning system: QI Life, quality dashboards, microsite
2. Standard work as part of a holistic quality system
3. Job descriptions, recruitment process, appraisal process
4. Annual cycle of improvement: planning, prioritising, design and resourcing projects
5. Support staff to find time and space to improve things
6. Support deeper service user and carer involvement

QI Projects

- Directorate-level priorities**
- Defined through annual cycle of planning
 - Most local projects aligned to directorate priorities
- Trust-wide strategic priorities**
1. Reducing inpatient physical violence
 2. Improving access to community services
 3. Shaping recover in the community
 4. Value for money
 5. Enjoying work



Ericka Galindo, QI Comms & Events Officer



Tim Gill, QI Programme Manager

Engaging, encouraging & inspiring

Developing improvement skills

Embedding into daily work

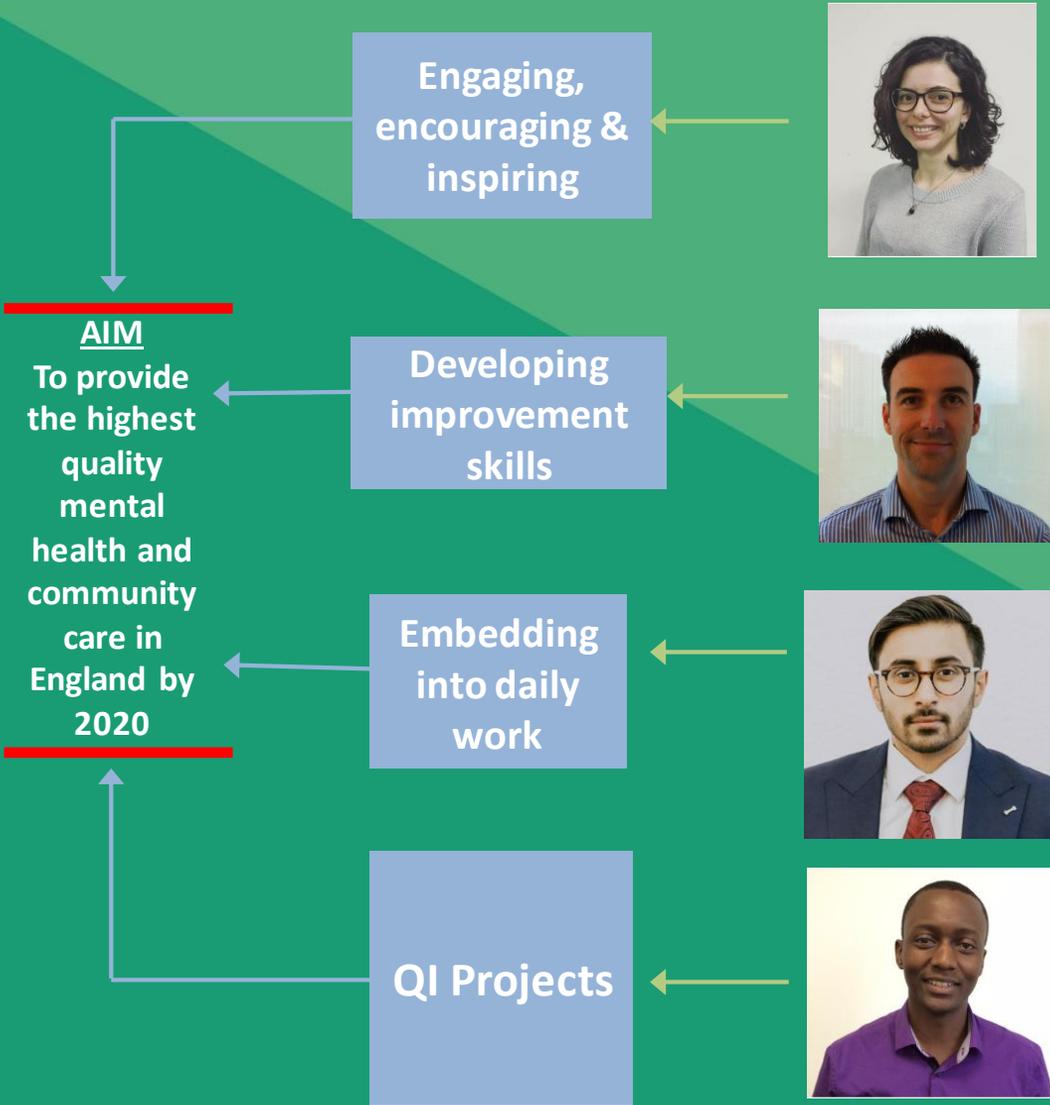
QI Projects

James Innes, Associate Director for Quality Improvement

Forid Alom, Head of Analytics

Auzewell Chitewe, Senior Improvement Advisor

AIM
To provide the highest quality mental health and community care in England by 2020





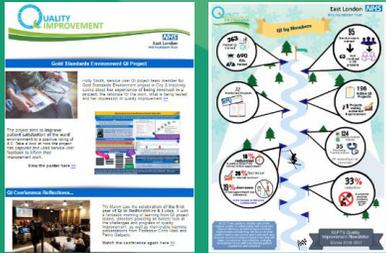
.....

**ENGAGING, ENCOURAGING
& INSPIRING**



East London
NHS Foundation Trust

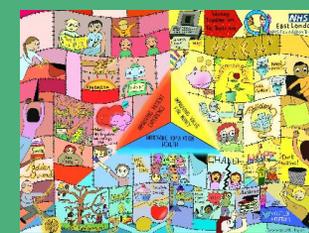
Newsletters



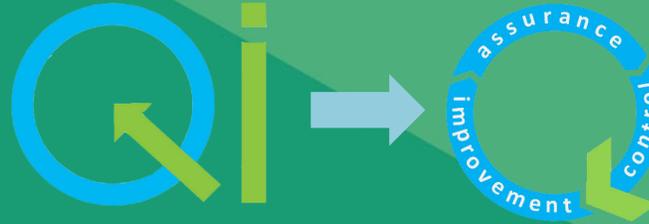
Engaging, encouraging & inspiring

1. Targeting / segmenting communication for different groups (community-based staff, Bedfordshire & Luton staff)
2. Sharing stories – newsletters, **microsite**, presenting internally
3. Celebration – awards, conferences, publications, internal presentations
4. Share externally – social media, Open mornings, visits, microsite
5. Work upstream – trainees, regional partners, key national and international influencers

Creativity



Sharing Stories



Working Upstream

Microsite



WORDPRESS

Celebration & Events



TOP TIPS

Inspire people	Use QI methods with Comms and engagement	Learn as you go
<p>Identify the bright spots</p> <p>Share stories</p> <p>Encourage people to take action</p> <p>Acknowledge effort and achievement</p> <p>Think about accessibility including language</p>	<p>Use data for improvement</p> <p>Plan and test new ideas</p>	<p>Embrace creativity and difference from everywhere</p> <p>Create your own identity</p> <p>Use feedback effectively</p> <p>Open and honest conversations</p>



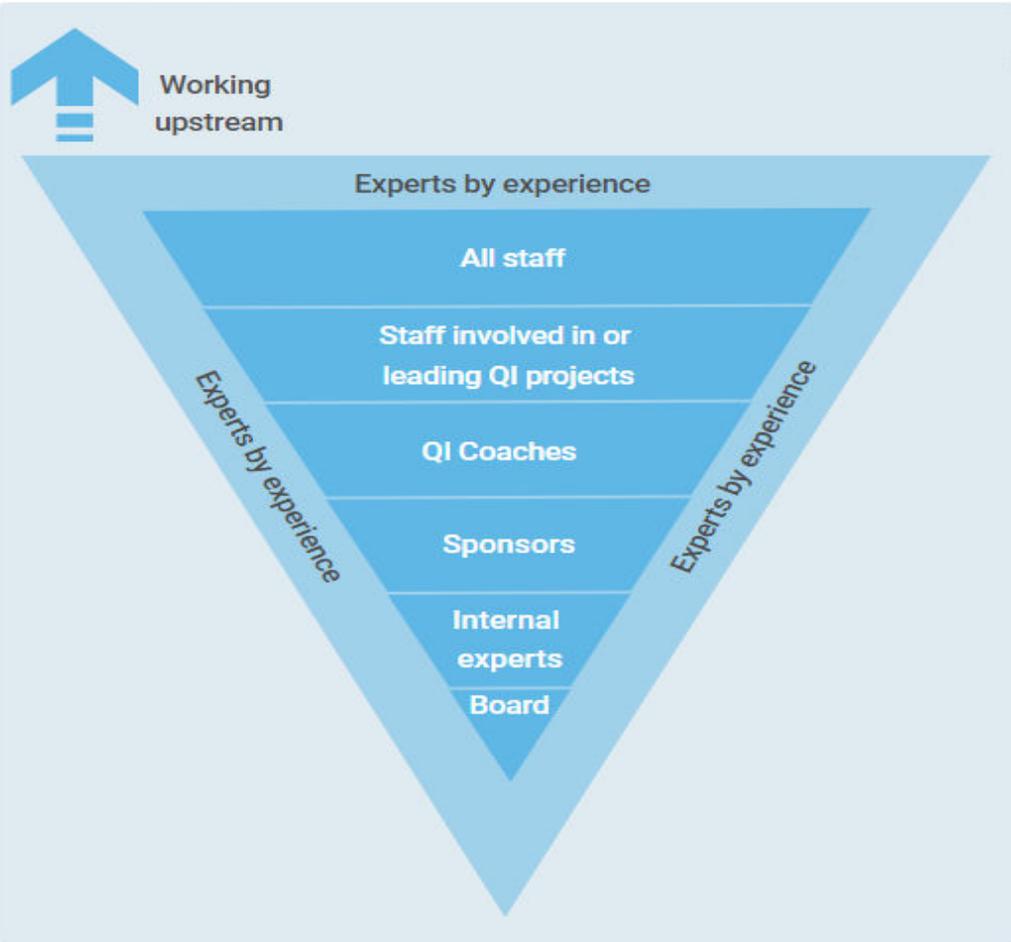
.....

DEVELOPING IMPROVEMENT SKILLS



East London
NHS Foundation Trust

ELFT's Capability Plan



Training Programmes Provided

- 1 Student Nurses 
- 2 Psychology Trainees 
- 3 Intro to QI for Service Users & Carers 
- 4 IHI Open School 
- 5 Pocket QI 
- 6 Masterclasses 
- 7 Improvement Leaders' Programme 
- 8 IHI Improvement Coaching Programme 
- 9 Senior Clinical Leaders' Programme 
- 10 IHI Improvement Advisor Programme 

TOP TIPS

Starting a Capability Building Plan	Getting the most from your capability building	Things to avoid!
<p>Try to re-align existing resources in your organisation</p> <p>Be prepared to invest</p>	<p>Don't just focus on one group of staff, develop capability across the organisation (all levels & disciplines)</p> <p>3 is the magic number....try to make sure that at least 3 people per project team have had QI training</p> <p>Start small. But be ready to iterate over time so that training offerings remain in line with the needs of your organisation</p>	<p>Don't view training as the be all and end all. You need systems and processes to take advantage of the capability you have built</p> <p>Try not to hold decision making about who attends training centrally. Try to devolve decision making to local management systems so that QI becomes locally owned rather than centrally driven</p>



EMBEDDING INTO DAILY WORK



East London
NHS Foundation Trust

QI Sponsor



QI Coach



QI Team



Project Team



Support with involving service users and carers



QI Forums



Learning Systems

Top Tips

- Start small, think big
- Adequate support structures are vital
- Actively share learning

Lessons from Failures

- Create a system that can grow with your programme
- Avoid making the QI team the linchpin of the work, needs to be owned and supported by individual services
- Share learning from both successful and unsuccessful projects

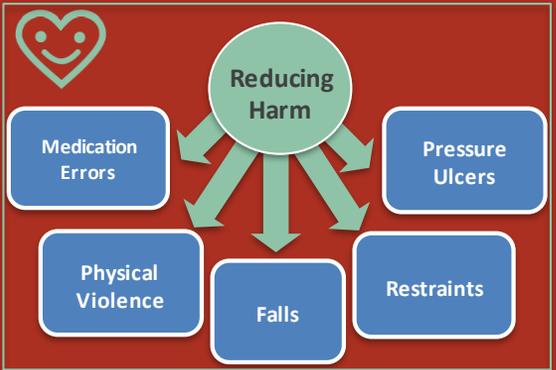
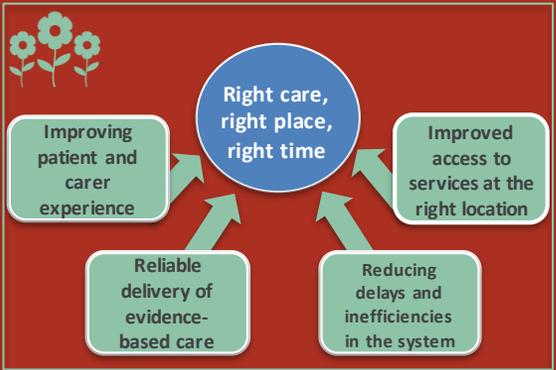


QI PROJECTS

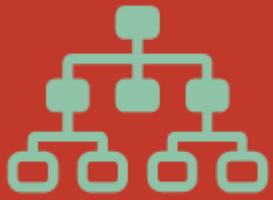


East London
NHS Foundation Trust

Bottom Up



Physical Health Stalled



Top Tips

- Start with what matters
- Develop learning systems at every level
- Make it feel meaningful & possible
- Make it feel valued & permanent

Lessons from Failures

- Create capacity & capability at all levels
- Embed service user involvement from project inception
- Take implementation steps & build in quality control
- Local sponsors and service leads should own the work
- Contract additional support & set milestones