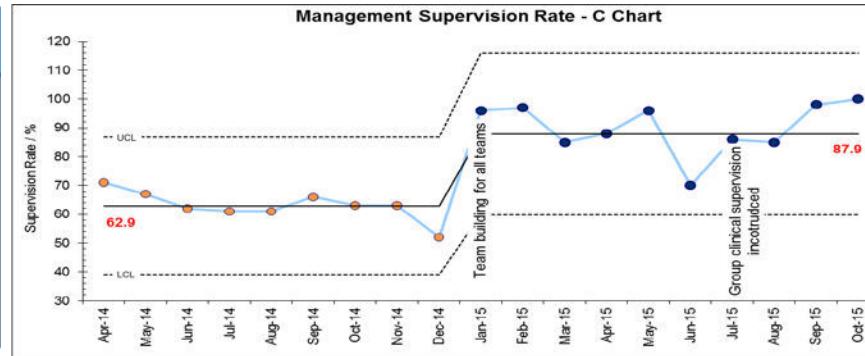


## Sanjiv Luckhea

### Aim

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



### What are we testing?

- We are testing the following change ideas:
1. Posters
  2. Booking forms
  3. Various types of reminders
  4. Peer champions

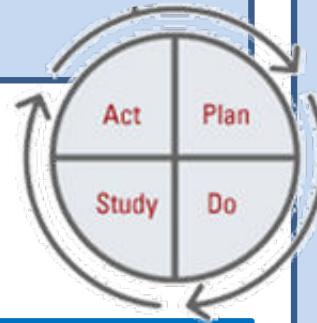
### Why is this important to service users and carers?

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

What are we trying to accomplish?

How will we know that a change is an improvement?

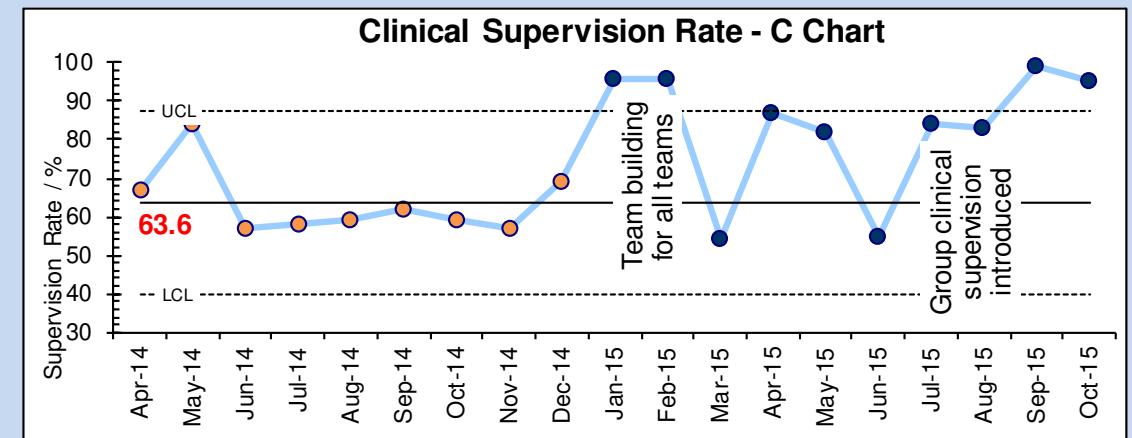
What changes can we make that will result in improvement?



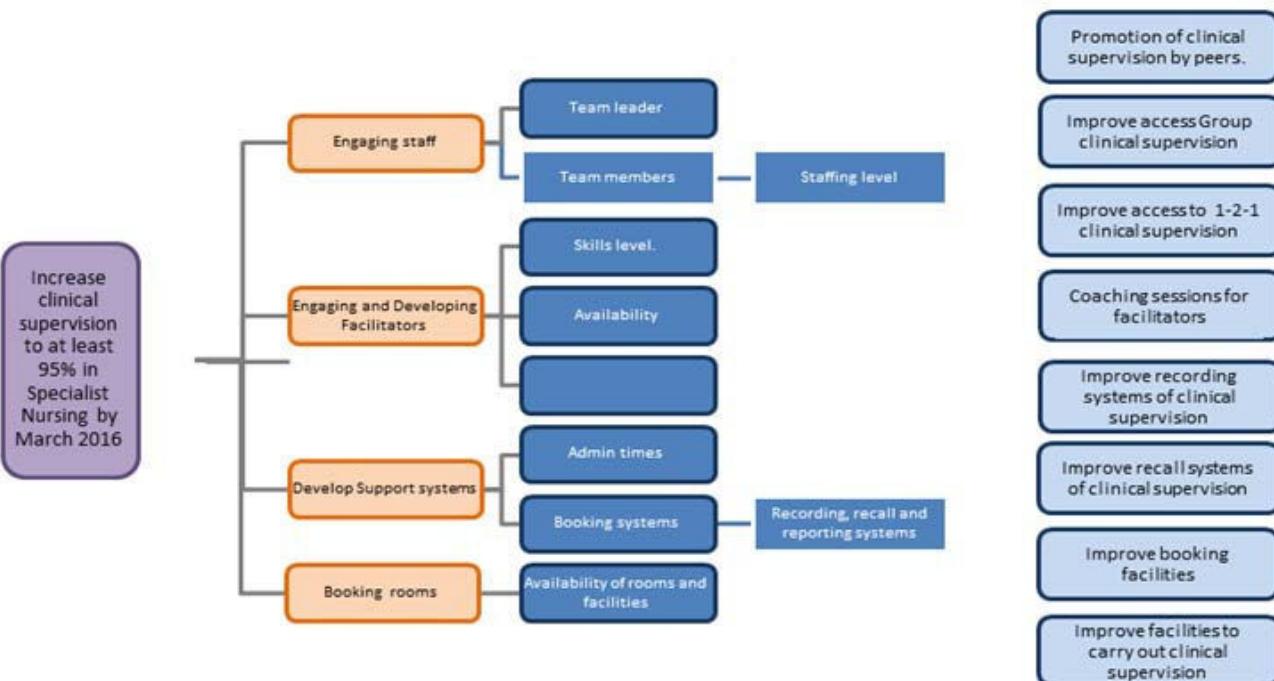
### Outcome measures

#### Measures

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



### Driver diagram



### Learning

- 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.