



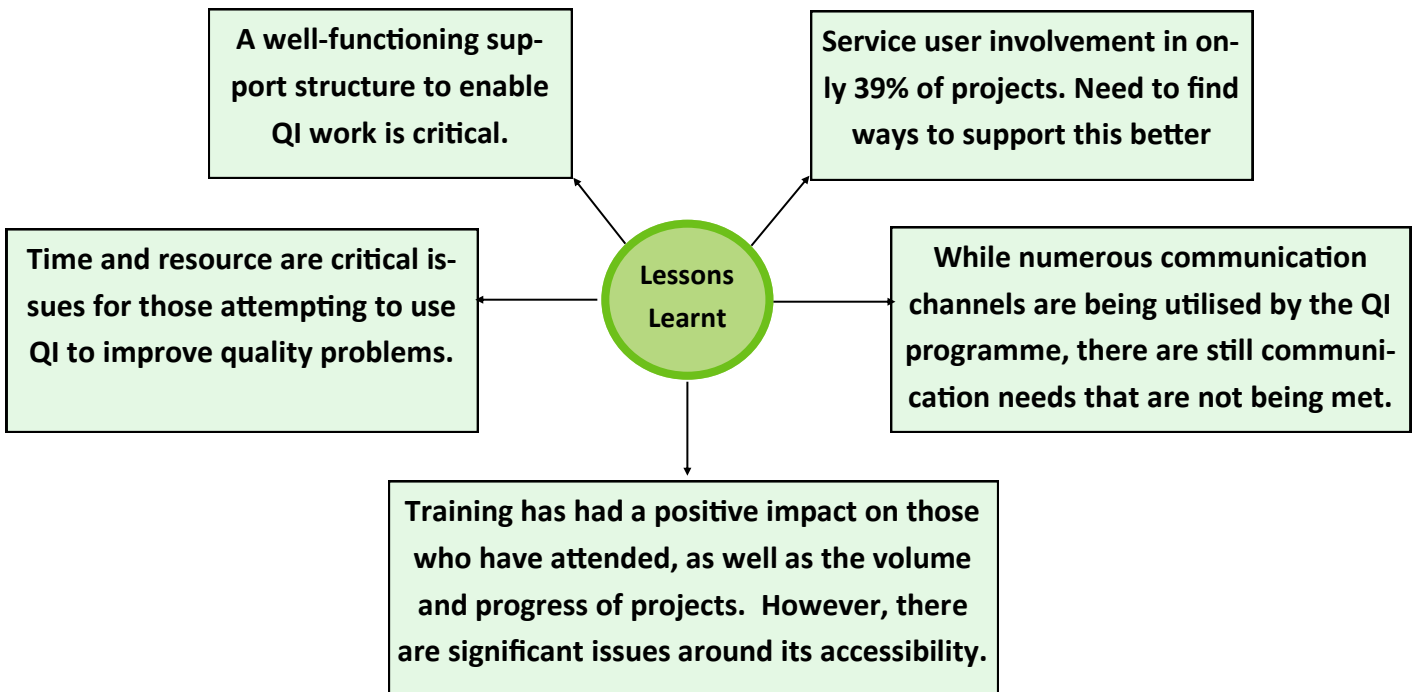
# Qi Evaluation

East London NHS Foundation Trust has set itself a mission to provide the highest quality mental health and community care in England. To help achieve this, we launched a large Quality Improvement programme in February 2014. Two initial aims were set: to reduce harm by 30% every year and to ensure that every patient receives the right care, in the right place at the right time.

**How was the Qi programme evaluated?** This mixed method evaluation utilised quantitative and qualitative data at Trust wide, directorate, board, individual and group level to draw out key learning about how the programme is being delivered and what lessons can be learnt thus far.

<p>This evaluation has identified three common themes that were felt to help in the implementation of the Qi programme. These included <b>positive frontline engagement, Qi team support and strong leadership.</b></p>	<p>Conversely, three common themes were identified as hindering Qi programme implementation. These included <b>unclear expectations regarding the Qi programme, lack of support structure for staff and issues around communication.</b></p>	<p>Qi training was identified as both a helping and hindering factor. It was perceived to be helping because it offered a <b>formal yet creative programme that provided Qi projects a lifeline.</b> It was perceived to hinder because there were issues with accessibility and flexibility of existing training options.</p>
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<p>50% reduction in Grade 2 pressure ulcers</p>	<p>225 people using IHI Open School, 365 people completed the 6-month ISIA programme, 30 Qi coaches</p>	<p>150 active Qi projects, shifting towards local directorate structures, redesign of audit / Datix / data systems</p>	<p>39% reduction in reported incidents of physical violence</p>
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## The journey so far....

