

Improving staff experience through engagement in Quality Improvement

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Background

We launched the NELFT Quality Improvement Programme (NQIP) in September 2016. Whilst still early in our QI Journey the programme is spreading rapidly throughout our organisation; around half of our workforce have attended a QI awareness session, we have trained over 200 QI Facilitators and have over 200 active projects listed on LIFE. Many of the projects have demonstrated improvements to patient experience, outcomes and efficiencies.

However, equally exciting are the wider and sometimes unexpected benefits that staff are reporting; of enhanced teamwork, of having focus to their role, of feeling more positive about the organisation and feeling more empowered. This poster describes some of those findings and their impact.

Impact

Empowerment:

- 100% of those graduating from the QI facilitator's course feel able to lead a QI project (from 5% at start of course).
- 64% of those responding to our staff survey stated that they felt involved in deciding on changes introduced that affect their work area; an improvement from 51% the previous year.
- 61% felt able to make improvements happen; an increase from 56%

"We feel more motivated and that we can make a difference."

Job satisfaction:

"Involvement in QI has helped me understand better the nature of change and has allowed me a greater understanding of my job role as clinical lead."

Impact on retention:

- 100% of QI Facilitators said that they felt more positive about working for NELFT as a result of the course – 70% a lot more positive.
- A number of staff have said that the QI programme has motivated them to remain in their current role/organisation – therefore having a potential financial impact.

"The project also gave me greater job satisfaction at a time when I was considering moving on. The project kept me in NELFT"

"Quality Improvement continues to touch more people than any other previous engagement programme.

The application of QI methodology is having a tangible and positive impact on some of our challenges: reducing absence, improving retention, and improving workforce management practices."

Bob Champion, Executive Director of Workforce & Organisational Development

"Even after many years working in the NHS, QI has given me a whole new way of looking at things."

QI Facilitator Graduate

Reflections/ Next steps

We have learned that the QI Programme is about as much the difference it makes to how staff feel in their roles, as it is about the outcomes.

We are monitoring the feedback from our courses to ensure that we are valuing this aspect of the programme to ensure that these results are sustained or improve yet further as the scale of the programme grows. We are also testing more formal evaluation of these aspects so that they more quantifiably captured.

Whilst we have not done a financial analysis of these secondary benefits, it is felt that it offers significant cost savings in terms of staff productivity and retention.