



**“Quality Improvement... Equipping you to improve”**

**Highlights** - QI training programme dates times and venues, Latest QI news, monthly blog, Mentor programme updates, external QI articles, Monthly QI quote.

### The NELFT Quality Improvement programme (NQIP)

#### NQIP Training Programmes

##### Foundation Day

Our 1 day Introduction to QI Foundation is an interactive day delivering an overview of the QI Methodology in bitesize chunks. The day includes lots of discussion, as well as fun activities.

**Why do we always do it like that? There must be a better way!**

##### NQIP Foundation 1 day Training

Find out how you can make a positive difference in health care on this 1 day Foundation course. Address those niggles that can slow you down and get in the way of delivering the best care for your patients/clients.

Quality Improvement is a systematic approach that uses a specific methodology to make care Safe, Effective, Person-centred, Timely, Efficient and Equitable.

You will learn about the theory of quality improvement: planning projects, engaging and motivating others, measurement, PDSA cycles and sustaining your improvements, and apply these to a project within your work area. The teaching days will be interactive and will include both presentations from our faculty as well as group activities and discussion.

Don't forget the website for all QI related information  
[www.nelft.nhs.uk/quality-improvement](http://www.nelft.nhs.uk/quality-improvement)

# Foundation days calendar for 2019

We are now accepting applications for the 1 day Foundation

The dates for the training days are:

All days will be held at the CEME Centre

To reserve a place or if you have any questions please email the QI team

[qi@nelft.nhs.uk](mailto:qi@nelft.nhs.uk) or via the microsite [www.nelft.nhs.uk/quality-improvement](http://www.nelft.nhs.uk/quality-improvement)

- January 30<sup>th</sup>
- February 28<sup>th</sup>
- March 29<sup>th</sup>

## Facilitators Programme

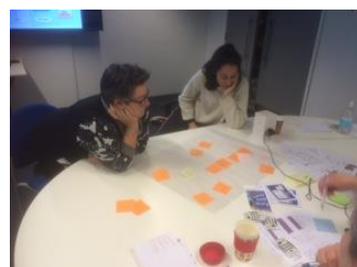
Our 6 full day training programmes delivered over 6 months, covering QI Methodology more in depth, with an allocated 1-2-1 mentor to support & guide you through your improvement project.

### Cohort 8 updates



As you can see a fun day was had by all on day 3 of cohort 8.

### Cohort 9 updates



Day 1

## Cohort 9 updates



## Down to business



## QI Drop-In Clinic

This is an opportunity for you to speak to the QI team about how to get involved in QI. You are very welcome to simply drop-in for a cup of tea and a chat, to use the opportunity for general discussion and networking, or you can book a 121 with one of the QI team to discuss any specific queries or issues.

***Tuesday 15th January 2019, 10.00am – 12.00pm, CEME, Meeting Room 3***

***Thursday 14th February 2019, 10.00am – 12.00pm, CEME, Meeting Room 3***

***Wednesday 13th March 2019, 10.00am – 12.00pm, CEME, Meeting Room 3***

To book a 1:2:1 slot during a clinic session please email the team at [QI@nelft.nhs.uk](mailto:QI@nelft.nhs.uk)

## Mentors Programme

This is a 5 day course over 6 months (1 full day and 4 half days) and is aimed at staff who have completed the NQIP facilitators (or equivalent) programme.

### NQIP Mentor cohort 1



Congratulations to Elaine Waller and Debbie Wickens on graduating cohort 1.

### NQIP Mentor Cohort 2

Cohort 2 is well underway now with the new group of mentors already mentoring people with their quality improvement projects

### NQIP Mentor Cohort 3

Following on from our previous QI mentorship success we are pleased to open up applications for cohort 3 of the QI mentorship course. Applications are open to anyone who has completed a QI facilitator's course.

Dates below

**The dates for the mentor course are:**

Day 1 Thursday 7<sup>th</sup> February 9:30am – 4:30pm

Day 2 Thursday 7<sup>th</sup> March 9:30am– 1pm

Day 3 Wednesday 10<sup>th</sup> April 9:30am – 1pm

Day 4 Wednesday 8<sup>th</sup> May 9:30am– 1pm

Day 5 Thursday 13<sup>th</sup> June 9:30am – 1pm

And NQIP Facilitators C10 Graduation day Monday 15<sup>th</sup> July 9-4pm

Link for Cohort 3 mentor training, <https://www.nelft.nhs.uk/qi-training>

# Monthly blog

## A day in the LIFE of a New QI practitioner

My Name is Meera Kapadia, B &D CAMHS Child and Adolescent Psychotherapist, and a QI Practitioner.

I began my Qi journey in June 2017 via my I-THRIVE Champion role which involved transforming the 4 London CAMHS from severity based services to patient needs led services using a QI approach, funded by the “Health Foundation Scaling up grant”.

It was the first time I heard about Qi, however the principals of Stakeholder engagement prior to testing out small changes, which can then be scaled up, made a lot of sense.

QI is a powerful transformation tool that enables clinicians and services to become agents of change, and patients’ needs become paramount.

My Qi journey and my I-THRIVE role in tandem allowed me to calculate demand and capacity in each CAMHS, and facilitate services to make informed decision around where to target change. The Qi team assisted us in process mapping, to gain a systemic perspective of the patient journey, to highlight blockages in the system, before implementing change ideas.

Qi and I-THRIVE enabled me to work with the performance and the MIDAS team, to get granular data, to implement change and measure improvements. I have had a real buzz from data, which evidenced the improvement from change ideas, resulting in patients getting quicker and better access to services.

I joined the first QI mentor course in 2018, which allowed me to influence the next generation QI projects.

Qi and I-THRIVE transformed my career, as within 18 months I was a facilitator, mentor and as of November 2018 I have become a Qi practitioner.

Being part of the QI team means I have the privilege of helping with Innovation Cave projects, QIAC, and projects linking physical and mental health together, via QI clinics, and Qi mentoring.

I am able to learn about cutting edge new innovations, across a huge range of clinical areas that improve patient experience and quality whilst having huge financial savings.

The Qi team are a fantastic group of individuals, passionate about mentoring and change, and they lead wonderful cross fertilisation opportunities, and I am so pleased to be part of the team and cutting edge change, in NELFT.



## QIAC Cohort 5

Cohort 5 of the Quality Improvement accelerator care planning (QIAC) training has now progressed to Day 6, finishing up in the run up to Christmas was a fun inspiring activity.

The class used the creative De Bono thinking Hats to explore how to generate ideas for their Care planning projects with at their stakeholders meeting. The class continues to collect and submit their audits for baseline data. They look forward to applying the change ideas that would improve their aim of reaching 100% of the Care planning audits being completed on the patient's records.



It was so much fun wearing their creative hats, though business as usual with the Christmas mince pies to reward their participation.

## This month's article

### Health care quality improvement and work engagement

There are many drivers for improving quality in healthcare. The pressures associated with growing populations, changing healthcare needs, increasing healthcare costs, in addition to concerns about patient safety and reducing harm are amongst some of the most compelling. In addition, poor perception and experiences of healthcare from both patients and the media have collectively combined to provide many of the ingredients for a 'perfect storm' in healthcare crisis terms. This has led to an international call-to-action to 'rescue' the provision of healthcare with a particular renewed focus on initiatives that improve the quality of healthcare.

Although the requirement to improve healthcare whilst trying to master what works well and why is very well established; there is in fact a limited understanding of the exact impacts, outcomes and outputs from many of the interventions that are designed to improve healthcare quality. This lack of understanding has created an interest amongst researchers and clinicians to articulate what constitutes a successful healthcare QI intervention or initiative.

In this regard, what is termed 'Improvement Science' has evolved to look beyond the descriptive theories of innovation, implementation and change and to focus on other important components that are required for effective implementation of QI interventions and strategies. These include the many contextual variables such as circumstances, behaviors and interactions that result in improved quality.

QI initiatives have in the past typically failed to 'engage' healthcare professionals and faltered as a result. Many studies, for example, report apathy and resistance from clinicians when such initiatives are introduced. In this regard, getting healthcare professionals to think and behave in different ways is not all that straightforward and many need to be convinced of the value and merits of improvement methods tools or programs. For some healthcare professionals QI can be perceived as a 'job-demand' that detracts from clinical care and not a 'resource' that enables them to improve quality. It is now widely acknowledged that engaging clinicians (regardless of setting or discipline) is a precondition for the success of QI initiatives.

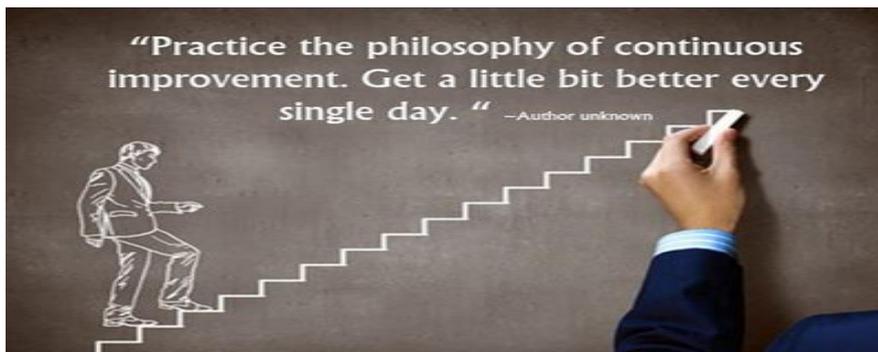
Taken from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5540515/>

Remember to update your project scores on Life



Your projects

### QI Quote of the Month



### CONTACT US...



For further information or for application forms on any of the above contact the QI team via:

[QI@nelft.nhs.uk](mailto:QI@nelft.nhs.uk)

Or

[www.nelft.nhs.uk/quality-improvement](http://www.nelft.nhs.uk/quality-improvement)

And follow us on Twitter: @nelftqip