



## NQIP Facilitators Training - Information Pack

### Welcome to NQIP!

Thank you for showing interest in our QI Facilitators Training Programme. We hope that this is the beginning of your QI Journey! We are keen to help you develop your skills in Quality Improvement and to be part of the growing number of people within NELFT who are helping us to improve services and outcomes. This guide will give you further information about the course.

### What is quality improvement?

“Quality Improvement aims to bring about changes to deliver person-centered care that is better, safer, more effective and more efficient using a range of specific tools and methods.”

QI can give you the methodology to improve the services you deliver. The approach can help us think about things in a different way

- QI encourages a team, front line approach – you probably have had lots of ideas and discussions with colleagues about how your service could be more efficient, more patient-focused or produce better outcomes. Sometimes there are trust priorities that we must address – QI can let you think about how best to do that within your area of work.
- QI encourages scaling up small changes – QI lets you test some of these ideas out in a safe and controlled way. For example, doing something differently on one day and seeing how it works before implementing big changes without knowing if they are going to work. This approach lets us be braver about trying out your innovative new ideas and approaches and gives a method for rigorously measuring the impact of these.

### What is the NELFT QI Facilitators Programme?

This training has two main aims:

- For you – to develop your understanding and skills of QI and apply these to leading a QI project
- For NELFT – to build a network of QI facilitators across the trust to help engage staff in QI to help the trust work towards its priorities.

The training programme consists of 6 days over a 6 month period (5 classroom teaching days and a graduation day). You will learn about the theory of quality improvement: planning projects, engaging and motivating others, measurement, PDSA cycles and sustaining your improvements. The teaching days will be interactive and will include both presentations from our faculty as well as group activities and discussion. The training will be delivered by our QI Faculty following the IHI (Institute for Healthcare Improvement) QI methodology.

The QI team will occasionally take photographs of activities and individual presentations, group photographs etc., which may be used through NELFT social media. Please indicate your wishes by ticking the consent box of your choice on the application form.

The dates for the training are:

Days 1 and 2 – Thursday 6 and Friday 7 June – Room 172/173 CEME

Day 3 - Thursday 18 July – Room 172/173 CEME

Day 4 - Wednesday 14 August – Room 172/173 CEME

Day 5 - Wednesday 18 September - Room 173/174 CEME

Graduation Day - Tuesday 5 November – Boardroom, CEME

All sessions are 9.00am – 4.30pm

### Who is this training for?

Anyone with an interest in improving the service in which they work! We welcome applications from all disciplines and grades of staff.

### How will I be assessed?

To pass the course you must provide evidence that you have understood the methodology. This is assessed through:

- Monthly contact with your mentor
- Project recorded on LIFE with an AIM, driver diagram, evidence of patient/ team engagement as appropriate and evidence of measurement as appropriate
- Presentation and poster at the Graduation day.
- Midway through the course you will be asked to review the progress of your project with your line manager and mentor. Your mentor will complete and send a half-way report to your manager.
- After day 5 of the programme your mentor will discuss with you whether you have fulfilled the criteria to graduate. If you have not we will discuss and agree a plan with you to enable you to graduate at a later date,

Upon graduation, your posters and presentation may be used at future events.

### What do I get for completing the course?

You will receive a certificate of completion and QI Facilitators badge at the end of the training. You will also become part of the NQIP Family and will be invited to further develop your skills by considering becoming a mentor, presenting to future cohorts etc.

### How much work is required?

You need to commit to:

- Attend all of the training days – Our training days are packed and if you miss a couple you will find it difficult to keep up. If you miss more than two sessions we will ask you to rejoin the next cohort.
- Allow time for project work between the training days – we estimate that you will need 2-3 hours a week to work on your project
- Involve your team
- Involve your line manager; your application must be signed by your manager to confirm that they approve the time involved and that they agree to act as your QI project sponsor for the duration of the project
- Use LIFE to record your project; it helps guide your discussions with your line manager and mentor about your project's progress
- Discuss with your manager the progress of your project in your monthly supervision sessions
- Liaise with your mentor monthly. An hour a month is recommended but we expect a minimum of 3 meetings with your mentor throughout the programme. Arrangements for this should be negotiated between you and your mentor.
- Present your project at the graduation day – you will be expected to stay for the whole day to support your colleagues and fellow QI facilitators

- Carry on with your project beyond the 6 months – we expect that you will want to continue working on your project after the course has been finished - we can support you to do this. We will get in touch with you after 9 and 12 months to see how you are progressing.
- Share your learning with others e.g. by talking at our QI events and perhaps further...
- Ongoing work with the QI team! We hope that you will continue with other QI projects, support and encourage others within your workplace to embark on QI projects and perhaps work with the faculty to deliver and coach other QI projects. We hope that by doing this course you will be part of the wider NELFT QI team spreading the impact of QI across the trust
- Have an open mind, enthusiasm and a desire to improve your service!

In return we can offer:

- monthly training days over a 6 month period – you will be taught about QI methodology
- access to documentation and information to help you
- an allocated mentor for the duration of your first QI project – this may be someone from the QI team, someone from the QI faculty or one of our trainee mentors.
- ongoing access to support via the QI Team to continue your QI journey

### How do I apply?

We would like you to think about something you might want to improve within your area of work. Please complete the attached application form and submit to [QI@nelft.nhs.uk](mailto:QI@nelft.nhs.uk) by deadline of **8 May 2019**. This must be fully completed and also signed by your line manager/ project sponsor.

We will accept appropriate applications as they are received. Please note there is a maximum of 25 places available on the course, so please try to apply as soon as possible to be assured of a place. As soon as the course is full, it will be closed. All applicants will be notified of whether they have been successful by **22 May 2019**. We suggest you hold all the dates in your diary until you receive confirmation.

### I have some more questions?

Feel free to email the team at [QI@nelft.nhs.uk](mailto:QI@nelft.nhs.uk)

### Information for managers:

It is important that you are aware and involved in the QI project.

We therefore ask you to sign the form to confirm that you:

- approve the time commitment outlines above
- approve the initial project idea
- commit to ongoing monitoring and support of the project
  - This may involve discussions with the participant regarding their aim, stakeholder engagement, measures and dissemination/ publication depending on the nature of the project.
  - The course participant will be encouraged to discuss regularly with you throughout the course i.e. monthly 1-2-1s. You will be formally updated on the progress of the project mid-way through.
  - You will be invited to the course graduation day where all the projects are presented.

If you would like some further training in QI to be able to support this project we offer:

- A **pre-course information session**
- A 1 day **Foundations of QI** course
- **QI Clinics** – these are monthly sessions where you can drop-in or book a 121 to discuss any queries or concerns. These are held monthly.

You are also welcome to contact the team at any time – [QI@nelft.nhs.uk](mailto:QI@nelft.nhs.uk)