



Quality Improvement for NHS Board members

National Masterclass 2 Highlights



On Tuesday 21 February 2017 the second national quality improvement Masterclass for NHS Board members took place at Murrayfield Stadium, Edinburgh.

120 executive and non-executive directors attended (including 15 Chief Executives or Chairs) with representation from every NHS Board in Scotland.

Keynote speaker Don Berwick (President Emeritus and Senior Fellow IHI) delivered a session on leading for improvement under conditions of constraint. Pat O'Connor (Director of Care Quality and Strategic Development) and Mike Bell (Strategy Implementation & Improvement manager Scottish Ambulance Service) delivered a session on data for decision making. This highlight report provides a detailed overview of the event and links to all resources from the day.

“Fresh common sense thinking leading to good discussion round the table and some useful practical improvement suggestions” Delegate

1. The day in numbers



120 NHS Board
Members



95% would
recommend to a
colleague



84 New
subscribers



93% said the
day met their
expectations



82 Survey
responses



1429 tweets

2. Session contributors



David Garbutt
Chairman of NHS Chair's Quality Portfolio Group
and Scottish Ambulance Service



Donald M. Berwick
President Emeritus and Senior Fellow,
Institute for Healthcare Improvement



Pat O'Connor
Director of Care Quality and Strategic Development,
Scottish Ambulance Service



Mike Bell
Strategy Implementation and Improvement Manager,
Scottish Ambulance Service

3. Don Berwick and NHS Lothian



During Masterclass 1 on 20 September 2016, NHS Lothian won the 'Gift of Time' with Don Berwick. This session took place on the morning of Masterclass 2 and involved a candid conversation inviting critical friend reflections from Don. NHS Lothian and Don have agreed to share the filmed session with other boards.

If you are interested in viewing this film please email hcis.qjforboardmembers@nhs.net for link and password.

4. Action plans

As part of the action planning session undertaken in the afternoon, Board Members in their home boards discussed and identified commitments to take forward in 2017. All boards have been sent their completed action plans and these will be followed during Masterclass 3 on 4th September 2017.

Key areas of action:

- 11 NHS boards made commitments to reviewing their data and measurement approaches
- 9 NHS boards made commitments in going to the Gemba/shop floor to better understand use of stories and observations of care in their organisations

5. Masterclass resources

- **Slides** <http://ihub.scot/media/1525/full-slides-to-share-vfinal.pdf>
- **Reading list from Don Berwick** <http://ihub.scot/media/1526/reading-list.pdf>
- **Speaker biographies** <http://ihub.scot/media/1215/second-qi-for-nhs-board-members-national-masterclass-speaker-biographies.pdf>
- **Masterclass booklet:** <http://ihub.scot/media/1529/20170210-event-booklet-final.pdf>
- **Top 10 tips for measurement** <http://ihub.scot/media/1528/top-ten-tips-for-data-vfinal.pdf>

6. Masterclass films

1. **Highlights of Masterclass:**
<https://healthcareimprovementscotland.wistia.com/medias/f4ehag668j>
2. **Pat O'Connor and Mike Bell:** Data for decision making, what stories are your board papers telling you? <http://www.youtube.com/embed/snag1AbXWp8>

For all Don Berwick films Lothian please request these in writing to hcis.qiforboardmembers@nhs.net or by calling us on **0131 6234325**

1. **Don Berwick:** Plenary, Leading for improvement under conditions of constraint
2. **Don Berwick:** Interview
3. **Don Berwick:** Gift of time session with NHS Lothian