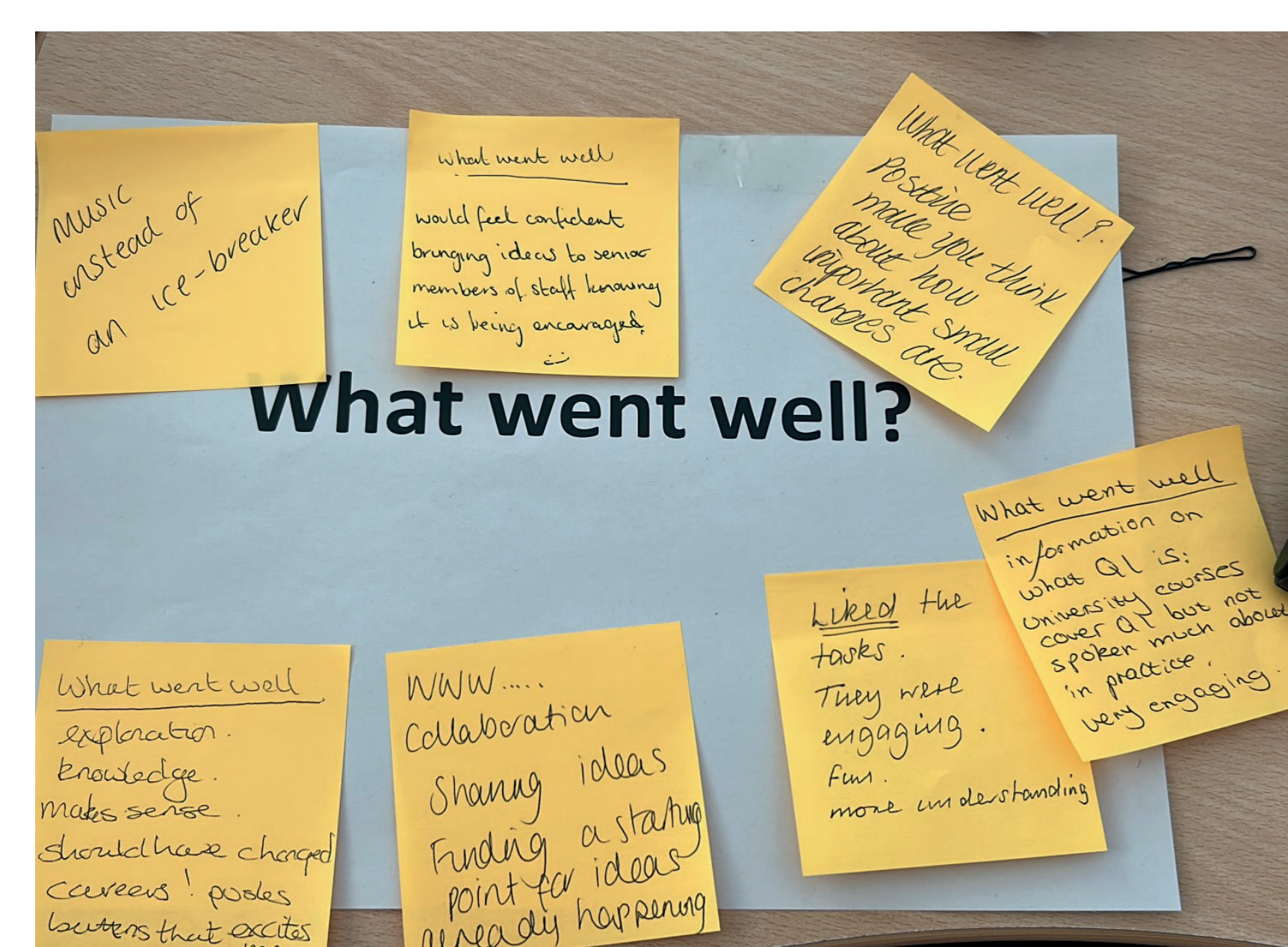


“So far snow good”- Embedding a culture of Quality Improvement within Older Adult Mental Health Service

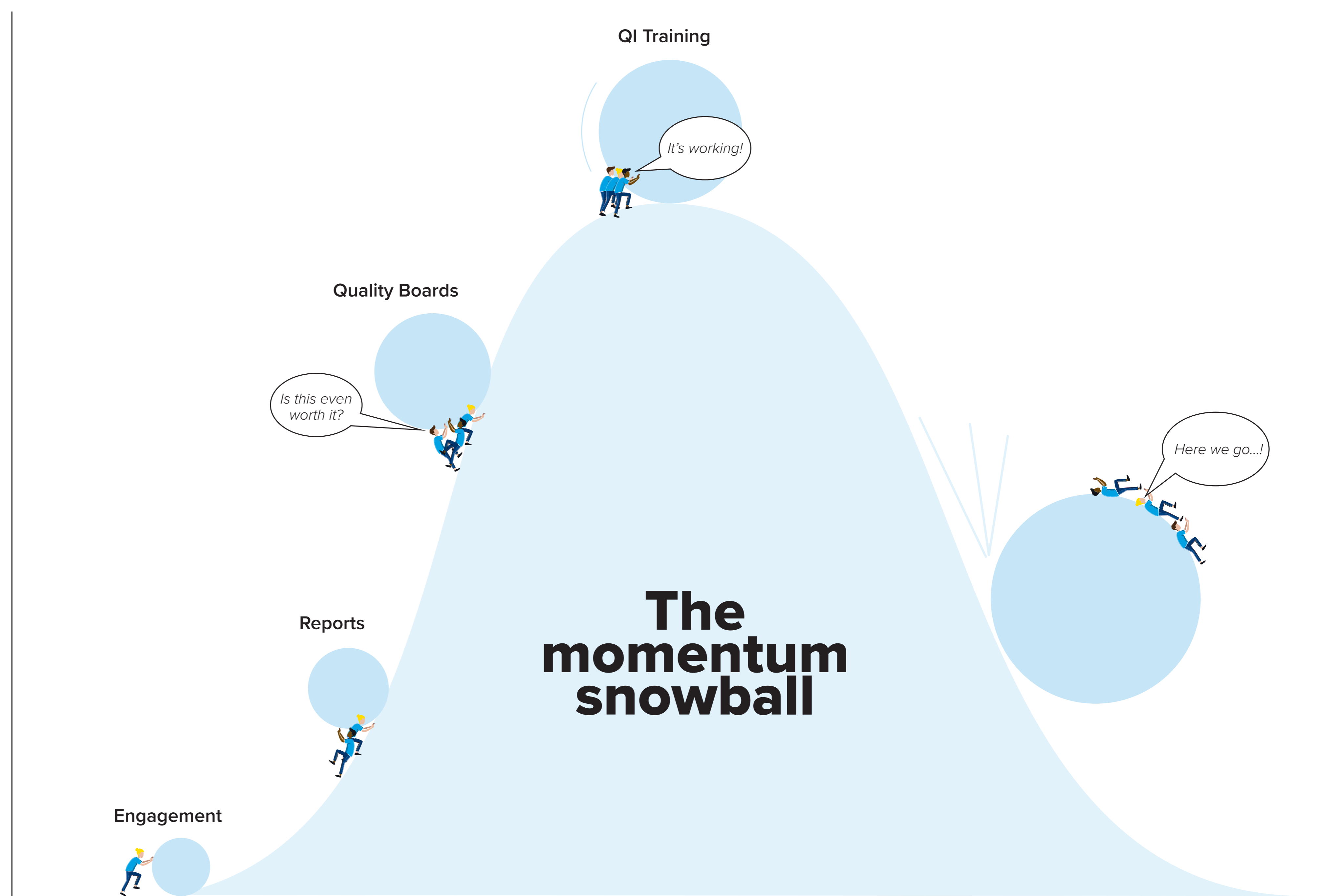
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Aim

To embed a culture of Quality Improvement within Older Adult Mental Health Service as a means of enhancing patient outcomes, performance and staff experience.



Effort



Time

Background

Whilst Quality Improvement methodology has often been utilised within the Older Adult Mental

work together and communicate openly and effectively.

In June 2021 the Older Adult Service gained

Achievements

REPORTING - The service developed a monthly reporting template which provides Ward and management staff with an overview of individual performance and patient safety data. This allowed them to understand better the trends in ward data and be proactive rather than reactive with improvement ideas. These reports have now been scaled up and spread to provide a Mental Health Wide standardised approach to data reporting.

QUALITY BOARDS - The service designed and launched patient facing quality boards, which provided a mechanism to share their data and improvements with staff, patients and visitors on the ward. The boards promote an open culture and have empowered staff to own their own data and strive for improvement. The boards have also been standardised across Mental Health Inpatient Services.

TRAINING - 68 members of Older Adult staff have been successfully trained to Level 2 in the Mental Health and Learning Disability Quality Improvement Training. This involved in person attendance over 3 sessions and covered QI Awareness, Tools for Improvement and Measuring Improvement.

Following successful completion of training, and as staff confidence and engagement with quality improvement has increased there has been a number of ward level quality improvement projects that staff of all levels have embarked on independently.

Next Steps

The service is making steps to align improvement plans with both local and national strategies. The development of service level Key Performance Indicators (KPI's) is also being introduced.

“I am looking forward to using my learning in practice”

Health service for specific improvement initiatives, there have been challenges when it comes to sustaining improvement over time. The service was therefore keen to embed a culture of Quality Improvement to help support long term development.

Fully embedding a Quality Improvement framework and culture within the service would require managers and frontline staff to

a dedicated Quality Improvement Practitioner who began the journey to improvement by engaging at ward level with all staff. Recognising that Quality Improvement is often 80% relational and 20% operational, this initial engagement, supported fully by the Older Adult Management team would prove essential in working towards fully embedding a quality improvement culture.

Most importantly the service continues to develop and nurture staff confidence and skills in order to ensure that Quality Improvement is “Just how we do it here”.

“Training made it easier to think about potential QI projects for the future”