

# Quality Improvement for NHS Board Members

“Everyone in healthcare has two jobs when they come to work; to do their work and to improve it. This is the essence of Quality Improvement (QI).”

– *Paul B Batalden*

***Our vision:*** Engaging in these activities will help NHS Board members create an environment where quality improvement can flourish. Involvement ensures the quality of health and care services that are delivered across Scotland are continuously improved.

*Designed by Board members for Board members  
Executive and non-executive NHS directors*

## The time is right

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The challenge of delivering high quality services in cost-constrained times is one keenly felt by Board members. Boards, and their organisations, are filled with people who have a passion for improving the way services are designed and delivered; some of whom possess knowledge and skill in quality improvement (QI) methods and approaches to improving the quality of care people receive. A key role for Board members is creating the environment where great quality care is the norm rather than pockets of excellence.

NHS board Chairs recognised that their governance teams would benefit from additional knowledge and skills to enhance their ability to lead and govern their organisations. Self-assessments of the current state of QI undertaken by most NHS boards have identified Board member input as a key area of need.

## What is the aim?

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To support Board members (executive and non-executive directors) by enhancing their individual and collective abilities to create an environment where QI can flourish.

## What are we offering?

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NHSScotland executive and non-executive Board members. You are invited to participate in the following ways:

- **Attend national masterclasses.**  
Board members from across Scotland will be invited to share experiences and hear from keynote speakers.
- **Request bespoke in-board sessions.**  
We will support Boards with their individual development sessions. This may range from designing a stand-alone session that meets the individual Board's needs, to being a critical friend in the background for Boards who wish to run their own sessions. We will seek to do what adds most value for any individual Board.
- **Read and respond to shared resources.**  
We will communicate with Board members (for example, through emails, newsletters and social media) to highlight relevant articles, blogs, literature and online content.
- **Get in touch, if you want an individual conversation about QI for Board members.** We will respond to individual requests or queries related to QI.

# Learning outcomes

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Board members will:	in order to
understand changes to national policy that may impact on your organisation's approach to quality	formulate strategy
understand how to influence national thinking and programmes in relation to improving quality of care	
understand the core components of successful strategies for Quality Improvement	
be able to ask the right questions to ensure you support and provide oversight of Quality Improvement in your Board and understand the answers to these questions	ensure accountability
be confident and skilled in critically evaluating data (numbers and narrative) to support continued improvement in services	
model leadership behaviours that enable a culture of continuous improvement and understand those that hinder	shape culture

## Invitations for 2016–2017

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- **Masterclass 1:** Tuesday 20 September 2016, Murrayfield Stadium, Edinburgh, EH12 5PJ
- **Masterclass 2:** spring 2017
- **Committed to offer bespoke sessions for four Boards.**

## How can you participate or request support?

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Contact us using the details below:

- [hcis.QIforBoardMembers@nhs.net](mailto:hcis.QIforBoardMembers@nhs.net)
- **0131 623 4300**

## Designed by Board members for Board members

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The NHS board Chairs commissioned Healthcare Improvement Scotland and NHS Education for Scotland to produce a suite of resources that:

- enhance understanding across all NHS boards in Scotland of their role in QI work, and
- support Board members to develop the knowledge and skills needed for effective leadership and governance of QI work.

Significant time was spent scoping this work before proposal development in order to understand what current Board members feel their learning needs are and also 'what good looks like' in terms of QI development in NHS boards. An Advisory Group with membership from a number of NHS boards steered the development phase.

We had conversations with around 30 individuals (executives, non-executives, subject matter experts, within and beyond Scotland) and structured scoping activities were undertaken with some existing networks (engaging with over 50 people). Every NHS board in Scotland was asked to share information about any recent or planned Board development work for QI and all Boards contributed to the scoping, in one way or another.

The development phase has resulted in; a set of design principles, learning outcomes, key topic areas, and mixed methodology for engagement with Boards.

Healthcare Improvement Scotland will continue to work with NHS Education Scotland in the development and delivery of this work.

You can read and download this document from our website.  
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0141 225 6999 or email [contactpublicinvolvement.his@nhs.net](mailto:contactpublicinvolvement.his@nhs.net)



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