Quality Improvement Masterclass

Mental Health Access Improvement Support Team &
East London NHS Foundation Trust
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Practical Exercises

- Defining your project topic
- Project charter
- Your QI team
- Setting your aim
- Data and measurement
- Action plan....
Defining your project topic

• What is the problem?
• How do you know?
  • Research evidence
  • Local data
  • Service user feedback
  • Staff feedback
  • Local or national priority
Your QI team

• Who will be in your improvement team?
• Consider:
  - Project Lead
  - Subject matter expertise
  - Data support
  - Quality improvement support
  - Process owners who can make changes
  - People impacted by your project: families, patients etc.
  - Leadership buy in
Process map
Setting an aim

• Brief statement (2-3 sentences max)
• What you intend to accomplish
• How much better you want to be
• When you expect to achieve this by
• Be realistic!
Aims help to...

- provide a **framework** to think through the project
- keep improvement activity **focussed** on purpose
- make the **scale** of expected improvement clear
- select suitable **team members**
- allow everyone to **understand** what you are trying to achieve
By March 2015, 95% of endoscopy patients at the Queen Mary Hospital return signed postal consent forms, in line with the Global Rating Scale for Endoscopy, which states: *1.7 All consent signatures are obtained outside the procedure room.*
By March 2015, 95% of endoscopy patients at the Queen Mary Hospital return signed postal consent forms.
Data and Measurement

Johanne Burns, Data Analyst (NHS Lothian)
Laura Dobbie, Data Analyst (NHS Lanarkshire)
Sources of data

- Electronic medical records system
- Excel spreadsheet
- Dashboard
- Paper patient records
- Access database
How do you know if there is a problem?

DATA LED
For example:
• Monthly management information
• Performance reports
• National statistics

BELIEF LED
For example:
• “I know the problem is ...”
• “Past experience indicates the problem will be...”
• “I’ve experienced this before and the problem is...”
Using a Pareto chart to dig deeper into problem

A Pareto chart can tell you where to focus your efforts to achieve the greatest improvements.

The Pareto principle is underlined by the 80/20 rule, which observes that most things have an unequal distribution.
Example Pareto chart
Using tables and charts to dig deeper into problem

<table>
<thead>
<tr>
<th>Care Provider</th>
<th>Number of attended assessment appts</th>
<th>Number of appts with CORE-10 completed</th>
<th>Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinician M</td>
<td>2</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Clinician L</td>
<td>3</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Clinician N</td>
<td>1</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Clinician G</td>
<td>7</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Clinician I</td>
<td>5</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Clinician J</td>
<td>4</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Clinician B</td>
<td>25</td>
<td>3</td>
<td>12%</td>
</tr>
<tr>
<td>Clinician K</td>
<td>4</td>
<td>1</td>
<td>25%</td>
</tr>
<tr>
<td>Clinician C</td>
<td>13</td>
<td>5</td>
<td>38%</td>
</tr>
<tr>
<td>Clinician F</td>
<td>11</td>
<td>5</td>
<td>45%</td>
</tr>
<tr>
<td>Clinician E</td>
<td>12</td>
<td>8</td>
<td>67%</td>
</tr>
<tr>
<td>Clinician A</td>
<td>50</td>
<td>42</td>
<td>84%</td>
</tr>
<tr>
<td>Clinician D</td>
<td>13</td>
<td>11</td>
<td>85%</td>
</tr>
<tr>
<td>Clinician O</td>
<td>1</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Clinician H</td>
<td>6</td>
<td>6</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>157</strong></td>
<td><strong>82</strong></td>
<td><strong>52%</strong></td>
</tr>
</tbody>
</table>
Example run chart

![Run Chart Image]
Other examples of how MHAIST analysts are supporting QI (more than just charts)

- Re-directed referrals
- Text reminder service impact
- DCAQ
- Clinical Outcomes
- Automating systems
Top tips

• Keep it simple!
• Start small.
• Know and understand your data.
• Be specific about the data required to show whether or not your change has resulted in improvement.
• If manually collected data, consider whether going forward it would be beneficial to collect this data routinely.
The Improvement Hub (ihub) is a part of Healthcare Improvement Scotland