



Quality Improvement Masterclass

Mental Health Access Improvement Support Team &

East London NHS Foundation Trust

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The Improvement Hub (ihub) is a part
of Healthcare Improvement Scotland

Practical Exercises

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

Action planning template – East London Foundation Trust QI Masterclass

Service / Team: _____
Date: 7th Feb 2017

Action	What?	When?	Who?
	<small>What do you plan to do? Be specific. Include details of how you will do this including anything you will need e.g. time, resources, people?</small>	<small>How soon do you expect to do this?</small>	<small>Who in the team will be responsible for leading on this action?</small>
Team			
Project topic			
Aim statement			

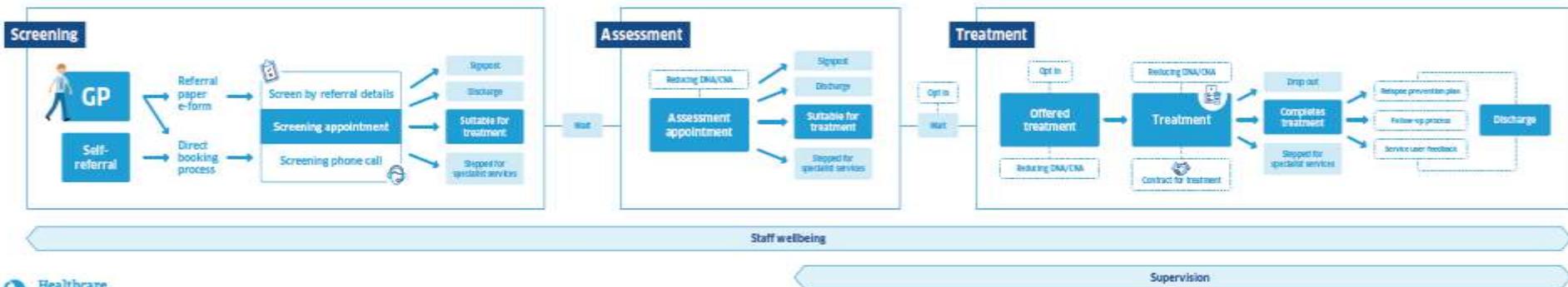
Defining your project topic

- 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 !

How much?

By when?

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

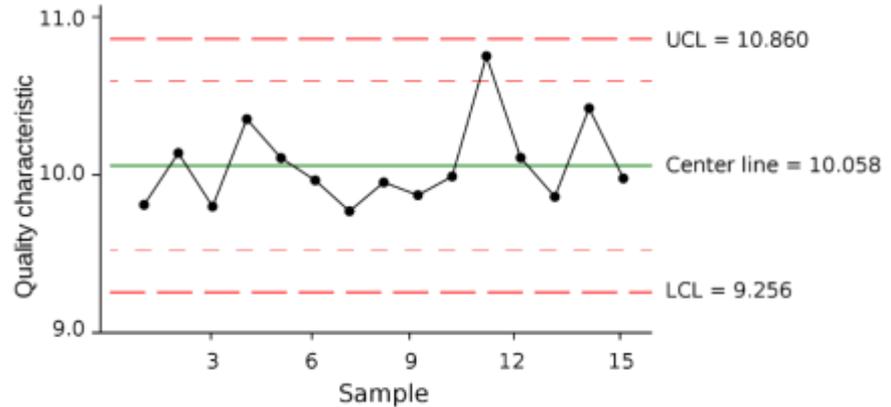
By March 2015, 95% of endoscopy patients at the Queen Mary Hospital return signed postal consent forms, in line with the Global Rating Scale for Endoscopy, which states: *1.7 All consent signatures are obtained outside the procedure room.*

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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:

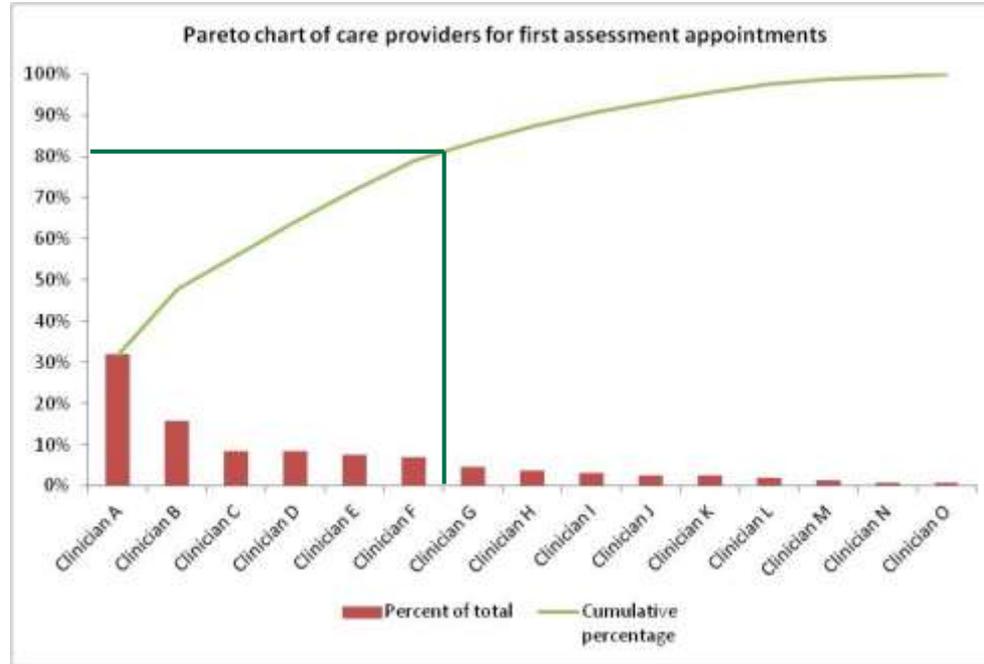
- “I know the problem is ...”
- “Past experience indicates the problem will be...”
- “I’ve experienced this before and the problem is...”

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.

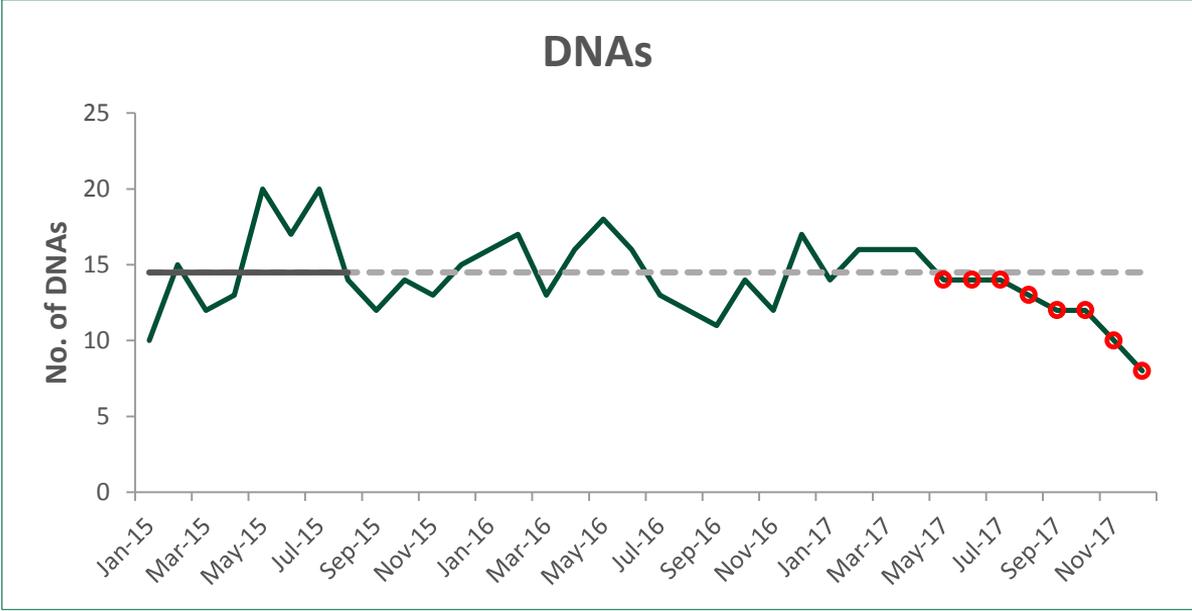
Example Pareto chart



Using tables and charts to dig deeper into problem

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

Example run chart



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.



**Healthcare
Improvement
Scotland**

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