Putting people at the heart of everything we do

Collaborating with our delivery partners and national and international organisations

Recognising that high quality care happens when we have people with the right skills and attitudes working in systems and with processes that are designed to support them to do the right thing

Applying systems thinking through recognising that any individual or team is embedded as part of a wider system and hence the need, when undertaking change, to consider the wider system factors

Recognising the vital importance of local context

Using quantitative and qualitative data to demonstrate impact, and a commitment to continually improving the quality of our offerings

Working with health and social care providers to design and deliver better services for people in Scotland

Improvement Hub
Healthcare Improvement Scotland

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Supporting you
The ihub provides support to health and social care organisations to redesign and continuously improve services to ensure they meet the changing needs of people in Scotland.

Working in partnership
The ihub was established to support those who are delivering health and social care across Scotland, including Health and Social Care Partnerships, local authorities, NHS boards, third and independent care sector organisations, and housing organisations.

Bringing together expertise, knowledge and best practice
By working in partnership across Scotland, the ihub is helping design and implement services which enable people to receive the right support and care, in the right place, at the right time.

Making a difference
By promoting cultures of quality improvement (QI), the ihub is supporting services to:
- understand their high impact opportunities for improvement
- design processes, care models and systems that will improve outcomes
- implement changes that will lead to improvement, and
- evaluate the impact of changes, embed change and spread learning.

Putting people at the heart of everything we do
All our work is co-designed, co-owned and co-delivered with our partners with the aim of building local improvement capacity to meet local need.

Our core offerings are delivered through a combination of:

National Improvement Programmes
- Care Delivery – supporting delivery partners to improve key aspects of their care delivery system. The programmes focus on key themes that are priorities for improvement across Scotland. The Scottish Patient Safety Programme (SPSP) forms a core part of the work of a number of our care delivery programmes, with an overall aim to improve the safety and reliability of care and reduce harm.
- System Enablers – supporting delivery partners to develop the knowledge, skills, cultures and infrastructures that enable the work of improvement.

Bespoke Improvement Support
In addition to our national improvement programmes we also provide bespoke improvement support to help address key local priorities.

Grants and Allocations
Providing grants and allocations to enable work to happen locally.

Separate but interconnected approaches
Having these three high level approaches to supporting improvement increases our flexibility to design solutions that meet current needs.

The detail of these programmes will adapt over time in response to stakeholder needs and changes to context.