QI for NHS Board Members

September Masterclass Highlights

October, 2016

Healthcare
Improvement
Scotland

QI for NHS Board Members

20th September Masterclass, Murrayfield Stadium, Edinburgh
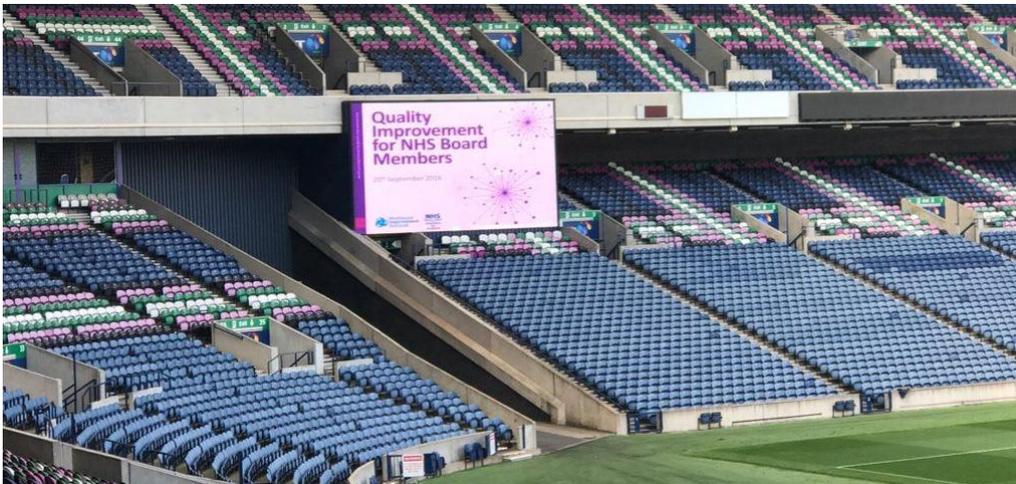
"Be the best at getting better"

On Tuesday 20th September the first national quality improvement masterclass for NHS Board members took place at Murrayfield Stadium, Edinburgh. Eight board members from every NHS board in Scotland were invited to attend this masterclass and over 100executive and non-executive directors attended. There was representation from 21 of the22 NHS Boards in Scotland and 12 Chief Executive or Chairs were present on the day.

The Day in numbers:

107 NHS Board members in attendance

69 completed surveys

89% said the day met their expectations

116 new newsletter subscribers

92% said they would recommend to a colleague

"This was an excellent event which fearlessly explored the road to improvement, and also demonstrated some of the barriers that exist in Scottish healthcare." –Delegate

Speakers

Morning

During the morning session, Matthew Syed(author and broadcaster) shared his thinking from his recently published book 'Black Box Thinking'. He shared how other industries (such as aviation) learn from failure and harness learning opportunities from events that don't go as planned. Following his session National Clinical Director Jason Leitch challenged delegates to think about how they might apply lessons from 'Black Box Thinking' to their own context. Paul Gray closed the morning and asked delegates what they would want, if it was them, receiving care.

Afternoon

In the afternoon, during the QI landscape session Ruth Glassborow(Director of Improvement Support & ihub at Healthcare Improvement Scotland) introduced the Scottish context of quality improvement. She highlighted three challenges around; strategic application, building capability and capacity as well as taking both the public & politicians with us.

Following this delegates heard from Board members Eddie Docherty (NHS Dumfries & Galloway) and Moi Ali (Scottish Ambulance Service, pictured on the left) about their perspective as executive and non-executive directors. Jane Cheeseman (NHS Lothian) & Chris Rodger (NHS Forth Valley) then shared their perspective as clinicians having completed the Scottish Safety and Quality Fellowship. Shaun Maher wrapped up the presentations discussing person-centred perspectives in the boardroom and the value of patient stories as a tool of improving quality. The final part of the day allowed time for Board member's to reflect and discuss in their organisations priorities for the year ahead and identify what actions could be undertaken to promote an environment where quality improvement can flourish. Some examples of these have been shared below.

Actions worth doing

During the Actions worth doing session Board members joined together in their individual boards to reflect on the key messages from the day and discuss what actions could be undertaken as a result of attending the masterclass and discuss ideas that could be put into practice in time for the next masterclass in February 2017.

Some examples of ideas and actions discussed include:

- Increasing visibility of Quality & Safety Fellows
- Mobilising the improvement and leadership alumni to support improvement
- Enhance the capturing an sharing of example of practice
- Implement QI as a strategic objective
- Enable those with QI skills to use them
- Develop a systematic approach to understanding failure and applying it evenly across whole staff structure
- Identify measures which can pick up learning from wider care environment (e.g. in the community).

Event Resources

Vox pops links:

- What does Quality Improvement mean to you? - Tracey Gillies
- What does Quality Improvement mean to you? - Jason Leitch
- What does Quality Improvement mean to you? - Paul Gray
- What does Quality Improvement mean to you? - Esther Robertson
- What does Quality Improvement mean to you? - Matthew Syed
- What does Quality Improvement mean to you? - Brian Houston

Masterclass film links:

- Chair's welcome - Denise Coia
- 'Black Box Thinking' - Matthew Syed
- Quality Improvement in Scotland - Ruth Glassborow
- Person-centred perspectives in the boardroom - Shaun Maher

All available event resources including speaker biographies, presentations and the event booklet can be accessed by click on the following link: http://ihub.scot/a-z-programmes/quality-improvement-for-nhs-board-members/

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