

Our Aim	Our current offerings	2017-2018 priorities for development
<p>To support services and systems to understand their high impact opportunities for improvement</p>	<ul style="list-style-type: none"> • We provide practical tools, guidance and support to enable delivery partners to understand the extent to which the design of their current systems and processes helps or hinders the delivery of high quality care. • Through joint working with Our Voice, we provide practical guidance that enables delivery partners to better understand the experience and outcomes of those accessing care. • We develop self-assessment tools and support their implementation, ensuring alignment with any self-assessment processes used by the HIS Assurance Directorate and the Care Inspectorate. • We proactively provide information on what has worked elsewhere in delivering improvement. • We provide independent facilitation to support those delivering services to develop a common understanding of their priority areas for improvement. 	<ul style="list-style-type: none"> • Working in partnership with ISD we will support our delivery partners to access and use comparative data to better understand their key opportunities for improvement. • Working with the Improvement Service we will jointly develop the Public Services Improvement Framework self-assessment tool for application across Health and Social Care Partnerships. • Working in partnership with ISD we will develop simulation modelling tools to support H&SC Partners to assess the potential impact of system redesign changes.
<p>Assisting in the design of processes, care models and systems which will improve outcomes</p>	<ul style="list-style-type: none"> • We offer an easily accessible repository of knowledge, tools and guidance to support the work of redesigning models and pathways of care. As part of this, we support the linkage of evidence and standards to the work of redesign. • We provide advice and support on co-designing services with all relevant partners including individuals who use them, their families and wider communities. • We enable easy and wide access to work with national and international experts to support the work of redesign. • We support work to design and test innovative solutions to common improvement challenges across Scotland. 	<ul style="list-style-type: none"> • Develop our website as a “one stop” easily accessible source of information to support the work of redesigning models and pathways of care. • Work with national and delivery partners to design and deliver a range of resources that support delivery partners to apply design and improvement methodologies to the work of redesigning services. • Develop a co-production toolkit for workforce, communities, people accessing services, clinicians and social work leaders, establishing strong links with co-production agendas, the Alliance and SHC.

Our Aim	Our current offerings	2017-2018 priorities for development
<p>Providing practical support to enable organisations to implement changes that will lead to improvement</p>	<ul style="list-style-type: none"> • We support delivery partners to use a systematic approach to testing and scaling up change. • We design and deliver national improvement programmes that address common challenges across Scotland through a systematic approach to testing and then spreading at scale. • We develop practical tools and guidance that support implementation of changes in agreed priority areas. • We support delivery partners to build their capacity to implement change through commissioning training in improvement and providing practical coaching. • We provide grants to enable delivery partners to test potential solutions to common priority improvement challenges across Scotland and develop guidance and tools that support the work of improvement. • We provide allocations which enable delivery partners to develop their quality improvement infrastructures. • We facilitate connections and collaboration between individuals working on common challenges (including UK wide and international networks). • We work to ensure the national context supports rather than hinders the work of improvement. 	<ul style="list-style-type: none"> • Support delivery partners to develop systematic approaches to developing the knowledge, skills, capacity and cultures that enable sustainable improvement. • Work with other national improvement organisations to further develop our approaches to identifying and scaling up improvement. • Work with partners to maximise new approaches to market facilitation and procurement in supporting improvement.
<p>Supporting services and systems to evaluate the impact of their changes and to spread the learning about what has and hasn't worked</p>	<ul style="list-style-type: none"> • We provide advice on how to embed evaluation across improvement work including support for developing the business case for improvement • We support delivery partners to use data (qualitative and quantitative) to evaluate areas for improvement and to better understand population need • We identify good practice/promising practice, capturing and sharing information on the 'what and how' 	<ul style="list-style-type: none"> • Test approaches to using clinical, care and personal outcomes data to better understand the impact of services and changes. • Work with SHC and partners to ensure the experiences of individuals accessing care is embedded into approaches to evaluate impact. • Support work to develop a better understanding of the financial benefits of improving quality. • Undertake work to develop a systematic approach in Scotland to sharing learning about what works in delivering improvement and applying/adapting that learning into different contexts.