Scottish Patient Safety Programme
Improving Observation Practice

IOP Leads QI Event

Thursday 21 March 2019

Aims of the Day
An introductory session with an emphasis on practical, hands on learning that will enable further testing and implementation of the IOP Framework.

The day focussed on:
• Aim setting
• Diagnosing your problem
• Measuring and testing

Content of the day
Improvement Advisors and Associate Improvement Advisors from the Mental Health Portfolio presented and facilitated throughout the event.

Delegates learned more about the Model for Improvement, Driver Diagrams, Measurement for Improvement and some of the Technical Tools available to support Quality Improvement within the boards.

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Driver Diagram Session

PDSA with Mr Potato Head

Pareto

Force Field Analysis

How to measure your banana
Each of the IOP Leads were invited to attend the QI Event, with up to two of their colleagues. We had a great response with 11 different mainland health boards / organisations represented at the event.

From the 23 delegates who attended we received completed evaluation from 17 delegates.

- 100% responders felt involved throughout the day
- 100% responders enjoyed the event
- 94% responders felt their knowledge and or skills in QI methodology were enhanced by the event

‘... overall I was very impressed by the facilitators. They presented difficult concepts in a way that helped me to understand.’

What worked well

- “The practical side of the day especially good and helped me to understand a difficult subject for me”
- “The day in terms of content flowed really well. The presentations / facilitated activities were engaging, informative and enjoyable”
- “Different presenters, quick sessions, good refresher of QI methodology”
- “Interactive”
- “Variety of QI methodology discussions”
- “Interactive teaching style”
- “Workshop groups”
- “Team working”

What I’ll take away

- “Helped me to reflect on how my service could involve everyone more using QI methodology rather than just key people”
- “New ideas for measurement”
- “Service user involvement”
- “Using QI tools for projects on site”
- “How to measure goals/data etc”
- “Knowledge of data measurement”
- “Confidence!”
- “To go back and explore my data collection plan”
- “Better knowledge of PDSA cycle and how to plan and carry out QI measures”

QI Technical Tools Discussion

Cause and Effect Diagram