



Healthcare
Improvement
Scotland

| ihub

ihub programme directory 2019-2020

Enabling health and social
care improvement



How we can help

Healthcare Improvement Scotland's aim is to drive better quality health and social care for everyone in Scotland. The ihub sits within this wider organisational context, established with a remit to provide improvement support to the health and social care system and NHS boards. We work with a wide range of partners and people in delivering our work.

Our programmes can support you to:

- develop cultures of continuous quality improvement so that every person working in health and social care is engaged in the work of improving their day to day practice, and
- redesign systems, services and processes so they enable people to receive the right support and care, in the right place, at the right time while also reducing harm, waste, duplication, fragmentation and inappropriate variation.

Alongside this practical support, the ihub provides allocations focused on supporting organisations to put in place quality improvement infrastructures. Funding is also available for delivery partners to support local implementation in a small number of the national improvement collaboratives.

The ihub delivers improvement support through four main improvement approaches. Our improvement teams work across specific thematic areas such as primary care and mental health. We also have programmes which focus on key infrastructure issues that underpin all our work such as evidence and evaluation. See below:



Improvement collaboratives



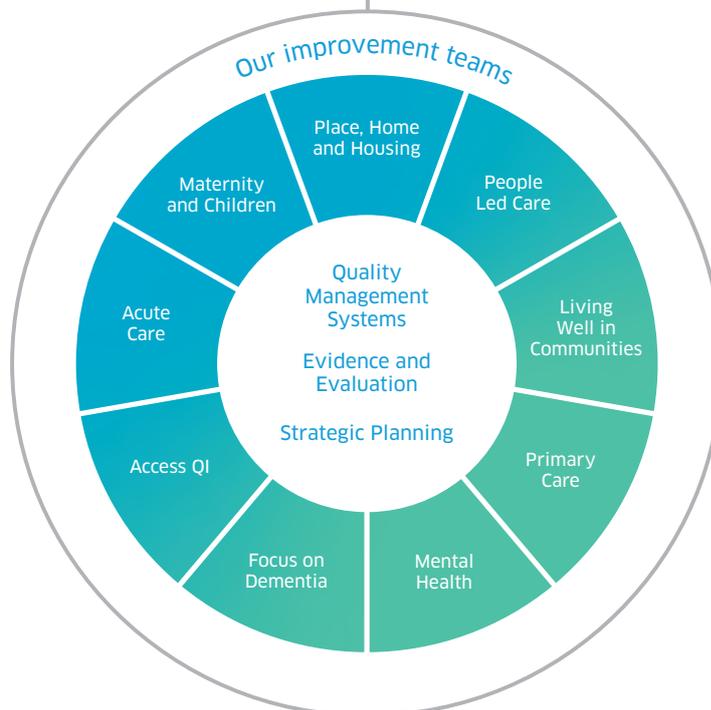
Improvement learning networks



Prototyping



Bespoke support



Improvement collaboratives

These are national improvement programmes working with multiple teams across Scotland to enable spread of existing good practice. They enable teams across multiple organisations to learn together about how to make improvements in a shared focus area. They have start and end dates, usually lasting for approximately 18 months.

Participating teams are supported to:

- create the conditions within their local system for improvement
- set aims
- identify the key changes they need to make to deliver those aims, ensuring these decisions are informed by the evidence base
- complete cycles of testing of changes, ensuring those changes are appropriately adapted to take account of the local context
- measure whether changes are leading to sustained improvements, and
- share their experiences and learning with others through participation in the collaborative learning network.

Improvement learning networks

These offer structured opportunities for individuals, teams, organisations and countries to share information and learning around specific topics or themes. Using a mixture of face to face learning sessions, site visits, online platforms and social media they support individuals and organisations to connect with others facing similar challenges.

All our improvement collaboratives include a learning network. We also run a number of stand-alone learning networks.

Prototyping

Where there is a common problem across Scotland with no known solution, we will undertake prototyping work. During prototyping we usually work with up to three teams/sites to develop, test and refine ideas. Once we have a successful solution, we will develop guidance and tools to support its implementation in other areas.

Interventions or changes that have been successfully prototyped are usually then transferred into a large-scale spread programme, such as an improvement collaborative.

Bespoke support

This offering aims to meet a specific improvement or transformation need within a local system.

We work with the local system to co-design and co-deliver approaches right for that specific context, drawing on a range of disciplines including:

- strategic planning
- commissioning
- service design, and
- quality improvement.

Could you benefit from receiving support from our learning networks or bespoke programmes? Please get in touch to discuss your requirements.

Our prototyping and collaborative programmes are established throughout the year to meet emerging priorities. Look out for new recruitment phases on our website.

To find out more please visit www.ihub.scot/improvement-programmes or email info@ihub.scot



Each improvement team has at least one programme. If you're reading this online, click on each programme name to find out more.

Programme	Improvement support type	Improvement team	Summary
Access QI	Prototyping 	Access QI 	Supporting NHS boards to deploy quality improvement (QI) expertise to meet the challenge of delivering sustainable improvements in waiting times while maintaining or improving the quality of care.
Scottish Patient Safety Programme (SPSP) Deteriorating Patient	Learning network 	Acute Care 	Sharing learning as part of the Scottish Patient Safety Programme (SPSP) this programme aims to reduce the level of harm and mortality experienced by people using healthcare services. This is achieved by reliable recognition and response to acutely unwell patients.
Scottish Patient Safety Programme (SPSP) Falls	Learning Network 	Acute Care 	Working with NHS boards, this programme helps to reduce harm from falls through individualised risk assessment and care planning based on people's clinical conditions, health needs and care setting.
Frailty at the Front Door	Collaborative 	Acute Care 	Supporting NHS boards to improve the identification of frailty and the coordination of care to deliver better experiences and outcomes for people living with frailty who present for unscheduled care. While this specific work focuses on patients' arrival at hospital, our approach recognises the importance of thinking about flow across the whole system.
Scottish Patient Safety Programme (SPSP) Pressure Ulcers	Learning network 	Acute Care 	Working with NHS boards, this programme aims to reduce newly acquired pressure ulcers (grade 2-4) by using QI methods to support staff to test different approaches to achieve reliable processes and to understand the impact their changes are having on pressure ulcer incidence.
Value Management	Collaborative 	Acute Care 	Working with specific NHS boards to test and spread an innovative model developed within NHS Highland that supports clinical, care and finance teams to apply quality improvement methods with combined cost and quality data at team level to deliver improved patient outcomes, experience and value.
Evidence and Evaluation	Bespoke 	Evidence and Evaluation for Improvement Team (EEVIT) 	Supporting NHS boards and HSCPs with specialists in information science, health services research and health economics, skilled in evidence reviews and evaluation that can highlight improvements and innovations that are making an impact and improving outcomes, inform service improvement and design, and help inform resource allocation.
Dementia Care Co-ordination	Bespoke 	Focus on Dementia 	Working collaboratively with Inverclyde Health and Social Care Partnership (HSCP) to support the redesign of their dementia pathways from diagnosis to end of life, and to share learning across Scotland.
Dementia Diagnosis and Post Diagnostic Support	Bespoke 	Focus on Dementia 	Supporting NHS boards to improve the quality of post-diagnostic support for people newly diagnosed with dementia in Scotland.
Dementia Hospitals Collaborative	Collaborative 	Focus on Dementia 	Supporting NHS boards to improve the quality of care, experience and outcomes for people with dementia in acute general hospitals, carers and staff, in line with the 10 care actions for dementia.
Dementia Palliative Care	Prototyping 	Focus on Dementia 	Prototyping identification and care coordination for people with dementia living in care homes with palliative and end of life care needs with one HSCP.

Programme	Improvement support type	Improvement team	Summary
Living and Dying Well in Care Homes	Prototyping 	Living Well in Communities 	Working with HSCPs and social care bodies to implement approaches to improve the coordination of palliative and end of life care for older people who are resident in care and nursing homes.
Living and Dying Well with Frailty	Collaborative 	Living Well in Communities 	Working with specific HSCPs to implement an approach to frailty to support people to live well for longer in their community, reducing risks of disability, hospital admission, institutional care or death.
Scottish Patient Safety Programme (SPSP) Maternity	Collaborative 	Maternity & Children Quality Improvement Collaborative (MCQIC) 	Focusing on reducing stillbirth, neonatal mortality and severe post-partum haemorrhage as well as implementation of a national maternity early warning score.
Scottish Patient Safety Programme (SPSP) Neonates	Collaborative 	Maternity & Children Quality Improvement Collaborative (MCQIC) 	Focusing on reducing term admissions to neonatal unit, central line infection rates, necrotising enterocolitis and neonatal mortality.
Scottish Patient Safety Programme (SPSP) Paediatrics	Collaborative 	Maternity & Children Quality Improvement Collaborative (MCQIC) 	Focusing on reducing unplanned admissions to paediatric intensive care units, ventilator associated pneumonia, central venous catheter related blood stream infections and improving the recognition and response to deterioration.
Early Intervention in Psychosis	Prototyping 	Mental Health 	Working with specific NHS boards to develop new pathways and processes to improve Early Intervention in Psychosis services in Scotland.
Mental Health Access Improvement Support Team	Collaborative 	Mental Health 	Working with services across Scotland to improve access to Child and Adolescent Mental Health Services and Psychological Therapy services.
Scottish Patient Safety Programme (SPSP) Mental Health	Learning network 	Mental Health 	Supporting health and social care services to extend and build on existing good practice in mental health services to provide an improved model of person-centred care that can be applied in any healthcare setting.
Collaborative Communities Commissioning Support	Bespoke 	People Led Care 	Supporting HSCPs develop commissioning practice in line with changing legislation and national policy, designed to empower individuals and communities to have real choice in meeting their health and care needs. Using the learning from this work to inform further policy and legislative change, particularly around the Reform of Adult Social Care.
Collaborative Communities Support	Collaborative 	People Led Care 	Working in partnership with the National Development Team for Inclusion (NDTI) to develop the spread of Community Led Support. This is a value based programme of change which is rooted in good conversations and better use of whole community assets in supporting sustainable health and social care
Experience Based Co-design (EBCD)	Bespoke 	People Led Care 	Supporting NHS boards and HSCPs to use the EBCD framework, involving people in co-design and improvement. Aiming to design services focussing on what matters to people, building capability to co-design local improvements with the people who use services, and developing skills in quality improvement approaches

Programme	Improvement support type	Improvement team	Summary
Neighbourhood Care	Prototyping 	People Led Care 	Working with HSCP test sites to develop understanding and learning from the sites who are continuing into Phase 2 of the Neighbourhood Care Programme to set out their vision for the future of Neighbourhood Care to achieve flexible outcome based models of care.
Care Experience Improvement Model	Collaborative 	People Led Care 	Supporting NHS boards, HSCPs and third sector organisations to develop capabilities in using the Care Experience Improvement Model (CEIM), an improvement approach that uses feedback from service users, families and carers to help care teams systematically improve care and experiences at the point of care.
Place, Home and Housing	Bespoke 	Place, Home and Housing 	Creating opportunities for HSCPs and the housing sector to work together to understand their housing, health and social care needs locally. This includes using data and evidence to understand areas for improvement, testing new pathways and connections across health and social care to support health and housing to enable people with multiple and complex needs live at home for longer.
Developing our Primary Care Learning System	Learning network 	Primary Care 	We offer a range of engagement and learning opportunities at both regional and national levels. In collaboration with our national partners, we host and signpost to a range of improvement tools and resources on Improving Together interactive ITi .
Implementing Pharmacotherapy Level 1	Prototyping 	Primary Care 	The introduction of pharmacotherapy services within GP practices in Scotland is one of the priorities for the transformation of primary care over the next three years. This collaborative will support the development of practice administrative and pharmacy teams to improve practice processes for medicines related activities while developing quality improvement skills.
Practice Administrative Staff Collaborative (PASC)	Collaborative 	Primary Care 	Supporting practice administrative staff to develop their quality improvement skills while improving GP practice processes. This programme aims to improve the sharing of responsibility within teams to better manage the challenges of increased workflow to general practice, as outlined in the General Medical Services Contract 2019 (GMS 2018).
Scottish Patient Safety Programme (SPSP) Quality Improvement in Dental Practice	Learning network 	Primary Care 	Supporting dental practice teams to use the Safety Climate Survey (SCS), which allows teams to measure, and better understand the current safety climate within their practice.
Quality Improvement Support for Primary Care	Bespoke 	Primary Care 	A Primary Care Quality Improvement Faculty (PCQIF) has been developed to provide planned quality improvement and coaching support to GP clusters. We aim to continuously support the development of improvement capacity and capability within GP clusters and their multi-disciplinary teams.
Scottish Patient Safety Programme (SPSP) Medicines	Learning network 	Primary Care 	Supporting NHS boards and HSCPs to consider the safer use of medicines across the whole system, focussing on the patient as they move between care settings and home. We aim to improve the safety of prescribing, assessing and distributing medicines.
Scottish Patient Safety Programme (SPSP) Primary Care	Learning network 	Primary Care 	We continue to support delivery of the SPSP in Primary Care. We aim to reduce the number of events that could cause harm from care delivered in any primary care setting.

Programme	Improvement support type	Improvement team	Summary
Supporting Community Treatment and Care (CTAC) Services	Collaborative 	Primary Care 	Supporting HSCPs to share their learning, challenges and successes in developing community treatment and care services.
Creating the Conditions	Learning network 	Quality Management System (QMS) 	Supporting NHS boards to identify their current position in relation to the conditions required to be in place for their approach to managing quality. Providing appropriate support towards a coordinated and consistent approach to the creation of the right conditions at all levels of their system. The initial focus will be on Executive and Senior Leadership supporting the teams participating in Value Management and Access QI.
Networks and Knowledge Exchange	Learning network 	Quality Management System (QMS) 	Working with Health and Social Care organisations across Scotland to exchange knowledge, ideas and information, which increase the pace of improvement work across Scotland.
Person Centred Design	Bespoke 	Strategic Planning 	Supporting NHS boards and HSCPs with the Scottish Approach to Service Design to facilitate transformation of systems and pathways of care.
Person Led Design People Powered Results	Prototyping 	Strategic Planning 	Working in partnership with Nesta's People Powered Results team prototyping unique approaches to accelerating change within diverse and complex systems, initially with Midlothian's mental health and wellbeing for children and young people.
Service Design Technology Enabled Care (TEC) Pathfinders	Prototyping 	Strategic Planning 	Working with the Scottish Government TEC Pathfinder Programme, the ihub is supporting use of Scottish Approach to Service Design to facilitate transformation of local supports for health and wellbeing through embedding digital technology. Aiming to shift local delivery upstream towards prevention and supported self-management.
Strategic Planning	Bespoke 	Strategic Planning 	Supporting NHS boards and HSCPs to undertake robust and effective strategic planning as the foundation for delivery of high quality health and social care services. By employing a coaching approach to strategic planning, this will support effective and efficient use of resources in the provision of health and social care services, including understanding population-level and need complex systems.



Find out more at ihub.scot

Get in touch at info@ihub.scot to find out more, get involved or discuss how we can support you.

You can read and download this document from our website. We are happy to consider requests for other languages or formats. Please contact our Equality and Diversity Advisor on **0141 225 6999** or email contactpublicinvolvement.his@nhs.net

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