We will publish a flash report every second month which will provide the following:
- updates on recent events and other collaborative activity
- links to presentations and resources
- information on upcoming events, and
- the opportunity for NHS board teams to share progress and learning.

If there is anything you would like to be included in the next flash report please contact us by Friday 17 January.

**Improvement coaches prelaunch WebEx**

**Tuesday 5 November**

Thank you to those who attended the introductory WebEx for improvement coaches. The aims of the WebEx were:
- to help coaches and the national team get to know each other
- to introduce the materials we will be working on in preparation for the launch event, and
- to give coaches the opportunity to ask questions of the national team and each other.

The slides and recording are available [here](#).

**Development day for improvement coaches**

**Monday 18 November**

**Event objectives**

The objectives of the event were to:
- network with other coaches and establish the peer support system
- learn about the Value Management approach
- discuss roles and responsibilities in the collaborative, and
- prepare coaches to work with teams on Value Management.

Thank you to everyone who attended for your engagement and contributions throughout the day.

The slides from the development day, as well as the Kahler’s Drivers questionnaire and session plan are available [here](#). Coaches may wish to use the questionnaire with their teams.

**Creating the Conditions for Managing Quality prelaunch WebEx**

**Friday 8 November**

Thank you to everyone who attended the prelaunch WebEx for senior leaders. The slides and recording are available [here](#).
**Event objectives**

- learn about the Value Management approach
- share the learning from NHS Highland
- consider the conditions for successful improvement, and
- develop a learning system at national and board level.

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**Welcome & setting the scene**
Susan Hannah, Geraldine Jordan, Alison Hunter & Joe Hands provided an overview of the collaborative.
Geraldine Jordan highlighted the importance of working across quality improvement work as part of a Quality Management System.

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**Sharing the learning from NHS Highland**
Kay Cordiner & Bev Fraser shared their learning from implementing a Value Management approach and overcoming challenges.

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**Presentations**

**Breakout 1A: Methodology, roles and responsibilities for senior leaders & teams**
Jeff Rakover & Joe Hands discussed the key elements of Value Management methodology.

The solution – three key elements

1. Box Score
2. Visual Management
3. Communication Method - Huddles

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**Highly effective teams**
Brigid Russell discussed the characteristics of high performing teams and their importance in Value Management.

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**Breakout 2A: Creating the Conditions for Managing Quality**
Senior leaders discussed their role in the creation of the technical, cultural and relational conditions required for managing quality with Jo Matthews, Michael Canavan & Susan Hannah.

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**Sharing the learning from NHS Highland**
Kay Cordiner & Bev Fraser shared their learning from implementing a Value Management approach and overcoming challenges.

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**Key learning from Bev Fraser on her value management journey @NHSHighland so useful for teams embarking on this work #ValueMgt @TheHI @ihubscot**
Breakout 2B: Improvement coaches & teams

Joe Hands & Alison Hunter led a session for coaches and teams which gave them the opportunity to discuss team readiness, support needs, and potential box score measures.

Identifying & aligning aims

Jeff Rakover & Michael Canavan led delegates through a session on aligning team measures with strategic goals.

Thank you to our chairs, speakers & facilitators!

Feedback from delegates

Thank you for your feedback!

98% of respondents said the event prepared them to start the work of Value Management.

Stimulating event. Excellent presenters.

I found the involvement of senior managers from my own board very reassuring.

Question: How could this event have been improved? Common themes:

- Noise levels when breaking into groups
  - We will bear this in mind for future events and ensure we have adequate space for groups to work together.

- More time for conversations
  - We plan to make future sessions more interactive with plenty of time for group working.

- Venue too cold
  - Apologies for this. We are aware that the room was not warm enough and this took a long time to be rectified.

Question: Which topics would you like to be covered at future sessions? Common themes:

- Team stories
- The box score
- Finance component

We will use this feedback to shape future sessions.

If you did not get a chance to complete the evaluation form on the day you can complete it online here. The survey will close at midday on Wednesday 3 December.
Next steps

Coaching calls for Creating the Conditions for Managing Quality and improvement coaches
We will be in touch to schedule these calls.

Site visits
The national team will visit boards throughout December to build relationships and support coaches and teams to complete the linkage exercise, understand their system and develop team box scores.

Workshop 2 for improvement coaches and team leads
Scottish Health Service Centre (SHSC), Crewe Road South, Edinburgh, EH4 2LF. This workshop for coaches and team leads will focus on visual management, huddles, planning improvement, measurement and coaching.

The Knowledge Hub
If you have not already joined the Value Management Collaborative Knowledge Hub group you can find out how to do so here.

You can also scan this barcode with your mobile phone camera to go straight to the Knowledge Hub homepage where you can create an account.

What’s new on the Knowledge Hub?
• Improvement coaches prelaunch WebEx slides and recording
• Creating the Conditions for Managing Quality prelaunch WebEx slides and recording
• Full development day for improvement coaches slides
• Full launch event slides, and
• Updated key activities guide.