

Scottish Patient Safety Programme Mental Health

Glossary

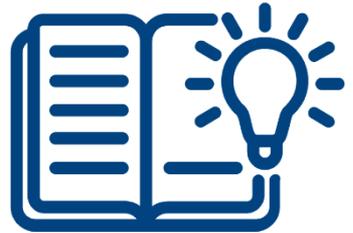
Improvement Hub

Enabling health and social
care improvement

SPSP Mental Health Glossary

This glossary provides a simple explanation of the key words and phrases used throughout the **SPSP mental health** webpages and resources.

It will be revised and updated as additional resources are created.



For more information, questions or comments please email his.mhportfolio@nhs.scot.

SPSP mental health

A - C

- | | | |
|----------|--------------------------|---|
| A | Aim | quantifies what improvement will look like, for who and by when. |
| B | Balancing measure | measures that check for possible consequences elsewhere in the system. |
| C | Change idea | specific ideas that teams can test to see if they influence the secondary drivers, and ultimately the aim. |
| | Change package | a resource to bring together what is known about practices and processes, based on evidence from literature, research, and the experiences of others. |

SPSP mental health

A - C

C Continuous Interventions

when a patient requires the continuous presence of a member of staff to support them manage their distress and their interactions with other people safely.

D Driver diagram

a diagram showing the relationship between the overall aim of the project; the primary drivers (sometimes called “key drivers”) that contribute directly to achieving the aim; the secondary drivers that are components of the primary drivers; and specific change ideas to test for each secondary driver.

L Least Restrictive Practice

restrictive practice, including restraint, seclusion and 'informal seclusion', can increase stigma, isolation and the risk of harm; it can adversely affect patients with a trauma background and it reduces the potential to 'share risk' between mental health practitioners and patients.

M Measurement framework

a framework containing a selection of measures for assessing and improving quality and safety.

N Non-random variation

variation that could be due to the changes you have introduced.

SPSP mental health

O - P

O	Outcome measure	measures that tell the team whether the changes it is making are helping to achieve the stated aim.
P	Person centred care	providing care that is responsive to individual personal preferences, needs and values.
	Primary driver	the key components of the system / main areas of influence that need to change to achieve the aim.
	Process measure	measures that tell the team whether things that have to be done to achieve the desired outcomes are happening reliably.

SPSP mental health

Q - S

Q	Quality Improvement	the use of methods and tools to try to continuously improve quality of care and outcomes for patients, carers and families.
R	Random variation	variation that affects all processes, people and outcomes equally.
	Run chart	a graphical display of data plotted in some type of order.
S	Safe	avoiding harm to people from care that is intended to help them.
	Secondary driver	subsections or processes that influence the primary drivers.

SPSP mental health

T - Z

T Trauma informed care

trauma-informed care recognises the impact of trauma on an individual's health, social and emotional wellbeing.