

Building QI capability the way

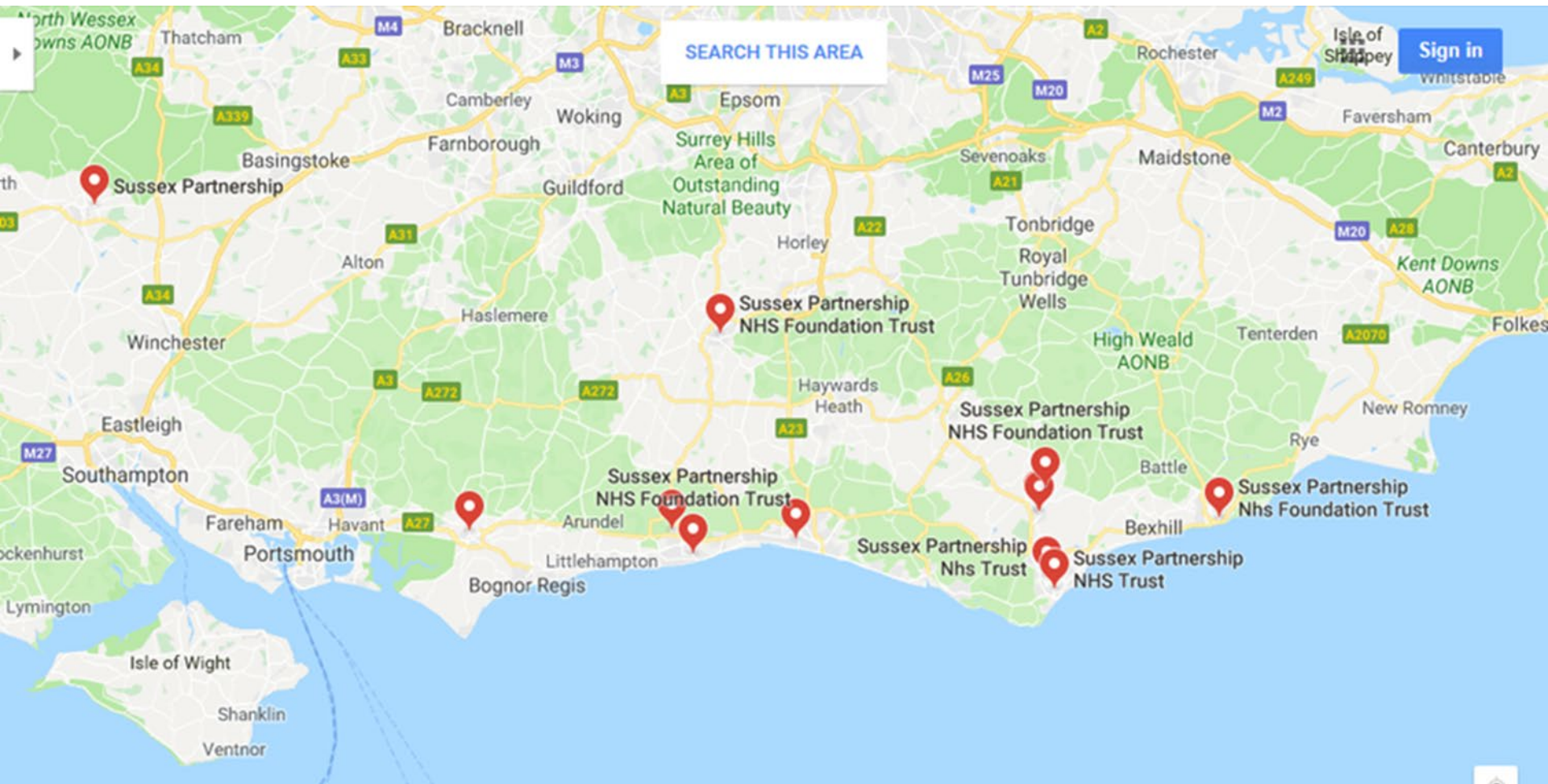


Steve Yarnold & Jonathan West

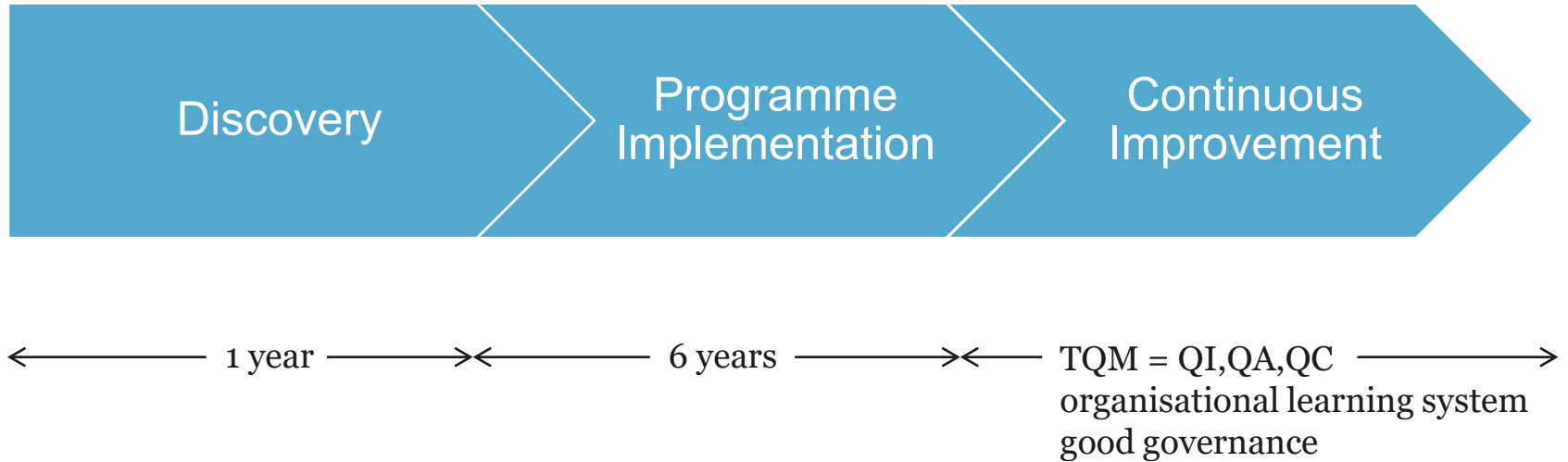
November 2019



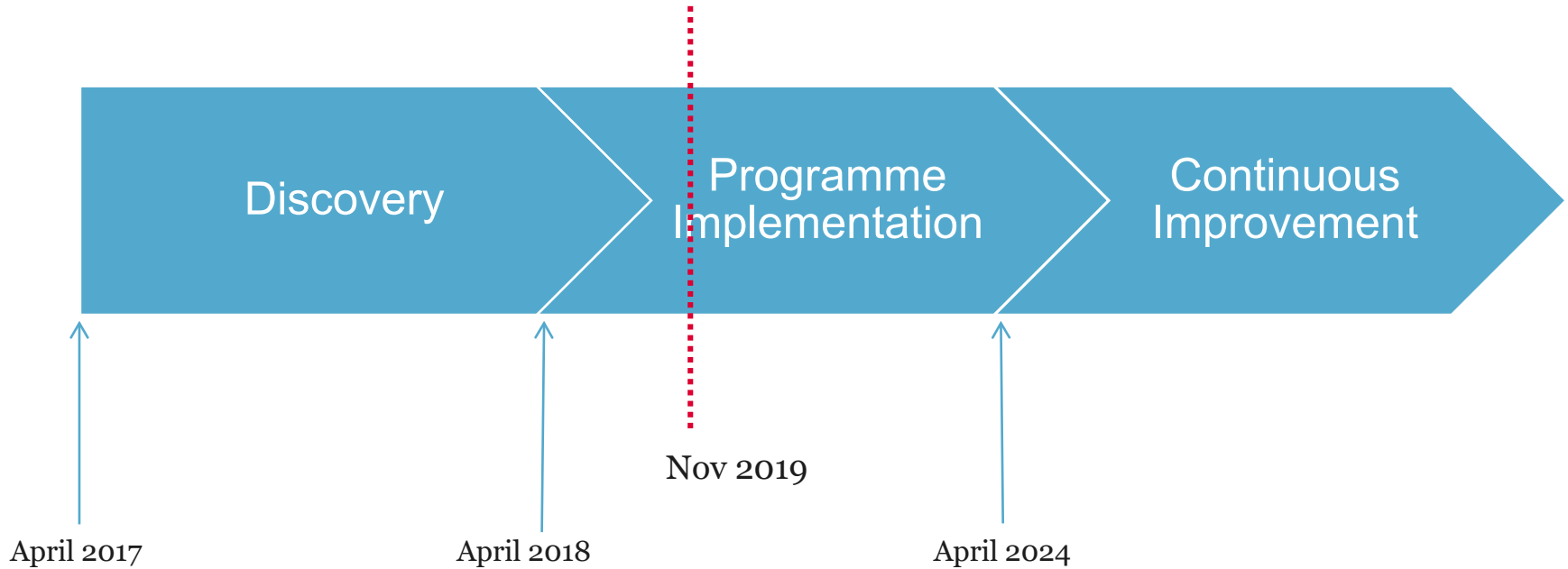
*A connected community working
together to improve health and care
quality across the UK*



3 phased implementation



3 phased implementation





Discovery is a challenge not a luxury

- Self Assessment
- Organisations adoptive capability

Strategic partner model

- communities of practice
- KSS-AHSN
- Improvement Academy
- Q Community

Business case Feb 2016

QI vision (exec paper) April 2017

QI Strategy Nov 2017

QI Programme lead appointed

Discovery

Core team identified:

- Inc Clinical Audit
- Organisation expert

QI Bronze on-line training launch Dec 2017

CQC 'Good' Jan 2018

social movement



Strategic alignment of project work:

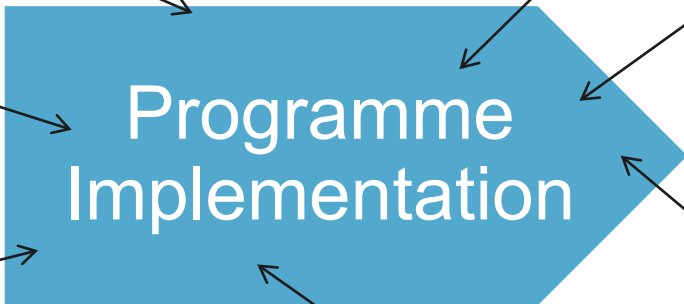
- Clinical Strategy
- National Audits
- Global Digital Exemplars (PMO, OD, Performance)

- Exec/Non-exec board development (NHS RUBIS.QI)
- External Evaluation (Improvement Academy –YHAHSN)

QI Strategy revised Nov/Dec 2019

Emergence of joy in work/Compassionate leadership

QI Project infrastructure: Lead, Sponsor, Coach

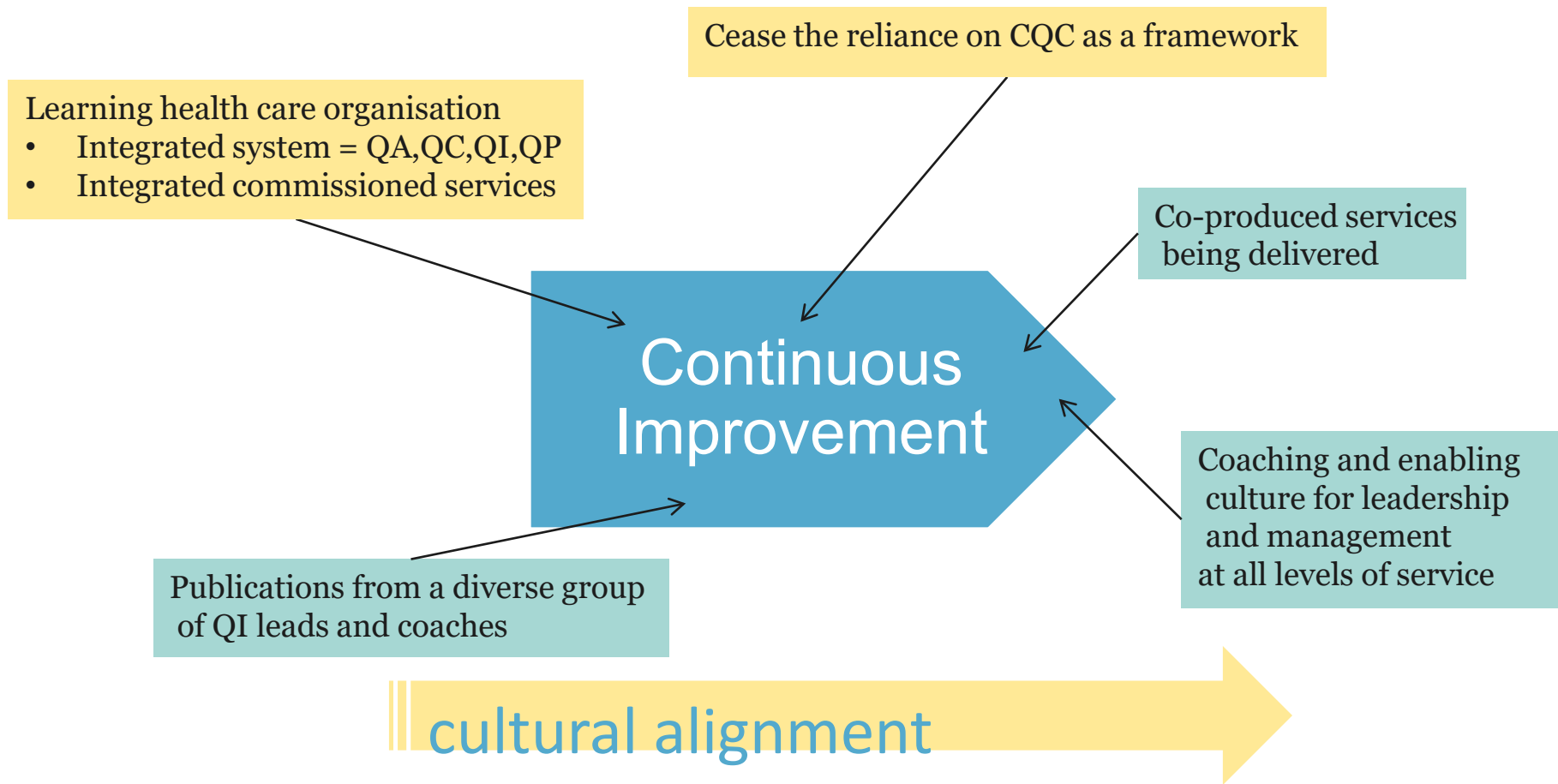


Learning Systems within Care Delivery Services (Microsystems approach)

QI Silver Training launched Sept 2018

Scaling up 2nd wave project work







Some practical suggestions:

Jonathan

- Emotional resilience - Bravery/Humility
- Emphasis on QI tool/Thinking - Not Projects
- Being open and flexible in your approach while applying QI rigorously



Some practical suggestions:

Steve

- All improvement starts with a self-assessment
- QI will always bring you back to where work needs to be done
- Creative ways – Create opportunities when you see barriers