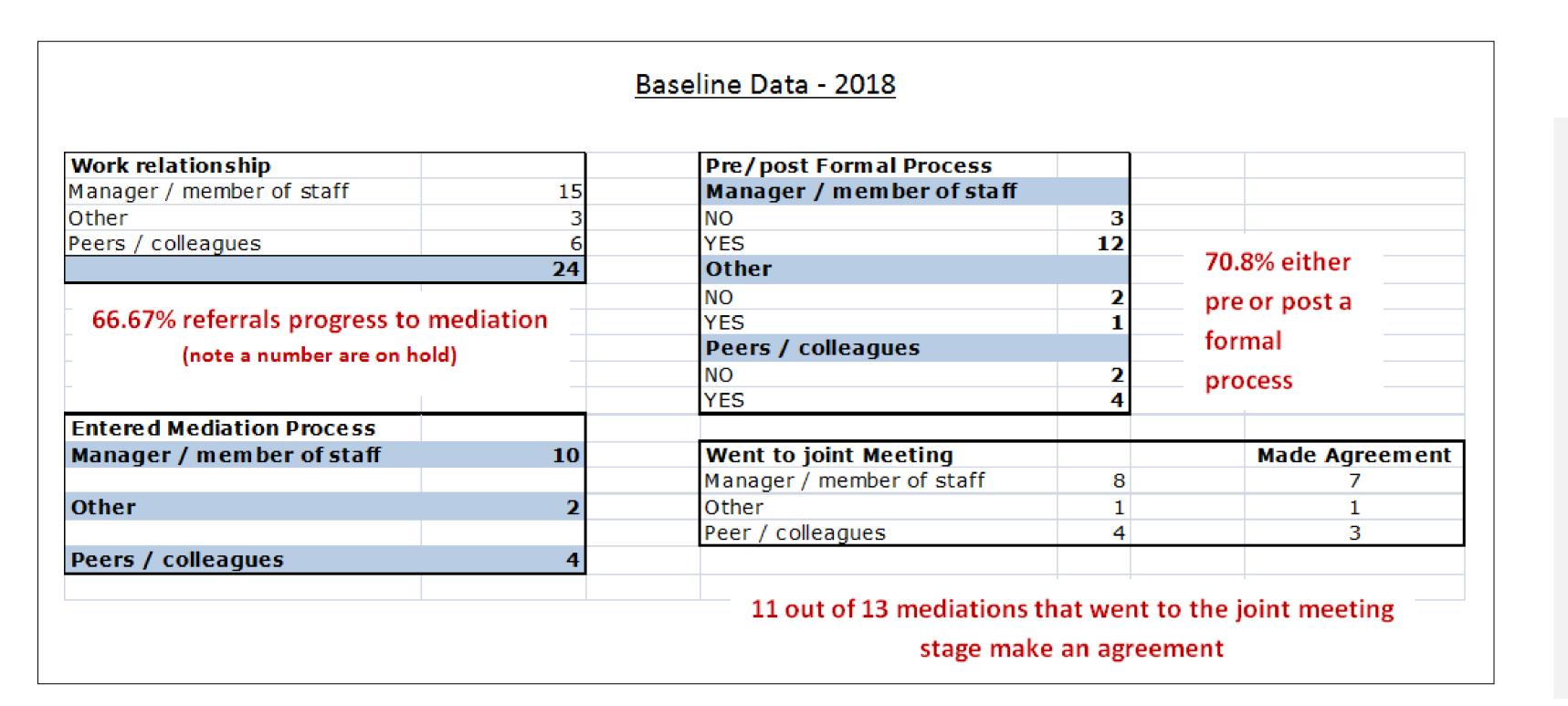
BEGINNING TO UNDERSTAND HOW WE CAN IMPROVE THE MEDIATION SERVICE Michele Lorimer

Quality issue / initial problem

Introduced Mediation Service in January 2015, so it is an opportune time to review our information and processes. From the evaluation forms received (not many) participants have appreciated the skills and manner of the mediators but at times raised the time taken to arrange and how mediation has been introduced to them.

Specific aim

Improve people's experience of the mediation service.



Measurement of improvement

•More agreements made

Mediation Service Process with Information Collation Points

Sponsor needs to discuss further with the

parties e.g. explain the process /

mediation, confirm agreement to mediate

Mediation Co-

ordinator speaks to

referrer

Date co-ordinator

speaks to referrer

Mediators contact parties by

email with details about

timings, venues and process

Date for mediation

Evaluation Forms received and

information inputted

Date evaluations sent and

date received

Sponsor sends referral

form to mediation

Date Referral Received,

person making referral,

department, directorate

Doesn't go to joint

session or agreement

not reach

Sponsor informed and

asked to speak to

parties about next

Date Mediation Service Contacted

Evaluation given to parties – emailed / handed to

Mediation takes place

Not suitable for

mediation

Suitable for mediation

Mediators

confirmed to

Mediators booked

Sponsor liaises with

parties for suitable

dates and venues

Dates provided to

Mediation Co-

ordinator

Dates emailed to

Mediators to see who

has capacity

Other information collated:

Alternative outcome

Key issues in the mediation

Sponsor (Manager)

speaks to the people

for whom they are

recommending

mediation to

Sponsor speaks to

mediation co-

ordinator about

potential mediation

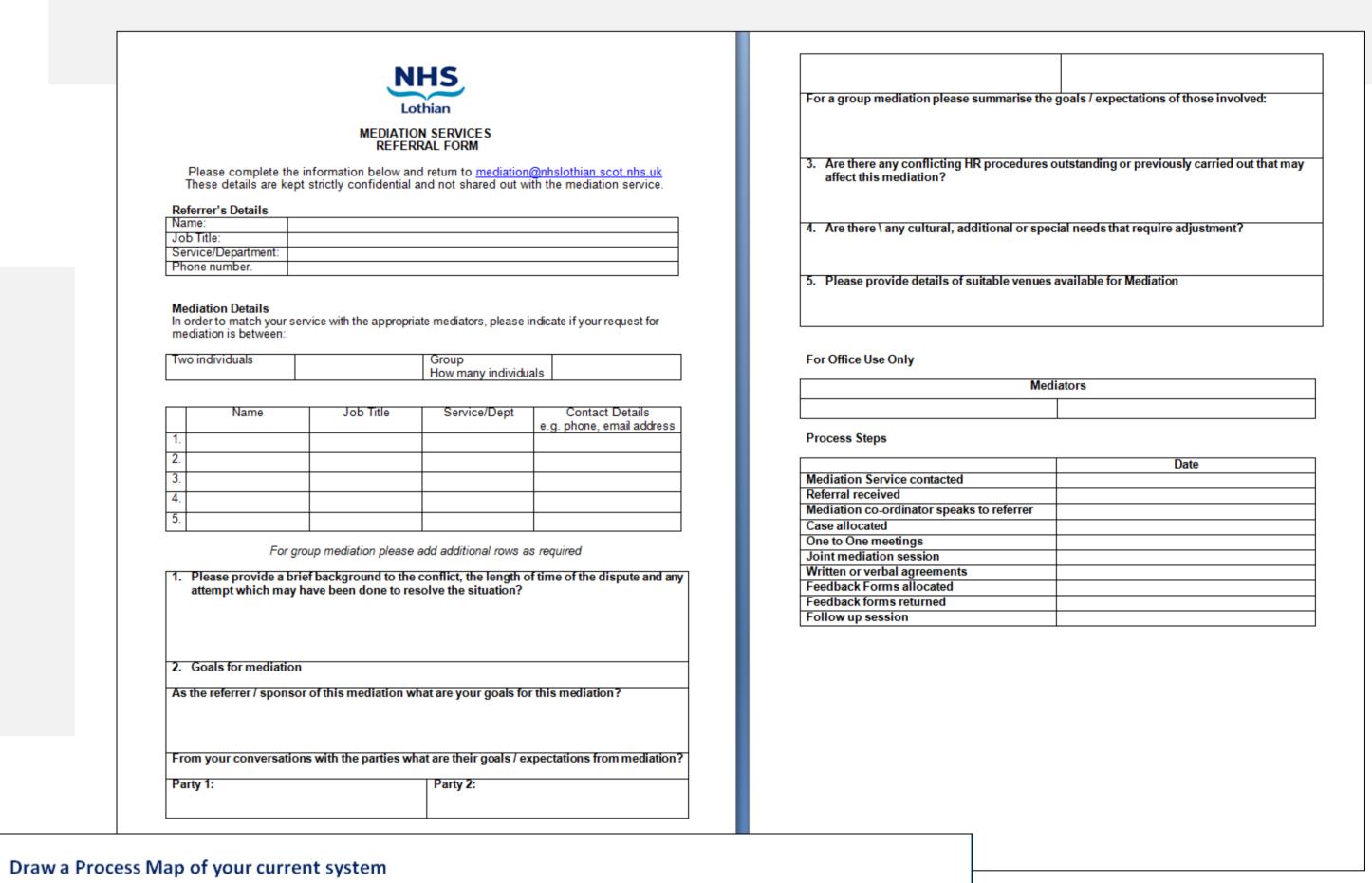
Parties reach

agreement

Follow-up meeting

held 8 – 12 weeks

- Less go to mediations
- •Trends work relationship, pre/post formal process etc.
- •Full completion of revised referral form
- •Evaluation feedback what are people saying?

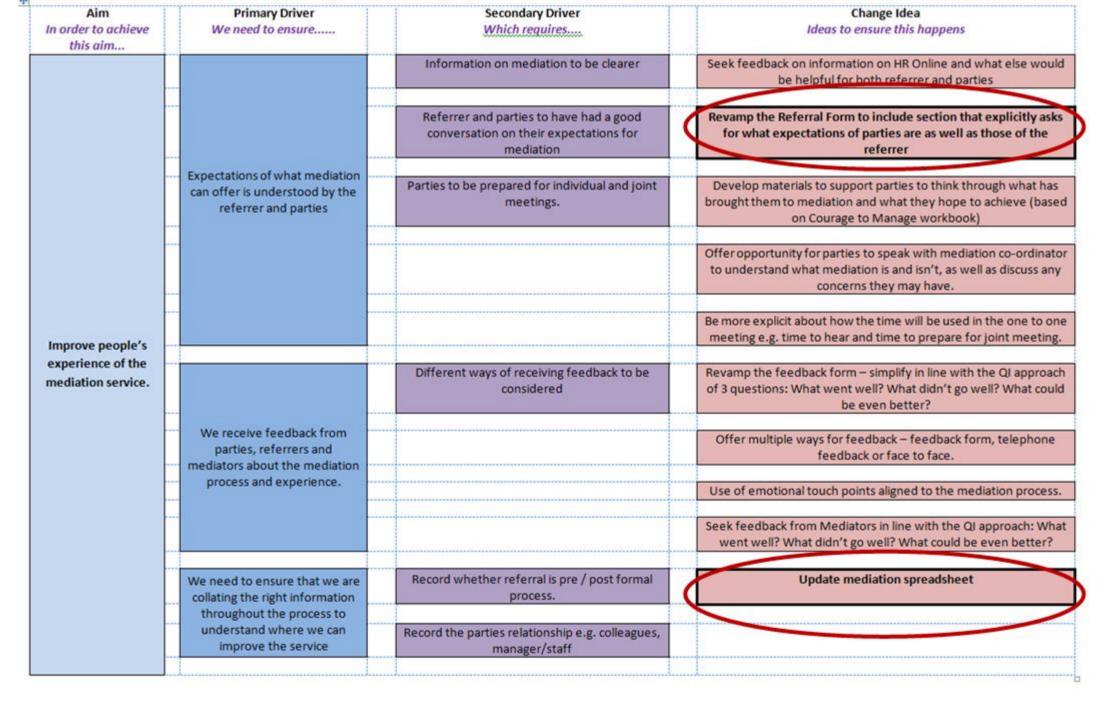


Tests of change

- Revamp the referral form to understand expectations / goals of participants
- Update information collated to include where referrals are pre/post formal process and understand the relationship between parties.

medianon service princi piagran





Effects of change

Not sure but hopefully people using the mediation service are better prepared and have a better experience

Lessons learned and message for others

The QI experience gave me a focus to look at the service, which I have been meaning to do for sometime. It allowed me to work with people who gave me some great ideas and inspiration and supportively challenged my thinking.

Don't aim for the stars, yet! Start small and then snowball!

