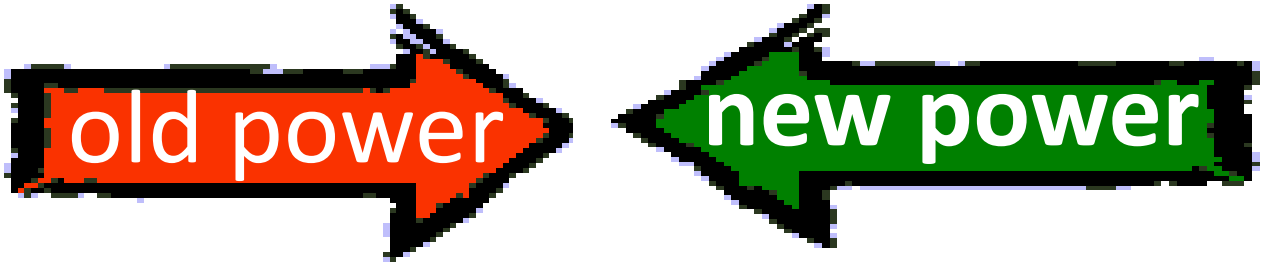
Quality Improvement Department

Our approach to change

Culture and Context

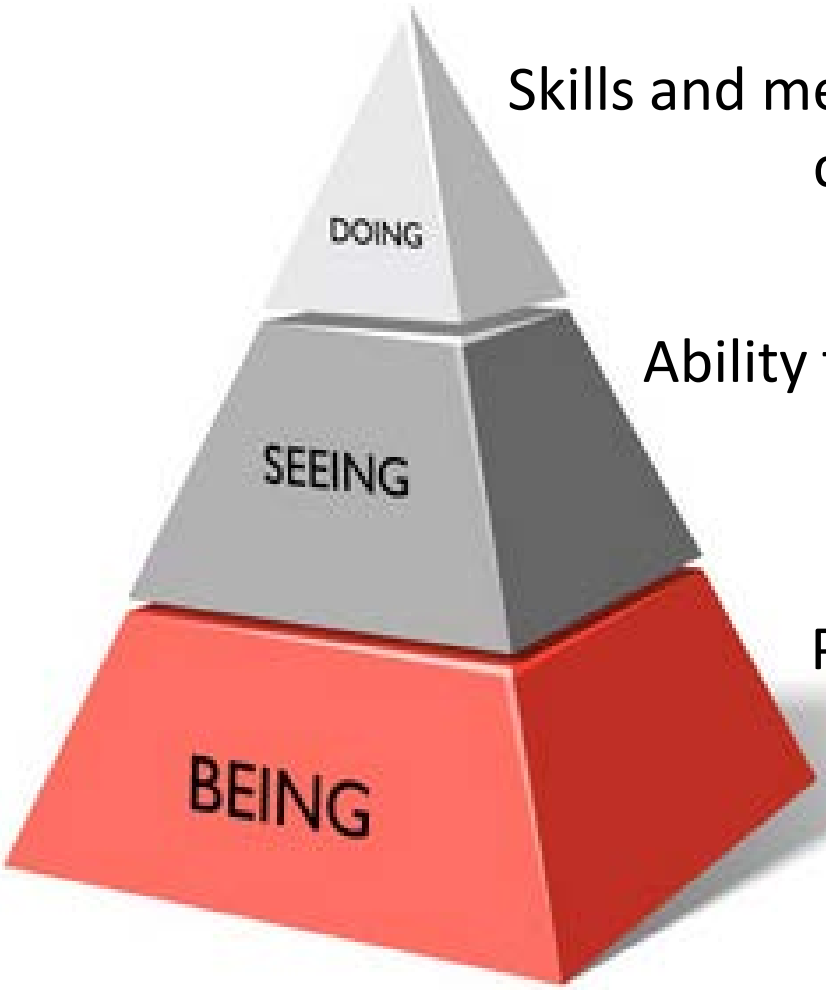


Currency	Current
Held by a few	Made by many
Pushed down	Pulled in
Commanded	Shared
Closed	Open
Transaction	Relationship

Jeremy Heimens TED talk “What new power looks like”

https://www.youtube.com/watch?v=j-S03JfgHEA

Peter Fuda's Transformational Change Agent framework



Skills and methods for creating change

Ability to make sense of, and reshape perceptions of 'reality'

Personal characteristics and qualities

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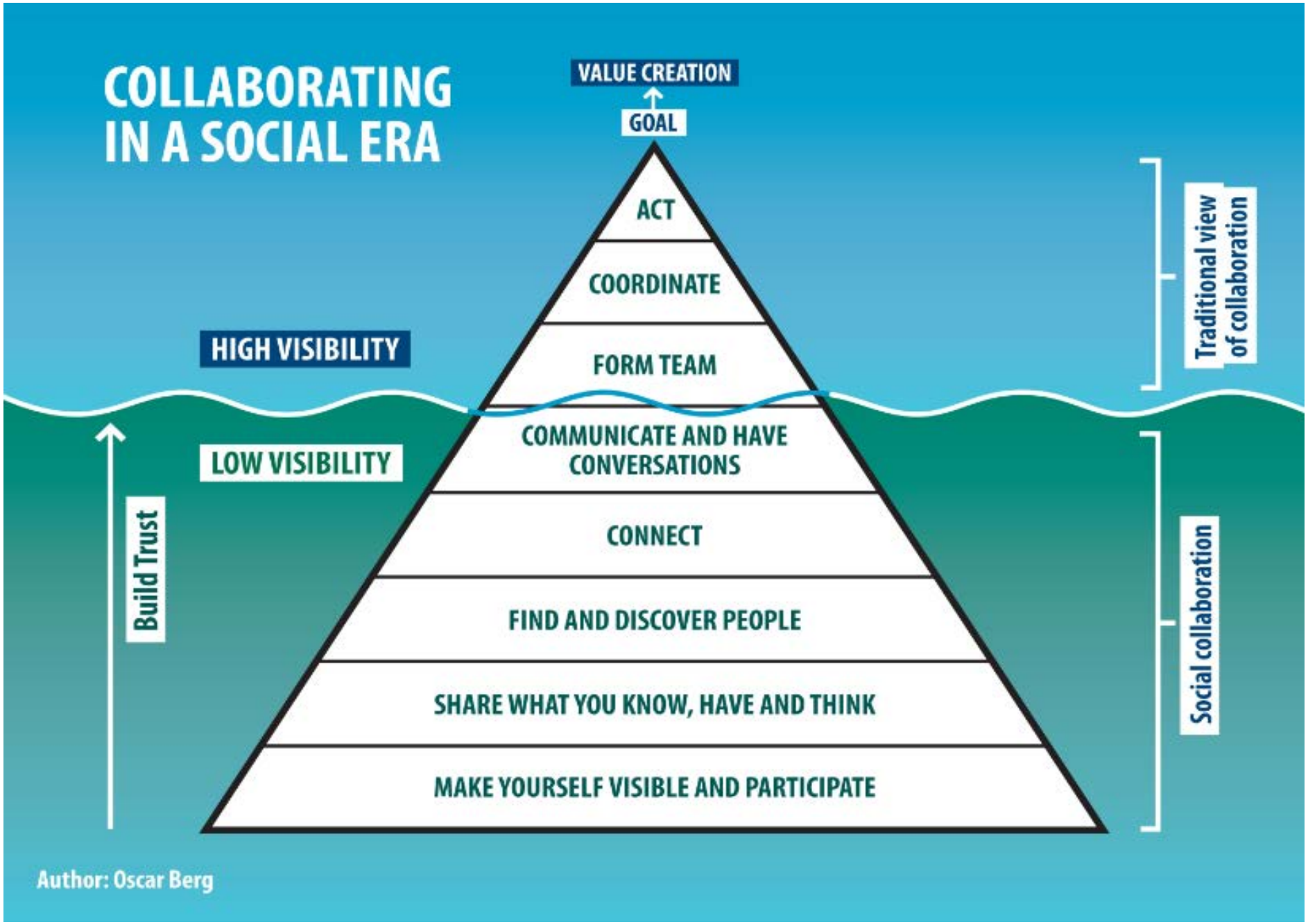


For more information/explanation visit: http://linkis.com/www.oscarberg.net/20/QwGqW

Lens of profound knowledge

- Appreciation of the system
- Understanding variation
- Building knowledge
- Human side change

The Model for Improvement

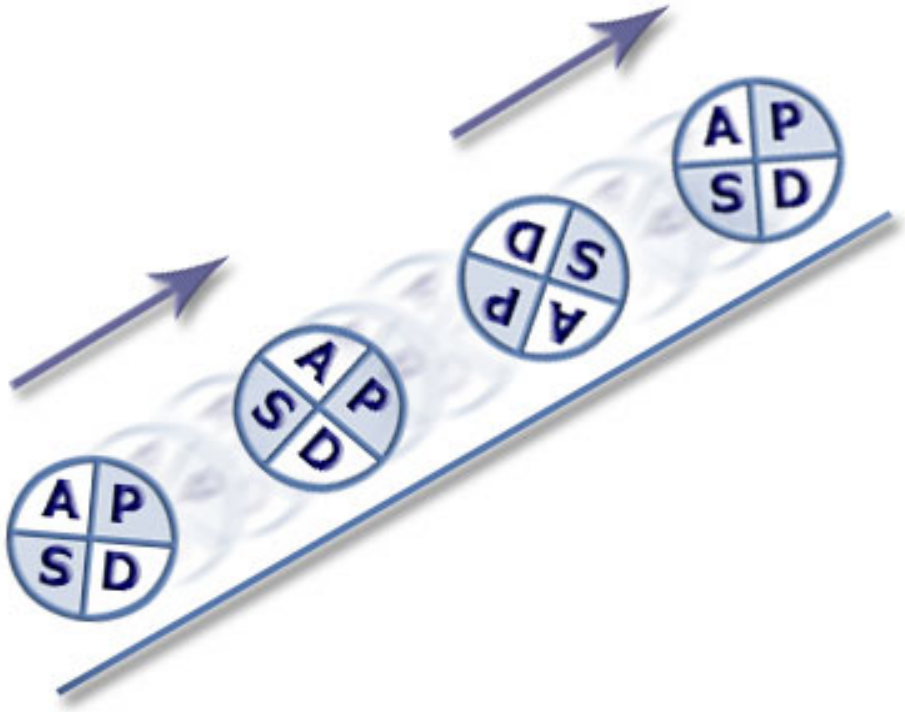
All improvement will require change

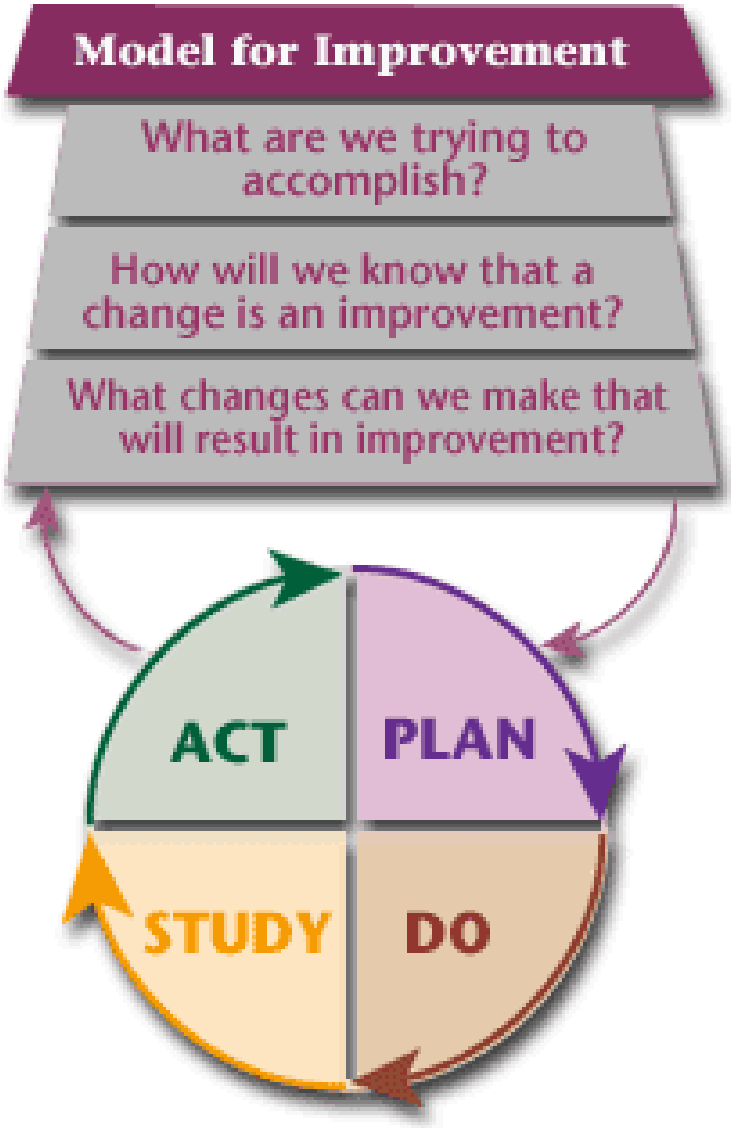
But not all change will result in improvement!

Therefore we need to ‘test’ change

The Model for Improvement-

PDSA cycles





Start small

- 1 patient
- 1 day
- 1 admission
- 1 clinician

Range of Tools/Methods

- **Data-driven improvement** – *process, outcome & balancing measures*
- **Process Mapping**
- **FMEA** – *Failure Modes Effect Analysis*
- **Driver Diagrams**
- **Cause & Effect Diagrams**
- **Breakthrough Series Collaborative**
- **Run charts, Frequency plots, Paretos, SPCC**
- **Project management**
- **Coaching for improvement**
    - **WebEx** – *communication/coaching*