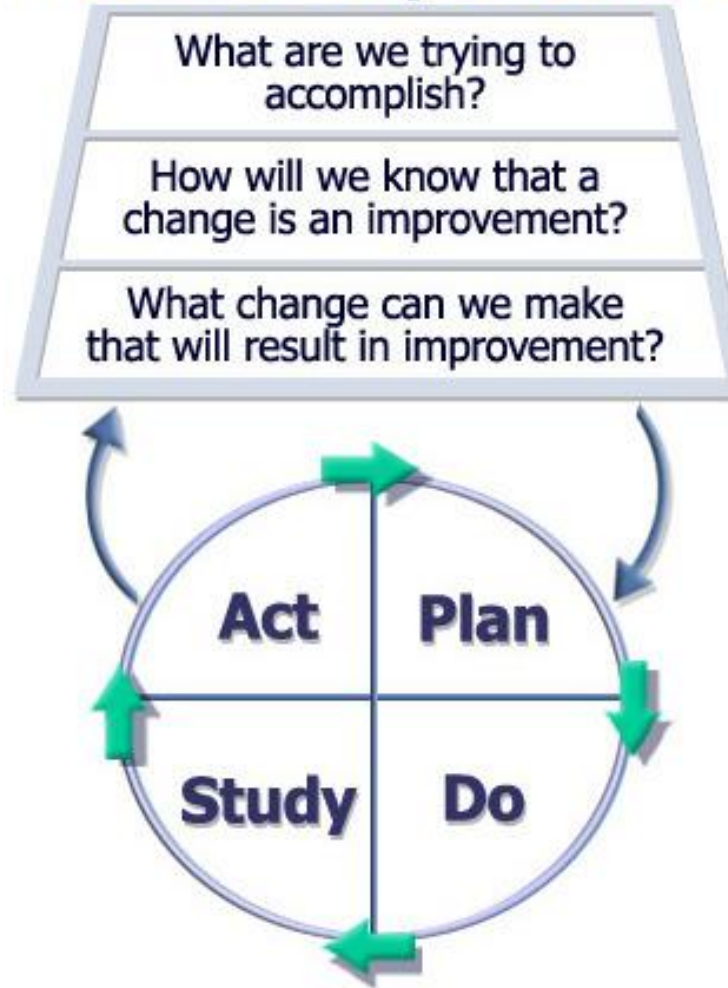


# Moving from Quality Planning to Managing Quality



## Model for Improvement



# Project journey

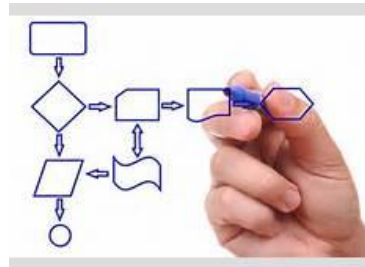
## Ambition

Your aim:  
how much,  
by when



## Understanding your processes:

mapping, pareto charts, fishbone diagrams, patient & staff experience, variation



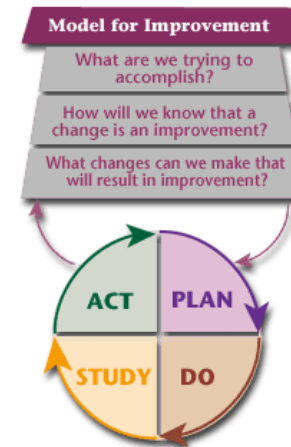
## Measures:

How will you know a change is an improvement



## Generating Ideas

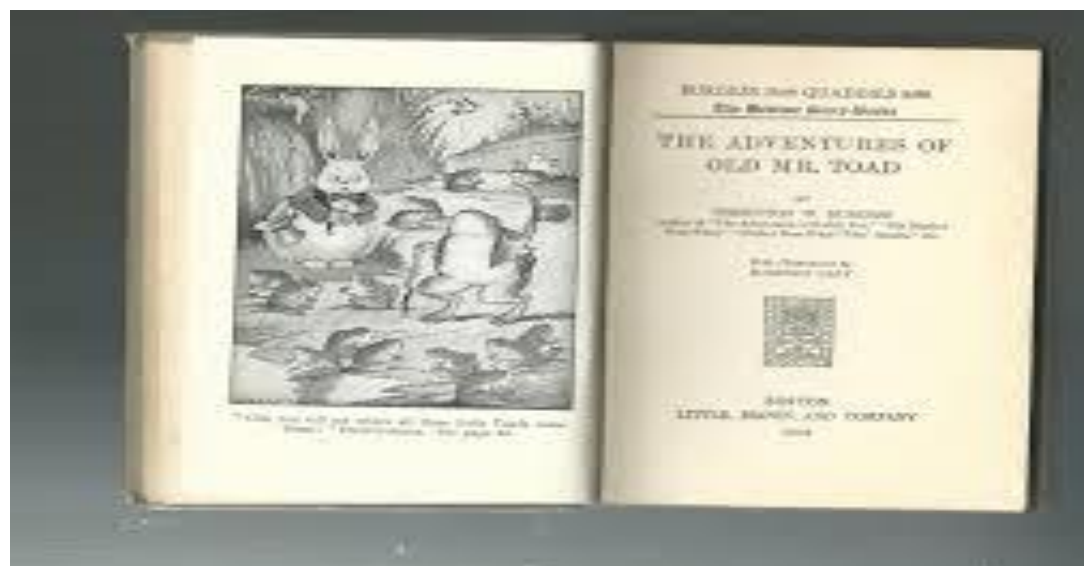
Testing / PDSA



## Outcome



# The Story So Far



Ambition Your aim: how much, by when



# Understanding your Processes

## Processes Mapping




# Diagnostics



# Pareto Charts

- Staff Experience
- Patient Experience
- Process Measures



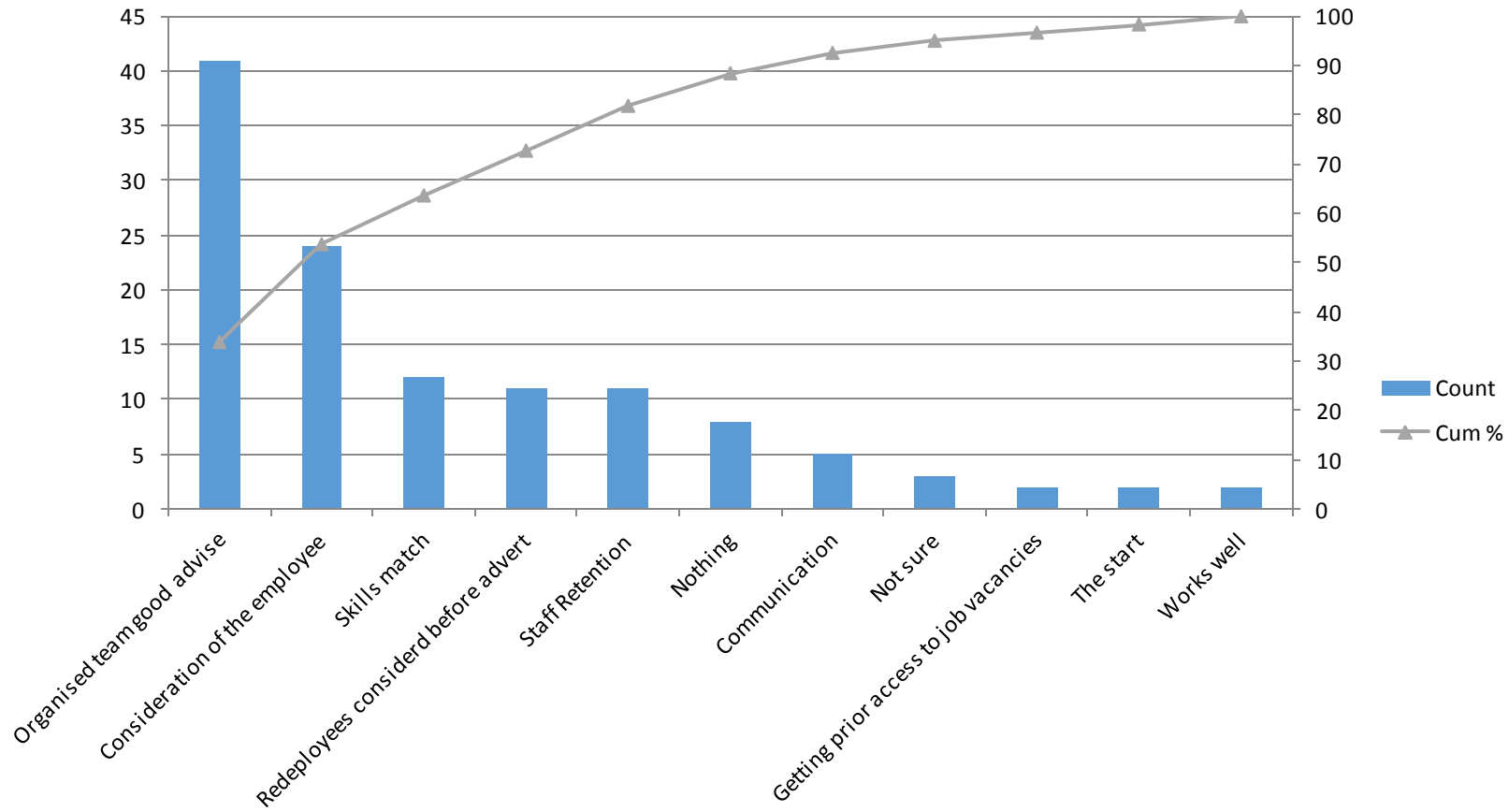
Vilfredo Pareto

If you're Noah, and your ark is about to sink, look for the elephants first, because you can throw over a bunch of cats, dogs, squirrels, and everything else that is just a small animal and your ark will keep sinking. But if you can find one elephant to get overboard, you're in much better shape.

AZ QUOTES

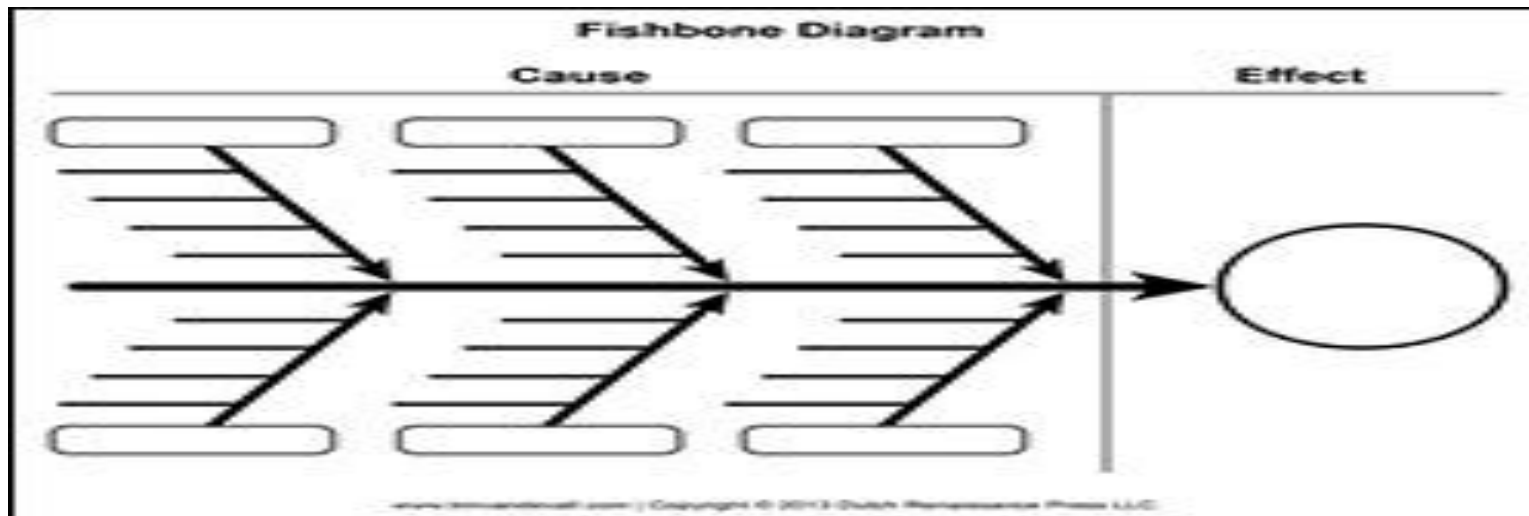


# Q1. What do you think works well in the redeployment process?

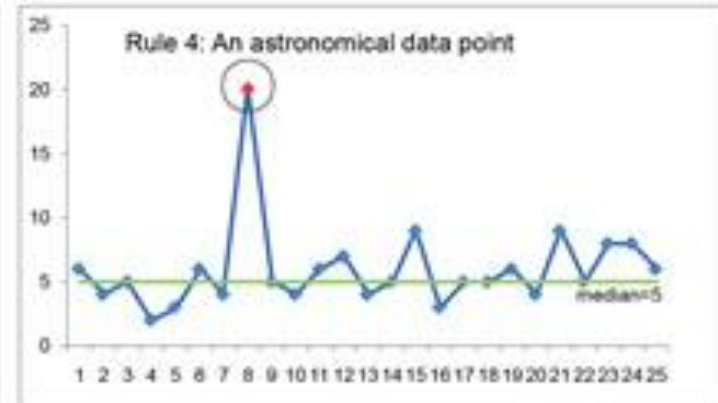
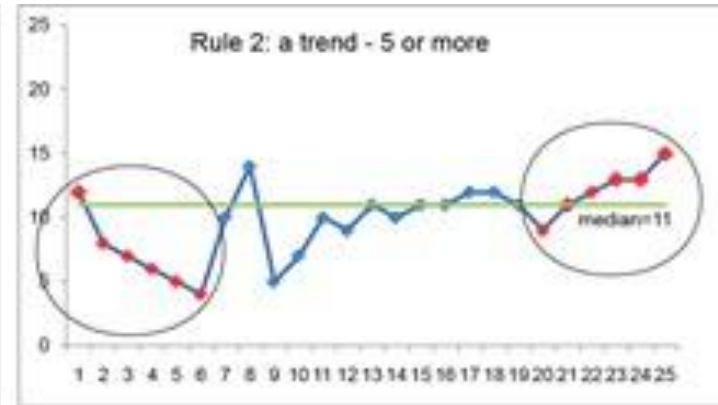


# Cause and Effect Diagram

- Allows a team to identify all the possible causes related to a problem.



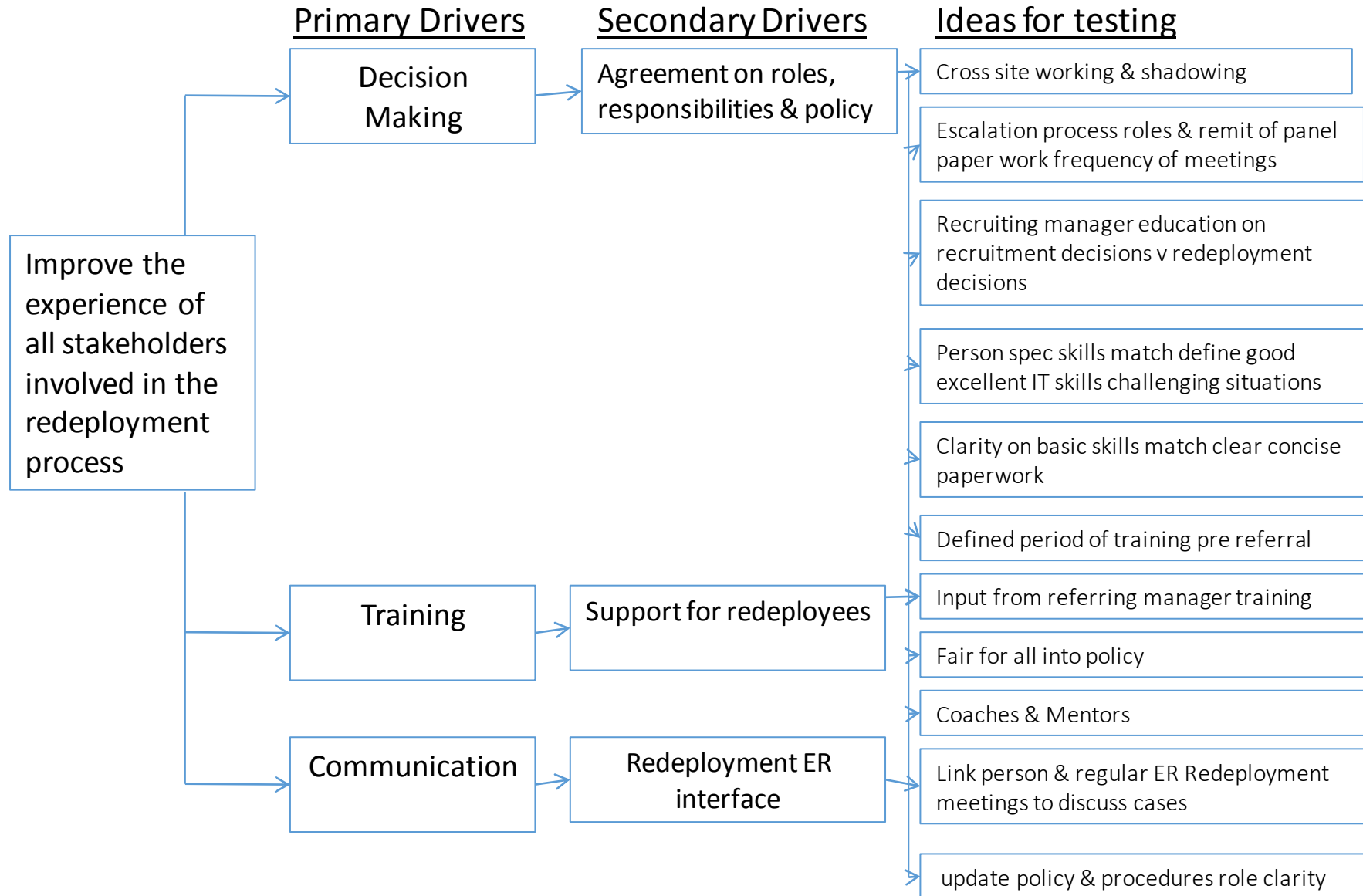
# Run Chart Rules



# Baseline Measures

- Outcome
- Balancing
- Process

# Driver Diagram





- Features:

- Small-scale
- Temporary
- Methodical

- Allows you to:

- Adjust your belief in the change
- Gain buy-in
- Try it out



# Quality Improvement Plan







# Quality Improvement Plan

- What the issue is you are trying to resolve
- What action / s you are taking to do this    your planned change
- The impact it will have on your baseline measurements
- Who is responsible for achieving this
- When it will be completed by
- Don't let the timescales exceed 60 days
- 30 days is best if possible

# Quality Improvement Plan

- You need a QI Team
- The staff that are responsible for the change
- Multidisciplinary
- Influencers
- Sceptics
- Appropriate skills
- Led by someone with the appropriate skills and position power within the team / Department
- Meet Regularly
- SEPARATE MEETINGS FROM OTHER MEEETINGS
- OR QI WILL GET LOST AS EVERYDAY BUSINESS GETS PRIORITISED

# Quality Improvement Plan

Who do you need in your team and why?

Are all disciplines represented ?

Who is leading the team ?

Do they have the appropriate position power

Do all team members have the appropriate skills ?

How will you address any skills gap?

# Quality Improvement Plan

Have a go at starting you plan

# Sustainability



# Make it Visible

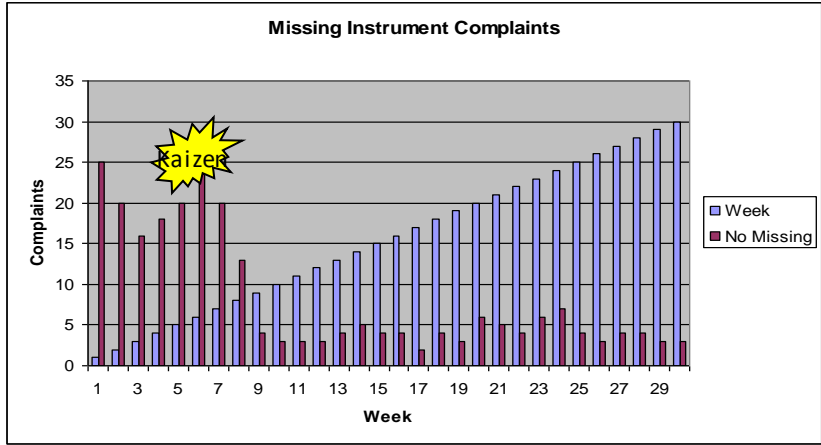
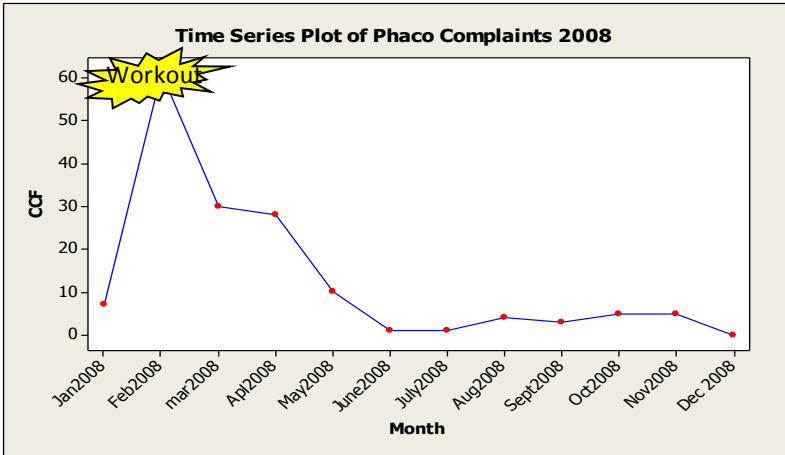
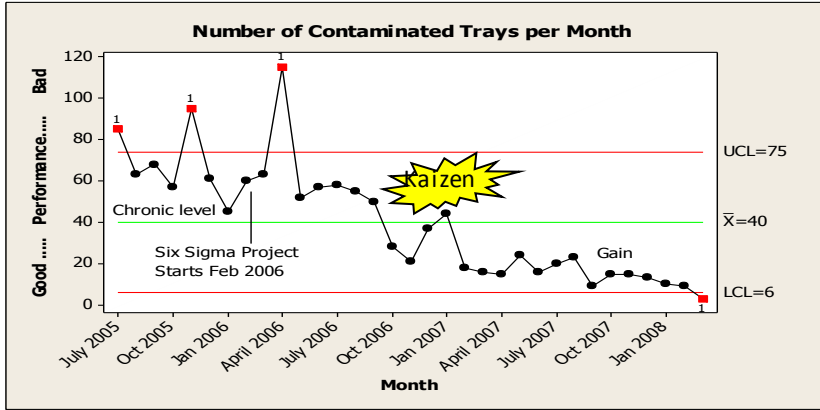
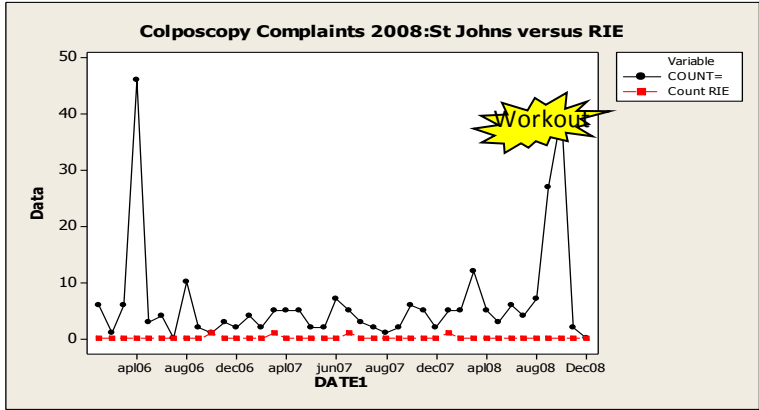


# Dashboards

- Prominent place in the department
- Use them at QI team meetings to monitor progress
- Update regularly
- Identified individuals to update them



# HSDU UPDATE DASHBOARD



# Quality Wall

- QI Plan
- Process Map
- Dashboard
- Suggestion section for generating QI opportunities
- Up and coming events
- Qi Team contact details

# Keep Going Continuous Improvement

- Monitoring the changes generating PDSA opportunities
- Small QI events (Gallery Walks)
- Generating new ideas
- Training programme on QI tools
- Change the QI core team up



**YOU GOT  
THIS**

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