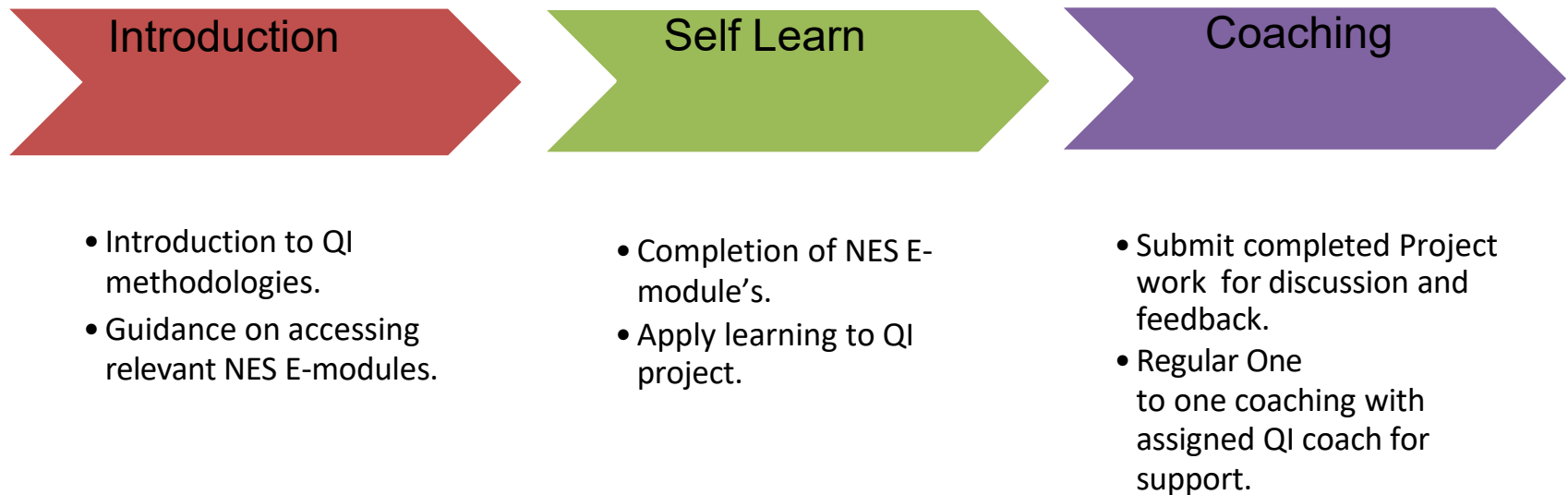


NHS Lothian Quality Improvement Skills Course Description

Introduction

The Virtual Quality Improvement course is designed to be a standardised modular training resource. It is a combination of taught learning and self-learning e-module's.



Aim & Objectives

Aim

- The NHSL Quality Improvement skills course is aimed at staff who want to lead small-scale, focused tests of change within their service area. The programme provides staff with the skills, knowledge, and methodology to understand their system, identify quality Improvement opportunities, implement them, and measure the progress and outcomes.

Goals & Objectives of the Course

- The objective of the course is to equip participants with the essential knowledge, tools and confidence to lead, plan and deliver a focussed piece of improvement work within their service area.

Course Duration & Format

Quality Improvement Skills Course is a 5 day course (4 taught days/1 presentation day) spread over a 4 or 5 month period. The sessions will be conducted virtually through Microsoft Teams. The learning will happen as a combination of:

- Virtual in-class learning – approx. 17 hours. Each session is approximately 3.5 hours.
- E-learning modules to be completed by the participants in their own time – approx. 1.5-3 hrs.
- Project work
- One-on-one Coaching

Output

By the end of this course participants should be able to:

1. Analyse a specific part of a system to identify and prioritise areas for improvement.
2. Design an improvement project for a focussed piece of work.
3. Measure the effect of the improvement work.
4. Demonstrate and communicate the improvement work.
5. Be able to facilitate the use of QI methodology within their team.
6. Present their improvement project to the group.

Selection Criteria

To apply for a Quality Academy Programme you will be required to:

- Submit a QI project proposal document to the Academy.
- Confirm authorised approval from your Line Manager.
- Potentially coach other members of your team in QI methodology **supported by a QI coach from NHS Lothians QI coaching network.**

Please Note

- Please note that participation in all sessions is mandatory for successful course completion. Please ensure you are able to attend all of the sessions before committing to the programme. We will require a signature from your line-manager at the registration stage to support this.
- You will be assigned a coach to support your journey throughout the Academy programme. Responsibility for arranging these meetings is between you and your coach.

Learning Outcomes

Session 1 - Introduction to Quality Improvement

Aim: To give participants a systems-based approach to understanding healthcare and using quality improvement.

By the end of session 1, participants should:

1. Have a basic overview of Quality Improvement and NHS Lothian's Quality Strategy.
2. Know how to develop a focused aim statement.
3. Know how to construct a process map.
4. Have an overview of the [NES e-learning Module *Developing Aims and Change Ideas*](#).

Learning Outcomes

Session 2 - Developing Aims and Change Ideas

Aim: To equip participants with an understanding of how to develop aims and change ideas and have an introduction to Patient and Staff Experience.

By the end of session 2, participants should:

1. Have developed a Project Charter and Aim Statement with their team for their project.
2. Have developed a Driver Diagram and Process Maps with their team for their project.
3. Be able to work with their team to develop change ideas.
4. Have a basic understanding of Patient and Staff Experience and how it can be used to identify QI Opportunities.
5. Have an overview of the [NES Module Measurement for Improvement](#).

Learning Outcomes

Session 3 - Measurement for Improvement

Aim: To equip participants with an understanding of Measurement for Improvement.

By the end of session 3, participants will be able to:

1. Describe Outcome, Process and Balancing Measures.
2. Produce Pareto Charts.
3. Produce Run Charts.
4. Identify the correct measures for their project.
5. Be able to construct a measurement plan for their project.
6. Have an overview of the [NES Module *Testing Your Change Ideas*](#).

Learning Outcomes

Session 4- Testing Your Change Ideas

Aim: To help participants demonstrate their understanding and application of their QI learning and guide them towards the completion of the Course and their Projects.

By the end of Session 4, participants should be able to:

1. Share PDSA plans for their project.
2. Share Baseline measures for their project.
3. Share their Test of change results.
4. Understand the format of the presentation session.

[Register your Interest](#)