

South West Network Quality Improvement

Workshop one
Monday 11th July 10-12pm
Vascular Access



Welcome!



Please take a 2 minutes to complete a quality improvement skills learning needs assessment
[see link in the chat]

This will help KQuIP tailor the training programme to you and evidence the impact of our training



This session is being recorded



Aims and Objectives



By the end of this workshop will gain an understanding of:

1. The importance of involving patients and their families in improvement
2. Quality Improvement
3. The KQuIP Methodology
4. Leadership for QI
5. How to understand the problem before finding solutions.

Involving patients in improvement



KQuIP



Introduction to Quality Improvement

Ranjit Klare
QI Programme Manager



**What word comes to mind when you hear
Quality Improvement (QI)?**

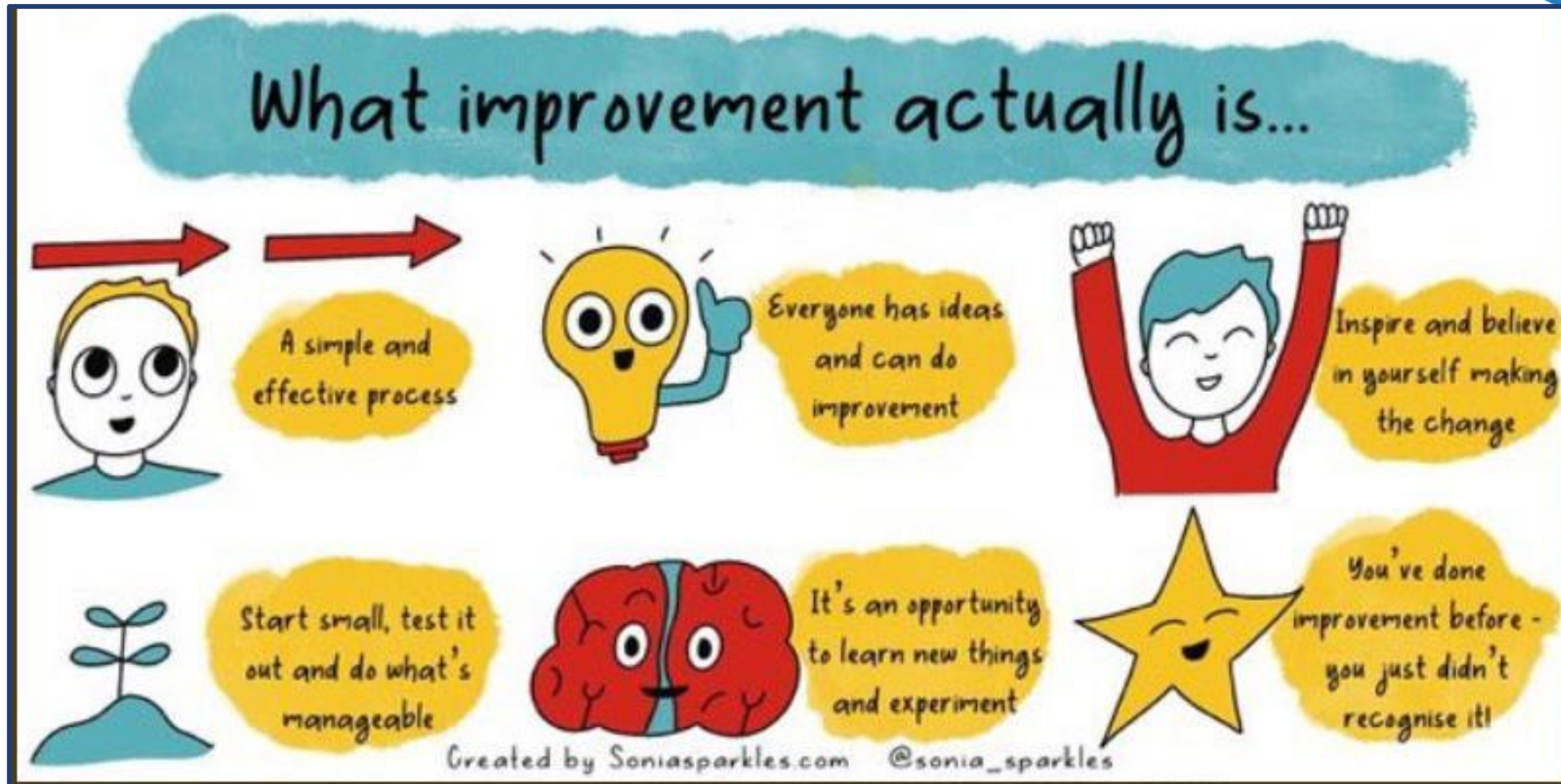


Poll

What do we mean by Quality Improvement (QI)?



What improvement actually is...



What do we mean by Quality Improvement?



- **Not about judgement**
- If we ask you to share progress, this is not for monitoring / reporting / blaming
- All measurement and sharing of progress is for yourselves and to **develop a learning community**

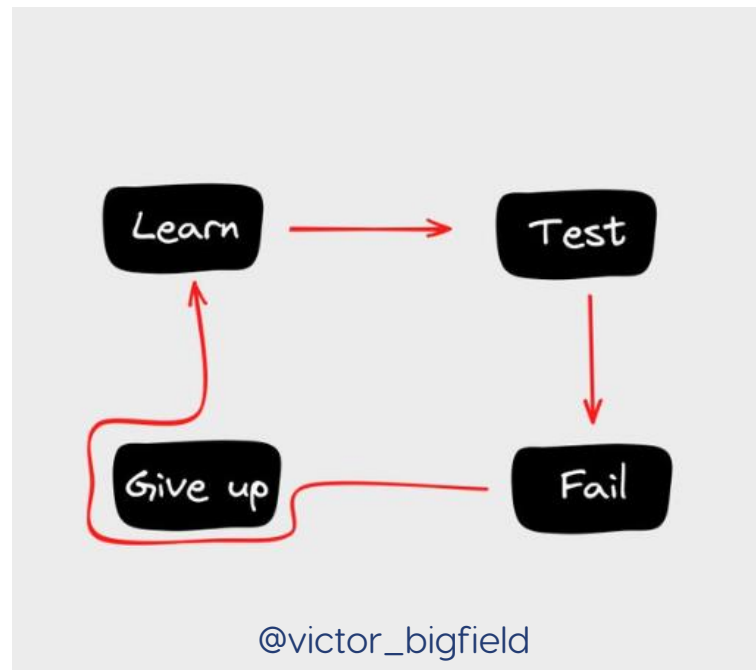


What are we aiming for in QI?



**“Not all changes lead to improvement,
but all improvement requires change”**

Institute of Healthcare Improvement (IHI)



Institute for Healthcare Improvement (IHI) Model for Improvement



Model for improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Framework for developing, testing and implementing changes leading to improvement

PDSA cycles - test out changes on a small scale, building learning

- Low risk, less disruptive
- Must measure the impact
- **Did the change lead to improvement?**





10 steps in QI

KQUIP Methodology

1. Agree an area for improvement
2. Involve and assemble your team
3. Understand your problem/ system
4. Define project aim and scope
5. Choose 'just enough' project measures
6. Develop change ideas
7. Test change ideas (PDSA)
8. Measure impact of changes
9. Do further PDSA cycles
10. Implement successful changes

Share your progress

KQUIP

SW KQuIP 2 Year Programme Per Project



April 2022 – Sept 2022 (6 months)

Nov 2022 – April 2024 (18 months)

QI Needs Analysis

QI framework; Involving a team; Shared purpose; Process map; 5 Why's; Stakeholder mapping; Working with patients; Aim; Run charts; Measurement; PDSA; Driver Diagrams

Presentation; Comms plan; UKKW abstracts; Publishing

Engagement

April/May/June 22

Shaping workstream priorities/aims in the region/assemble teams

Facilitate & Training

July /Aug/Sept 22

Help unit teams shape their improvements (3 workshops with training element)

Support

July –Sept 22

Monthly QI drop-in surgeries in-between workshops (projects combined)
Peer Support

Review

Nov 22/ Feb
May/Sept/Dec 23

Sharing PDSA cycles and improvements /challenges /successes

Communicate

Jan 24 -April 24

UK Kidney Week
Network news

Milestone:

Units to build local team
Learn QI skills and share ideas
Process map pathways
Agree aims, plan change ideas

Milestone:

Implementing change cycles

Milestone:

Sharing of UKKW abstracts
Present at Annual Network Event

Year 1 – Facilitate & Support



May/June
Engagement

- 1. Agree an area for improvement
- 2. Involve and assemble your team/involve stakeholders

11 July 10-12pm
KQuIP Essential
QI workshop 1

- Introduction to QI
- Understand your problem/ system

15 Aug 10-12pm
KQuIP Essential
QI Workshop 2

- Define project aim and scope
- Choose 'just enough' project measures

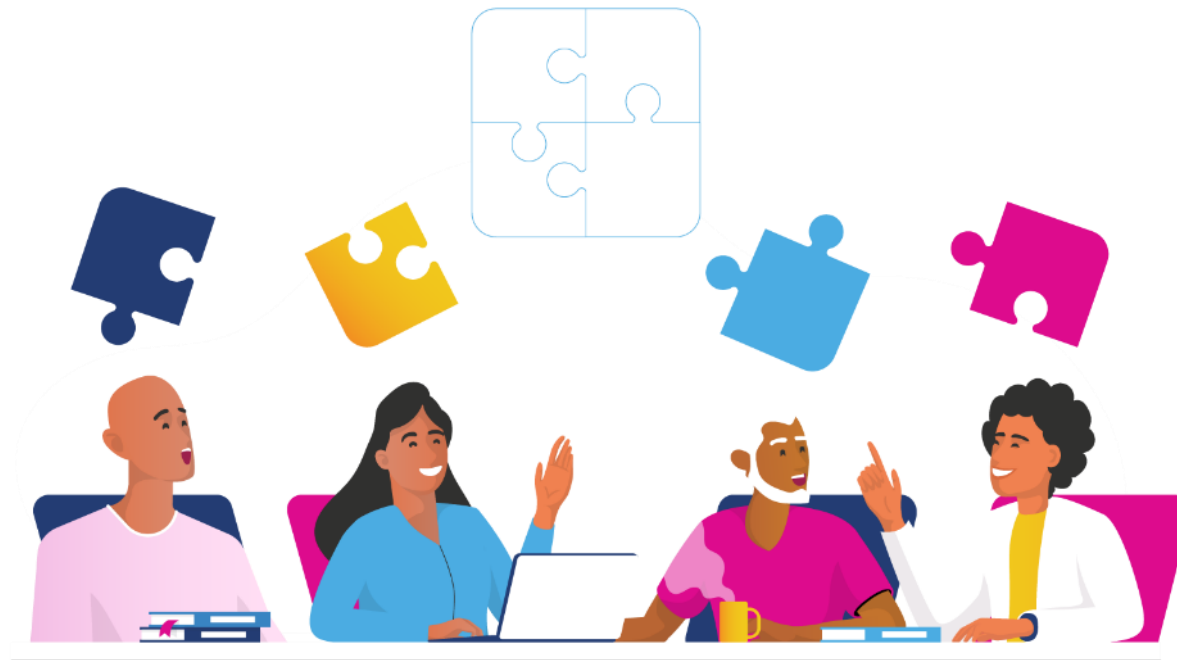
19 Sept 10-12pm
KQuIP Essential
QI workshop 3

- Develop change ideas
- Test change ideas

Step 1: Agree an area for improvement (June)



To increase permanent access rates via timely creation and interventions to maintain longevity and to support the provision of newer vascular procedures



Step 2: Involve and assemble your team (June)



carers

other specialists

social workers

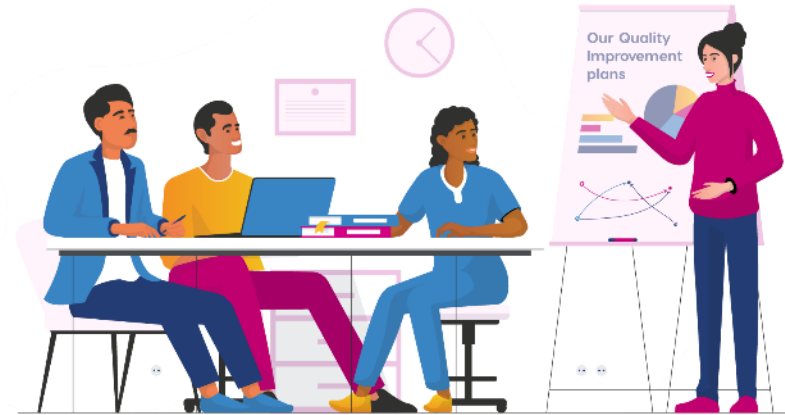
patients

KQuIP Faculty

doctors

GPs

nurses



NHS England Y&H commissioners

local QI team

Library & Knowledge Service

data analyst

pharmacists

counsellors

admin staff

managers

physiotherapists

dieticians

occupational therapists

psychologists

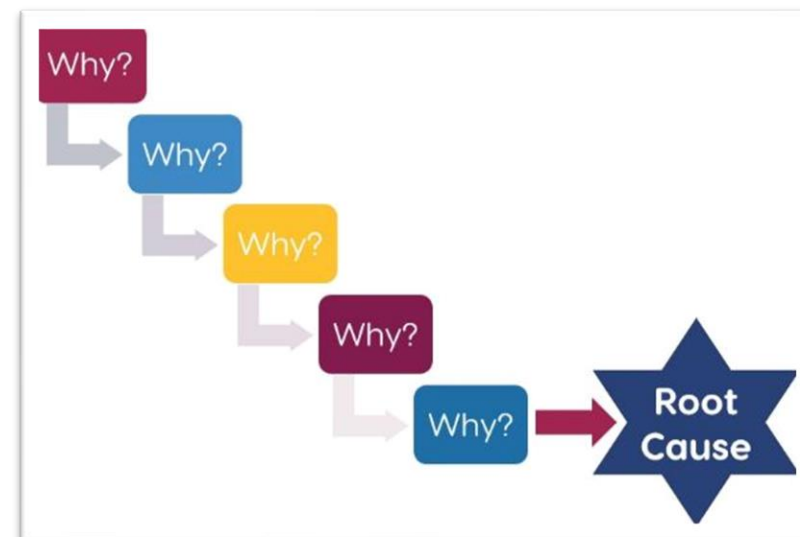
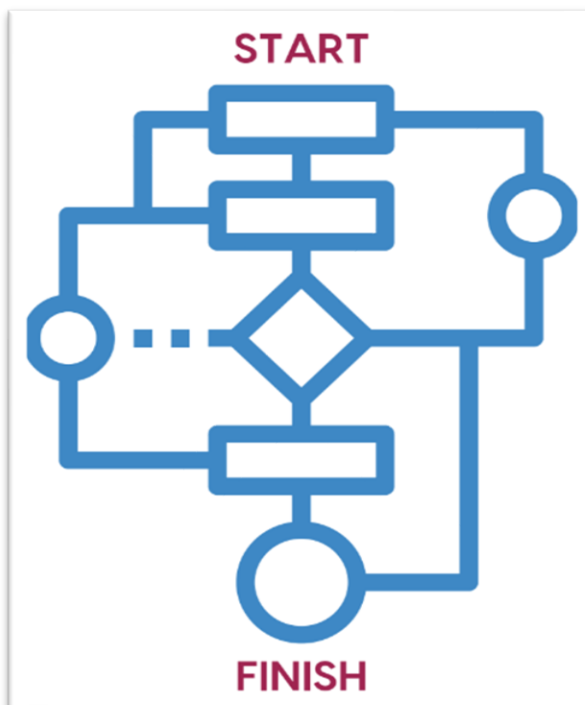
Step 3: Understand your problem (Today)

Baseline data

Process mapping

Root cause analysis

- Keep patient-focused
- Design “ideal state” map



Step 4: Define project aim (Aug)



What **is** included in project

What's **not** in the project scope

S.M.A.R.T. aim statement

Specific

Measurable

Achievable

Relevant

Timebound



Step 5: Choose “just enough” project measures (Aug)



- **Outcome**

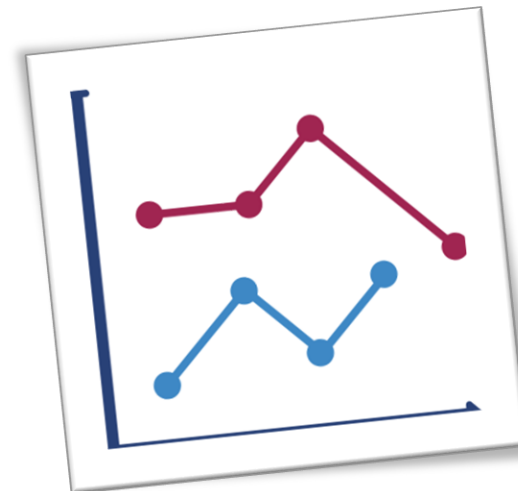
- linked to S.M.A.R.T. aim
- e.g. % of transplants which occur pre-emptively

- **Process**

- things which need to happen reliably along the way, e.g. duration of access pathway
- early signal of improvement

- **Balancing**

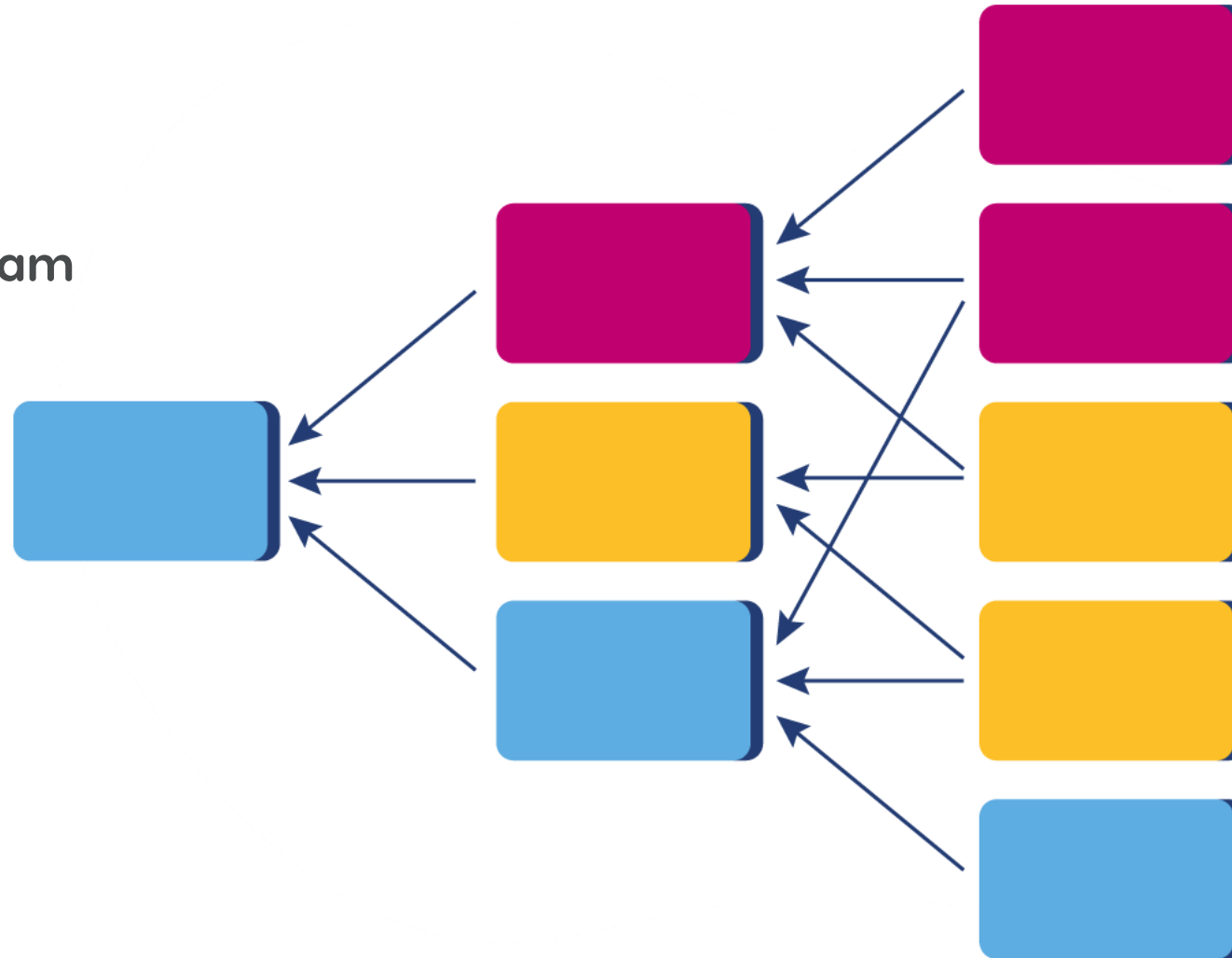
- unintended consequences of change ideas



Step 6: Develop change ideas (Sept)



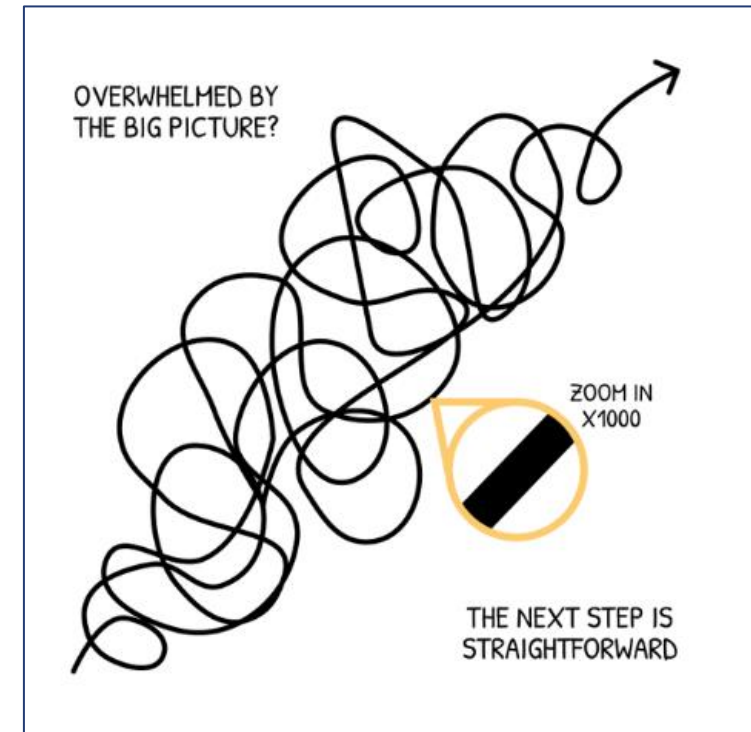
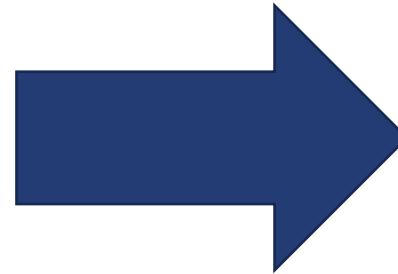
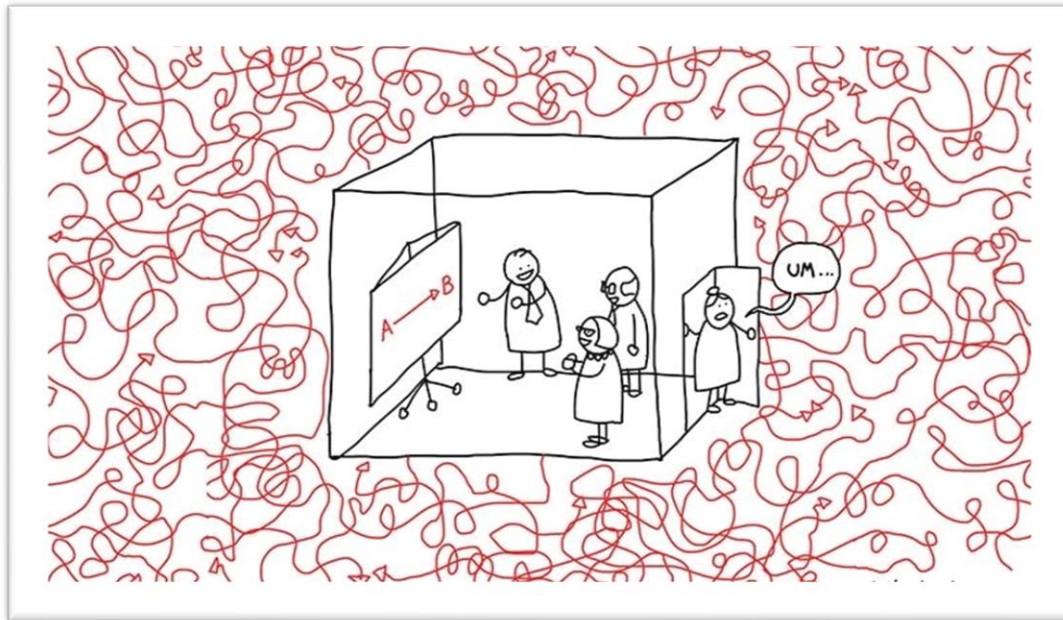
Create **driver diagram**
"project on a page"



Step 7: Test using PDSA cycles (Sept)



**It wont always be easy!
KQuIP team is here to help you along the way!**



10 Things Fab Leaders Do!

1. INTRODUCE THEMSELVES

#hello my name is...

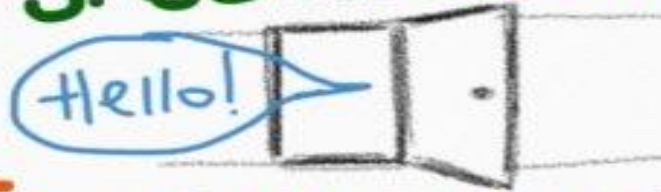
2. Less Talking
...MORE LISTENING

3. EMPOWER!

Help others develop as leaders. Encourage learning from ~~mistakes~~ mistakes

4. LIVE THE VALUES 

5. BE ACCESSIBLE



6. GIVE CREDIT AND THANKS 

7. REMAIN POSITIVE
... even when having a bad day!



8. WELCOME CHALLENGE

I recognise I don't have all the answers, and I seek different views.

9. BALANCE

When to intervene... and when to get out of the way!



10. LEARN AND DEVELOP



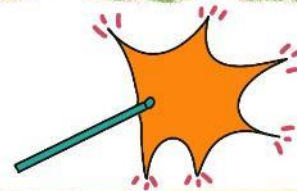
Habits of an Improver



Learn from others. There's a wealth of knowledge & experience out there



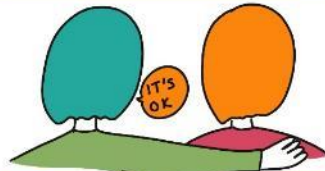
Listen to learn not to respond. It's not all about you and your thoughts



Be kind to diverse views. No one thinks the same. Differences spark change



Embrace "negative" stories & strong emotions. They lead to the right changes



Don't judge people and their journey. Everyone has challenges



Be patient. People are busy & tired. It takes time but be consistent



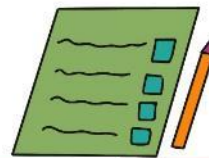
Don't dictate what needs to be done. Let people get there on their own



Get to know people. Build connections and trust. Relationships matter



Don't bombard people with emails & actions. Be mindful of your approach



Be organised. Plan ahead and make things as easy as possible for everyone



Encourage ideas to blossom. Ask how you can help them. Empower others



Be clear about what the aim is. Keep it simple and relatable



Be curious. Ask why. Offer different perspectives to spark creative thinking



Be flexible. If something is not working, don't be afraid to change approach



Be positive, champion good work no matter how big or small. It motivates people



Be focused on the outcome - make it visible to everyone. Use it consistently

<https://www.health.org.uk/publications/the-habits-of-an-improver>

