



Healthcare Library Quality Improvement Bulletin Week beginning 11th May 2020

For further information or support please email the Healthcare Library on sft.library.office@nhs.net . Staff are currently working from home but checking their email regularly.

QI related articles and stories

[BMJ Quality & Safety: Choosing quality problems wisely: identifying improvements worth developing and sustaining](#)

29th April 2020

Lists three common problems with quality improvement work.

[ELFT-QI: Miles apart but closer than ever!](#)

23rd April 2020

How the ELFT Corporate Secretariat team have used Quality Improvement tools to help show that physical distance does not need to stand in the way of great team work.

[Fab NHS Stuff: QI Evidence Update - April 2020 \(including COVID-19 Evidence\)](#)

7th May 2020

A summary of the must read research and updates for anyone working in QI - in less than 2 sides of A4 - from the Evidence Team at Somerset NHS FT.

[Fab NHS Stuff: QI 'Knowledge Sharing Challenge'](#)

7th May 2020

A challenge to start taking some of the 'baby steps' listed on the attached poster towards being an expert user and sharer of knowledge. (Some of them may be more achievable than others right now though.)

[Institute for Healthcare Improvement: QI Essentials Toolkit](#)

January 2020

US based but a handy summary all the same.

[NHS Elect: Mike Davidge on Measurement for Improvement](#)

A YouTube video which runs through the seven steps with a slightly younger looking Mike Davidge. He's the guy that led our 3rd QI Coach session.

[Q Community Creative Approaches to Problem Solving toolkit](#)

10th May 2020

A toolkit of 25 tried-and-tested methods for creative collaboration and problem-solving

[Q Community: Guide to hibernating Quality Improvement programmes](#)

20th March 2020

Q's partners at Healthcare Improvement Scotland have created a draft guidance document on the hibernation of programmes.

QI related webinars

["Getting to a root cause" \(Measurement for diagnosis\)](#)

Tue 12th May 2020 @ 12.30pm – 1 hour

Many change projects fail because they are addressing the wrong problem or because they've simply borrowed solutions from elsewhere. Learn about some simple tools that will help you diagnose your problem thus giving you the best chance of putting it right.

Booking link: <https://attendee.gotowebinar.com/register/3515045621956843020>

[Introduction to QI - Testing changes](#)

12th May 2020 @ 2.30pm – 1 hour

Module five will provide step-by-step guidance for testing changes, using the PDSA approach.

Booking: <https://attendee.gotowebinar.com/register/8768589145588507660>

[Report writing](#)

Wed 13th May 2020 @9.30am – 2 hours

This session is for those with little or no previous training in report writing, those who have taken on a role which requires them to write more reports, those who feel nervous when asked to write reports and any NHS employee who would like to feel more generally confident in writing reports.

Booking link: <https://attendee.gotowebinar.com/register/1508422607471199503>

[Human factors](#)

Thu 14th May @9.30am – 2 hours

An introduction to Human Factors; we will seek to explore and support understanding of how human interaction with systems and people, particularly at times of stress, can have either a positive or detrimental effect on clinical delivery and ultimately the safety of staff, visitors and patients. Focusing on self, the effects of teamwork, tasks, equipment, workspace, culture and organisation on human behaviour and abilities and application of that knowledge in clinical setting, we provide practical cases (based on real events), and encourage reflective practice, using best practice industry leading tools and techniques.

Booking link: <https://attendee.gotowebinar.com/register/1531381509914274828>

[1-hour webinar: Psychological safety in teams](#)

Thu 14th May @ 12.30pm

How to create environments where people feel engaged, committed and valued.

Booking link: <https://attendee.gotowebinar.com/register/8341688362746828047>

[Project management](#)

Tue 19th May @ 2pm – 2 hours

This programme is designed for participants with little or no experience of project management but would like to understand some of the fundamental processes and techniques to help you manage current or future projects more effectively. This session will also provide an overview of the project manager and their role in leading sustained and successful change and delivering a successful project.

Booking link: <https://attendee.gotowebinar.com/register/3957132859063379471>

[Leading Change and Exploring Human Dimensions of Change](#)

Thu 21st May @ 12.30pm – 1.5 hours

The session will cover Kotter's 8-step model for change, which includes getting people on board with your change and sustaining change. It will also focus on how to recognise the emotions people experience, how to understand resistance, and how to support your staff through their emotional journey. An overview of situational leadership will provide the tools to adapt your management style to the changing environment. This is a great session for leaders at all levels responsible for managing team and leading and implementing change.

Booking link: <https://attendee.gotowebinar.com/register/9176702572914913291>

[Experience based design](#)

22nd May 2020 @12.30pm – 1 hour

The EBD approach (Experience Based Design) is an exciting way of bringing patients and staff together to share the role of improving care and re-designing services. It was developed by the NHS Institute for Innovation and Improvement as a way of helping frontline NHS teams make the improvements their patients really want.

Booking link: <https://register.gotowebinar.com/register/95462205074976524>