

*The AHSN Network*

# Quality improvement (QI) resource pack

Empowering teams to make  
safety improvements

May 2023

# Introduction



**This resource pack provides an overview of the different ways Patient Safety Collaboratives can support your safety improvement projects.**

AHSNs host England's fifteen Patient Safety Collaboratives. They are experts in supporting quality improvement projects using methodology from the Institute of Healthcare Improvement model for improvement.

# Contents



What is quality improvement (QI)



Why does quality improvement matter



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# What is quality improvement?

Quality improvement (QI) is not just a method or model, but more an approach to personal or organisation learning, development and improvement. QI helps to bring a systematic approach to tackling complex problems by:

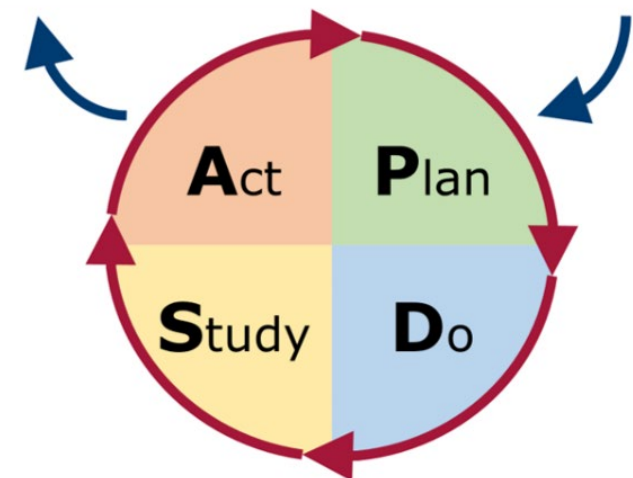
- Focusing on outcomes
- Flattening hierarchies
- Giving everyone a voice
- Bringing staff and service users together to improve and redesign the way that care is provided

## 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?



# What is quality improvement?

- QI is the application of a systematic approach that uses specific techniques to improve quality. Although there is a range of approaches that fit under this umbrella, they all have the following in common:
  - The concept of a cycle of improvement which involves:
    - Problem definition and diagnoses
    - Planning and testing of change ideas
    - Data collection and analysis
    - Implementation
    - Evaluation
  - A set of tools and techniques that support individuals to plan and implement improvements
  - A recognition of the importance of engaging stakeholders, including patients and carers
  - Recognition of the importance of culture and the need for leadership – clinical and management.
- 

# Why does QI matter?

Every health care system is built on a complex network of care processes and pathways. The quality of the care delivered by the system depends to a large extent on how well this network functions, and how well the people who provide and manage care work together.

The overall aim is simple: to provide high-quality care to patients and improve the health of our population. Yet, as every patient and professional can testify, for every process or pathway that works well, there is another that causes delay, wasted effort, frustration or even harm.

Quality improvement is about giving the people closest to issues affecting care quality the time, permission, skills and resources they need to solve them. It involves a systematic and coordinated approach to solving a problem using specific methods and tools with the aim of bringing about a measurable improvement.



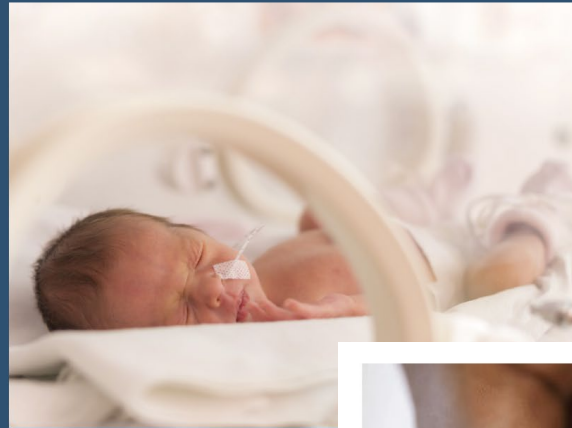
# Case studies

Home » Case Studies » Working with maternity units to reduce instances of cerebral palsy

Case study

## Working with maternity units to reduce instances of cerebral palsy

20 December 2022



Introducing a bundle of care to improve outcomes for premature babies

The AHSN Network

## Safer care during COVID-19

A rapid-learning report on patient safety in a pandemic



[Download the \*Safer care during COVID-19\* report here.](#)

Find our searchable library of real-world examples at: [Case Studies Archive](#)



# **AHSN resources**



# East Midlands AHSN

The East Midlands Patient Safety Collaborative (part of the AHSN) has been promoting a quality improvement approach through coaching and supporting staff for more than five years, and experience shows that co-producing and tailoring resources to the needs of the care home sector were vital to enable staff to better connect and apply QI.

Two new resources have been created by the East Midlands AHSN, available for care homes to use. 'React To' is a series of video-based training resources developed by healthcare professionals, and the latest two additions focus on 'Managing Deterioration' and 'Quality Improvement'.

The React To model is already well-known and used by social care staff from across the UK and is made up of a series of videos and supporting resources, which have been specifically designed for the social care sector. The series has been praised for being accessible and easy to view.

[New video training resources for care homes](#)



# Eastern AHSN

## Quality improvement: bite-size learning

Delivered in partnership with the [NHS Leadership Academy in the East of England](#), this programme features four pre-recorded one-hour sessions to view on demand.

- Session 1 – What is the Model for Improvement?
- Session 2 – How to apply the Model for Improvement into practice
- Session 3 – Measurement for Improvement part 1
- Session 4 – Measurement for Improvement part 2

[www.easternahsn.org/resources/quality-improvement-bitesize-learning/](http://www.easternahsn.org/resources/quality-improvement-bitesize-learning/)



# Health Innovation Manchester

Health Innovation Manchester deliver QI training as part of their PSC commissioned work. They have core staff who are experts in QI methods, training delivery and implementation.

This covers:

- Discovery- using a systems lens to appreciate what your data is telling you
- Defining – the 'real' problem that needs addressing
- Developing- generating ideas and QI work
- Delivering- managing and measuring the impacts

NB: They also signpost stakeholders who have membership to Aqua - a North West regional organisation who offer a range of training around QI at three levels:[aqua.nhs.uk](http://aqua.nhs.uk)



Health  
Innovation  
**Manchester**

[-healthinnovationmanchester.com](http://healthinnovationmanchester.com)



# Health Innovation Network



How we work with clinicians to deliver quality improvement for our patient safety programmes:

- MatNeoSIP: [South London Maternity and Neonatal Improvement Programme: Quality Improvement \(QI\) series](#)
- MedSIP: [Opioid Stewardship Quality Improvement \(QI\) Collaborative](#)
- MHSIP: [South London Reducing Restrictive Practice quality improvement \(QI\) collaborative](#)
- The team also support QI related commissions outside of the PSC defined work programmes as required.

The Health Innovation Network offers support to stakeholders across South London and beyond, through their commissioned improvement programmes and signpost to external organisations.

Click [here](#) to find out more.

# Imperial College Health Partners



ICHP offer support to stakeholders through their commissioned improvement programmes and signpost to external organisations.

[imperialcollegehealthpartners.com/portfolio/news2/](https://imperialcollegehealthpartners.com/portfolio/news2/)

[imperialcollegehealthpartners.com/](https://imperialcollegehealthpartners.com/)

[imperialcollegehealthpartners.com/?s=patient+safety](https://imperialcollegehealthpartners.com/?s=patient+safety)

[imperialcollegehealthpartners.com/?s=maternity](https://imperialcollegehealthpartners.com/?s=maternity)



# Kent Surrey Sussex AHSN • [psc.kssahsn.net/qi-training](https://psc.kssahsn.net/qi-training)

The Improvement Academy has developed [online entry Bronze level training](#). This training is FREE and available for ALL healthcare providers and commissioners and anyone else who is interested in supporting or delivering improvement, and is available either via our on-line training platform, or through the National Electronic Staff Record.

## Content of the Bronze QI training

A key objective of the training is to help participants understand how and why everyone has a role to play and can contribute to Quality Improvement in their work area.

- Module 1: Introduction to Quality Improvement Training (5 mins)
- Module 2: Quality Improvement in Yorkshire and Humber (30 mins)
- Module 3: How can I improve patient care? (30 mins)
- Module 4: Your Model for Improvement (30 mins)

Modules 2, 3 and 4 end with a short quiz and the final module is followed by a short evaluation questionnaire. On completion of ALL of the modules, a certificate of completion can be printed off. A User Guide is also available although site navigation is explained throughout.

[Find out more and start the training course](#)



# North East and North Cumbria AHSN

**The Improvement Toolkit is for staff who work in healthcare, leading teams/directorates/departments involved in culture and/or quality improvement work.**

It is split into two main sections:

- Culture: This section aims to share with you practical ways you can evaluate the culture in your team and the steps you can take to make and sustain improvements
- Quality Improvement: This section provides you with an approach to help you improve quality, measure its success, and ensure improvements are sustained

Both sections are supported by an additional section which shares some useful quality improvement tools and techniques which you may wish to use when looking at culture and/or quality improvement work.

[ahsn-nenc.org.uk/what-we-do/transforming-patient-safety-and-quality-improvement/q-initiative/improvement-toolkit/](https://ahsn-nenc.org.uk/what-we-do/transforming-patient-safety-and-quality-improvement/q-initiative/improvement-toolkit/)



# Innovation Agency NWC AHSN



INNOVATION AGENCY

This 16-week course aims to help you navigate change, enable you to make improvements in complex environments and learn how to embed them. This course will be particularly beneficial if you have an improvement that you would like to successfully embed in your organisation, such as a service improvement or redesign, or change to ways of working. You can receive credit for 14 CPD hours if requested.

## Learning outcomes

- This course will help you gain a system-wide perspective to understanding your communities, systems and cultures before jumping into solutions.
- We will apply the 'breakthrough collaborative' approach to a real-world problem for action learning and sustainable change.

[www.innovationagencynwc.nhs.uk/improvement-in-systems](http://www.innovationagencynwc.nhs.uk/improvement-in-systems)



# Oxford AHSN

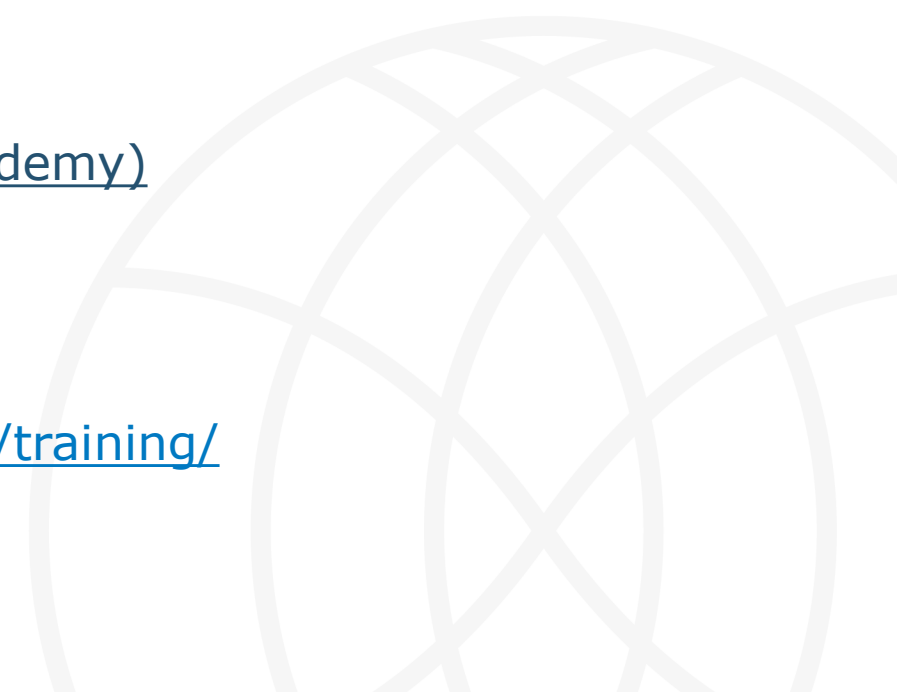
## Quality Improvement Training

We are pleased to support three free online e-learning courses providing an introduction to quality improvement methodologies as part of the Oxford Patient Safety Collaborative's work to develop QI capability among healthcare staff and patient/carer partners.

Please follow these links to find out more:

- [Improvement fundamentals \(NHS England\)](#)
- [Bronze Level Quality Improvement \(NHS Improvement Academy\)](#)
- [Human Factors \(NHS Improvement Academy\)](#)

[www.patientsafetyoxford.org/resources/quality-improvement/training/](http://www.patientsafetyoxford.org/resources/quality-improvement/training/)



# South West AHSN



- Most people know **what** needs to be improved in their organisation, the dilemma is often **how** to make the improvements in order to maximise both success and its sustainability.
- We are passionate about quality improvement as a proven approach to enable adept health and care teams to build culture and capability. We support colleagues across Cornwall, Devon and Somerset in identifying and testing change ideas to deliver measurable improvements for service users and staff.
- The South West AHSN offers world-class QI and culture training, coaching, and ongoing support, to enable you to build the required conditions, knowledge, and skills to make continuous improvements within your system.
- Our QI training includes the Silver QI & Culture Programme, based on the [Seven Steps to Quality Improvement](#), developed by NHS England and NHS Improvement.

[swahsn.com/what-we-do/building-capability/quality-improvement/](https://swahsn.com/what-we-do/building-capability/quality-improvement/)

# UCLPartners



## Quality improvement online training

UCLPartners provides free quality improvement online training to support individuals and teams to increase their understanding and to develop capability to lead and deliver improvement work. As part of our Patient Safety Collaborative work, we support teams who are part of our commissioned improvement work with bespoke training and one-to-one support.



Our [‘Introduction to Quality Improvement’ modules](#) provide both knowledge and practical support to understand what quality improvement is and how to implement a QI project.

These modules have been developed and delivered by our Quality Improvement team based on the Institute of Healthcare Improvement (IHI) Model for Improvement (MFI).

Resources and case studies are also included. A certificate is provided once you have completed all the modules

[Find out more and access the modules](#)

# Wessex AHSN



Wessex PSC Quality Improvement Hub (QIHub) is a resource for health and social care staff using quality improvement approaches as a core part of their work.

There are a range of local providers within our region and for national free courses we signpost to:

- [Improvement fundamentals \(NHS England\)](#)
- [NHS England » Quality, service improvement and redesign \(QSIR\)](#)
- [Bronze Level Quality Improvement \(NHS Improvement Academy\)](#)
- [Human Factors \(NHS Improvement Academy\)](#)

[wessexahsn.org.uk/projects/127/quality-improvement-hub-qihub](https://wessexahsn.org.uk/projects/127/quality-improvement-hub-qihub)

# West Midlands AHSN



west midlands  
ACADEMIC HEALTH SCIENCE NETWORK

## **SPACE QI training helps upskill care home staff on My Home Life Leadership and Development Programme**

The West Midlands Academic Health Science Network's SPACE QI was recently incorporated into the four day My Home Life Leadership and Professional Support Programme, to further upskill 50 care home staff and managers across Birmingham, Coventry, Hereford, Worcester and London, and support them to develop best practice in their care settings. The feedback was very positive!

The SPACE (Safer Provision and Caring Excellence) programme was originally a two-year large-scale quality improvement pilot programme in 35 care homes across the West Midlands sponsored by the West Midlands Patient Safety Collaborative.

It aimed to upskill care home staff through training them in basic QI techniques and methodologies which empower staff to identify solutions to common problems within their care settings.

# West of England AHSN



The West of England Academy provides a range of free resources to help you gain knowledge and develop essential skills for innovative thinking and quality improvement.

- **Online QI toolkit and QI workbook** – access our [library of QI resources](#) including our step-by-step [QI workbook](#). These will help you carry out and sustain changes that enhance patient safety and improvements in your area of work/innovation.
- Watch our [‘on demand’ QI webinars](#) and access accompanying resources to support your QI journey.
- **A guide to making a QI poster** – our practical guide to making a QI poster for submission to conferences includes top tips from a judge, answers to common questions, templates and advice on imagery and infographics. [Read our QI poster guide.](#)
- **Remote learning** – explore new and better ways of organising health and social care services to improve quality on our free six-session online training course developed with the University of Bath and hosted by Future Learn. Learning is available year-round and can be completed at your own pace. [Find out more about the QI in Healthcare online course.](#)

# Yorkshire & Humber AHSN



The Improvement Academy has developed Bronze entry level online training. This training is free and available for all healthcare providers and commissioners and anyone else who is interested in supporting or delivering improvement, and is available either via our online training platform, or through the National Electronic Staff Record: [www.improvementacademy.org](http://www.improvementacademy.org)

## Content of the Bronze QI Training

A key objective of the training is to help participants understand how and why everyone has a role to play and can contribute to Quality Improvement in their work area.

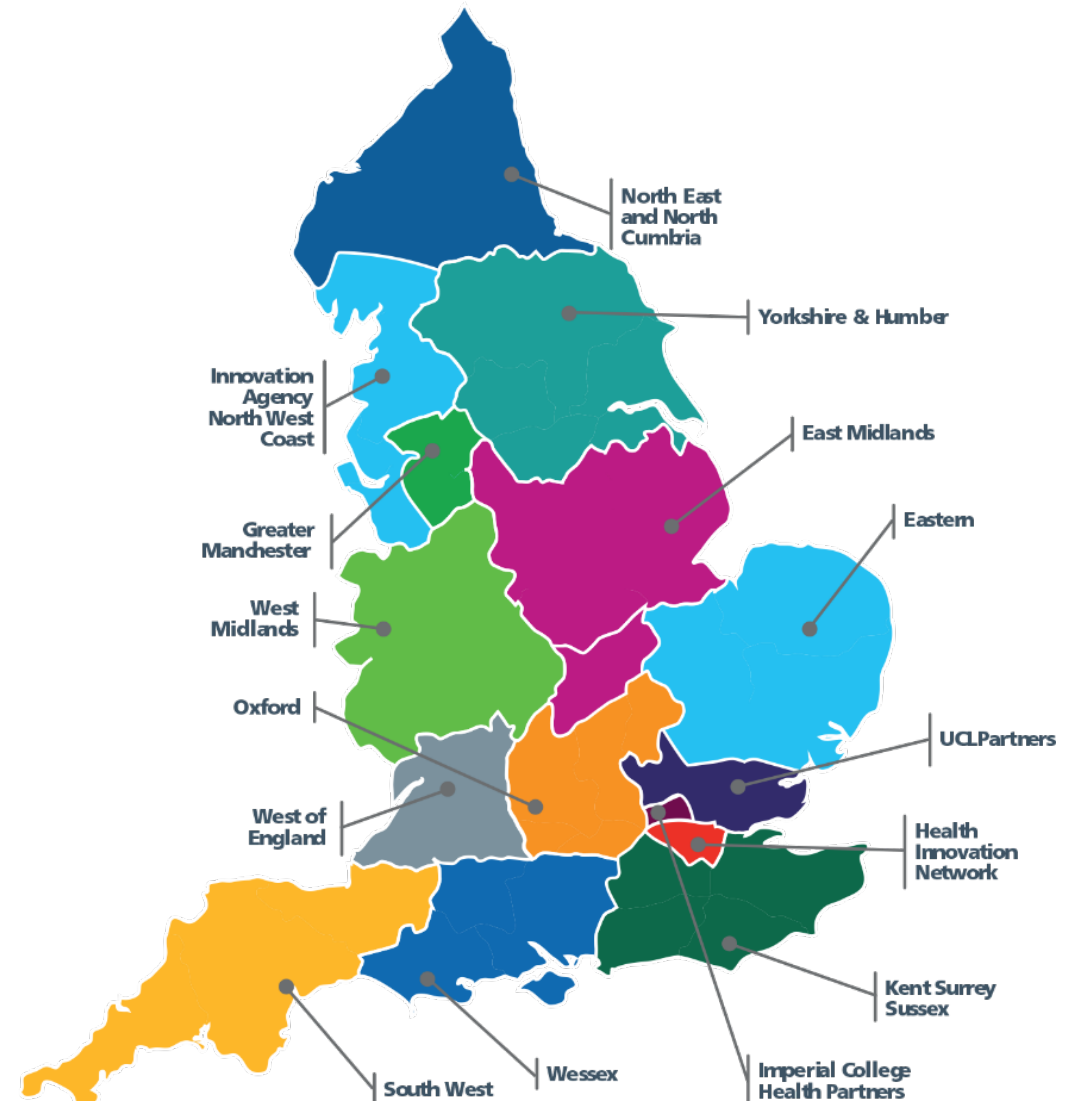
- Module 1: Quality in the NHS (10 mins)
- Module 2: Whose job is it to improve patient care? (10 mins)
- Module 3: How do you improve patient care? (10 mins)
- Module 4: What does using the Model for Improvement look like in practice? (10 mins)

When you have completed Bronze training you may want to consider attending the Yorkshire and Humber **[Improvement Academy Silver QI training](#)**. This course is delivered virtually and focuses on a practical application of the 'Model for Improvement' using a detailed improvement case study. You can find out more about Improvement Academy Silver training and dates of the next course by clicking [here](#). Trainees from outside the Yorkshire and Humber should consult your local training or improvement team to see what opportunities are available in your area.

[www.improvementacademy.org/e-learning/quality-improvement-training-bronze](http://www.improvementacademy.org/e-learning/quality-improvement-training-bronze)

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# The AHSN Network



[www.ahsnnetwork.com/patient-safety](http://www.ahsnnetwork.com/patient-safety)



# More information

- Find your local Patient Safety Collaborative:  
[www.ahsnnetwork.com/priorities/patient-safety/](http://www.ahsnnetwork.com/priorities/patient-safety/)
- Follow us: [@AHSNNetwork](https://twitter.com/AHSNNetwork)