



# Forward

**The aim of our QI programme is to encourage a culture of continuous improvement and make sure we focus on listening and learning.**

Frontline staff, along with the people who use our services, and their carers are the experts and best placed to be able to identify, test and drive what changes need to be made to improve quality. As such, much of the CNWL QI programme focusses on giving staff, patients and carers the skills, knowledge and freedom to bring about improvement. It is about working differently, not harder.

We continue to work with the Institute for Healthcare Improvement (IHI) to help us with this piece of work. The IHI have a long and successful track record in supporting improvement projects both nationally and internationally.



**Dr Con Kelly**  
Medical Director

A stylized illustration featuring a teal path that starts from the bottom left, goes up, then right, then down, and finally right again to connect to a large circular diagram. The circular diagram has a teal border and contains four grey arrows pointing clockwise. The background includes several grey clouds and black birds in flight.

## Your QI Journey

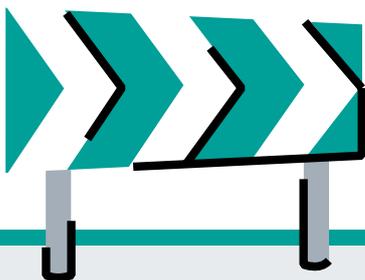
You might be new to QI wanting to learn some QI tools or you might be supporting and leading change and improvement in your service.

No matter where you are in your QI journey, we have workshops, events and tools outlined in this prospectus to help.

**You can also visit our microsite to find out more**  
[www.qi.cnwl.nhs.uk](http://www.qi.cnwl.nhs.uk)

# Contents

|   |          |
|---|----------|
| <b>Learning/Curious about Quality Improvement</b> | <b>4</b> |
| Bite-Size QI                                      | 4        |
| Access to E-Learning via IHI Open School          | 4        |
| Service User and Carer training on QI             | 5        |
| QI Learning Events                                | 5        |
| Improvement Coaches forum                         | 6        |
| Management Fundamentals                           | 6        |
| Advanced Measurement training                     | 6        |
| Senior Leaders QI training                        | 7        |
| <b>Living/Doing a QI Project</b>                  | <b>7</b> |
| Improvement Science in Action Practicum           | 7        |
| Additional Support for QI                         | 8        |



# Learning/Curious about Quality Improvement

## Bite-Size QI – find out about the Model for Improvement and various tools that you can use.

We offer monthly 'Bitesize QI' training across the Trust. These half-day sessions for up to 30 staff provide an introduction to QI for CNWL staff who are either involved in QI projects or thinking about becoming involved and want to learn more about the Model for Improvement.

During this training you will learn about the model for improvement, how to develop a driver diagram and run PDSA cycles. We will also start to explore measures for improvement.

This training should be used in conjunction with the online training that is available to all staff via IHI Open School [www.qi.cnwl.nhs.uk/training-and-events/online-qi-training](http://www.qi.cnwl.nhs.uk/training-and-events/online-qi-training)

Please view the events calendar for upcoming dates and ensure you book through LDZ.

## Access to E-Learning via IHI Open School

IHI Open School Quality Improvement (QI) training is now available to all staff across CNWL. The IHI Open School offers online training for you to develop your skills to run a QI project and be part of a project team.

You should start your QI training by completing the Improvement Capability Modules (QI101 – QI105),

**QI 101:** Introduction to Health Care Improvement

**QI 102:** How to Improve with the Model for Improvement

**QI 103:** Testing and Measuring Changes with PDSA Cycles

**QI 104:** Interpreting Data: Run Charts, Control Charts and Other Measurement Tools

**QI 105:** Leading Quality Improvement

Completing an additional module (Q201: Planning for Spread) will give you a certificate in Quality Improvement.

It will take you approximately 80 mins to complete each module and you will receive a certificate at the end of each module.

IHI Open School (the passcode for CNWL staff can be found in the resources section. You must be signed in and verified to access secure documents, including the passcode.)

*Please note: You must be signed in on the Open School site for the passcode to work.*

## Service User and Carer training on QI

Service users and carers are increasingly becoming involved in QI projects and are acquiring invaluable experience along the way. Involving service users and carers in your projects should be your default position unless you have sound reasons for not involving them.

We have, in partnership with service users and carers, co-produced a training package for service users, carers and staff. We have also co-produced a toolkit for staff on how best to involve service users in your project. This is to ensure that staff, service users and carers know what to expect from their involvement in QI projects, and to maximise the experience of service users and carers involved in QI projects.

## QI Learning Events

Please keep an eye out for these day long events by checking for updates on the QI microsite [www.qi.cnwl.nhs.uk](http://www.qi.cnwl.nhs.uk). The next one is scheduled for September 9 2019, and places can be booked via the Learning Development Zone (LDZ).

In the meantime here are some FAQs about the learning events.

### What are the learning outcomes?

- Share and spread quality improvement learning within CNWL
- Build improvement capability and knowledge
- Learn from patients about their experience of quality improvement
- Hear from other organisations about their experience of quality improvement
- Join conversations and find solutions to tricky problems
- Masterclasses on QI methodology
- Broaden improvement networks within CNWL.

### Who should attend?

Any CNWL staff and CNWL service users and carers who are interested in QI.

### What are the pre-requisites?

There are no pre-requisites for this course. All CNWL staff, service users and carers welcome.



## Improvement Coaches forum

The Improvement Coaches forum takes place quarterly, provides trained Improvement coaches with a space to develop their coaching practice through peer to peer learning, with support from Divisional QI Clinical leads. Bringing Improvement Coaches together from across the Trust serves to promote cross-divisional learning.

The forum provides a supportive environment for coaches to reflect on and develop in their practice as Improvement Coaches.

The forum undertakes a formative, normative and restorative function for Improvement Coaches, with a focus on development (formative). From November 2019 onwards the forum will assimilate qualified improvement coaches from Waves 1 and 2.

## Management Fundamentals

The Management Fundamentals Programme, for senior managers and clinicians (8b upwards) runs annually, and commences each September. It and is directed by Dr Cornelius Kelly, CNWL Chief Medical Officer, and Professor Dorothy Griffiths, CNWL and Imperial College chair. It is organised around the FIVE CHALLENGES facing CNWL

Each delegate will be expected to deliver a Quality improvement (QI) project, and will receive Bitesize QI equivalent training on the programme. QI projects will be identified on the taught part of the programme and work will continue, with support from QI specialists, in the six months which follow the programme culminating in presentations in June.

## Advanced Measurement training

The first of these training sessions for senior clinicians and managers is scheduled to take place on October 31 and is by invite only. Delegates will be introduced to Statistical Process Charts (SPC), and will learn the following:

- when to use an SPC chart
- different types of SPC chart available
- which types of SPC chart to use for specific measures
- how to interpret SPC charts



## Senior Leaders QI training

Senior leaders in the Trust (i.e. borough and clinical directors, and divisional directors) are invited to participate in quarterly QI training delivered by IHI, whereby they learn the theory of improvement and apply these principles to current CNWL QI project examples.

### Recent learning outcomes from the training have included the following:

- Understand the key elements for managing and sustaining improvement
- How to engage users in QI projects
- Understand types of activities users can get involved with in QI projects
- Choice of measure (classification measures e.g. C, U and P charts)
- Awareness of service user document on microsite (big I and little I)
- How to do a presentation using Life QI

## Living/Doing a QI Project

### Improvement Science in Action Practicum

The Improvement Science in Action Practicum will be run by the Institute for Healthcare Improvement (IHI). The practicum has been designed to walk CNWL staff through the process of conducting a successful improvement project.

Over the duration of 12 months project teams will run an improvement project which is supported through structured learning.

This will be a combination of face to face training workshops, with virtual support workshops during action periods (when teams are working locally on their improvement projects).

These will be followed face to face days held in Central London:

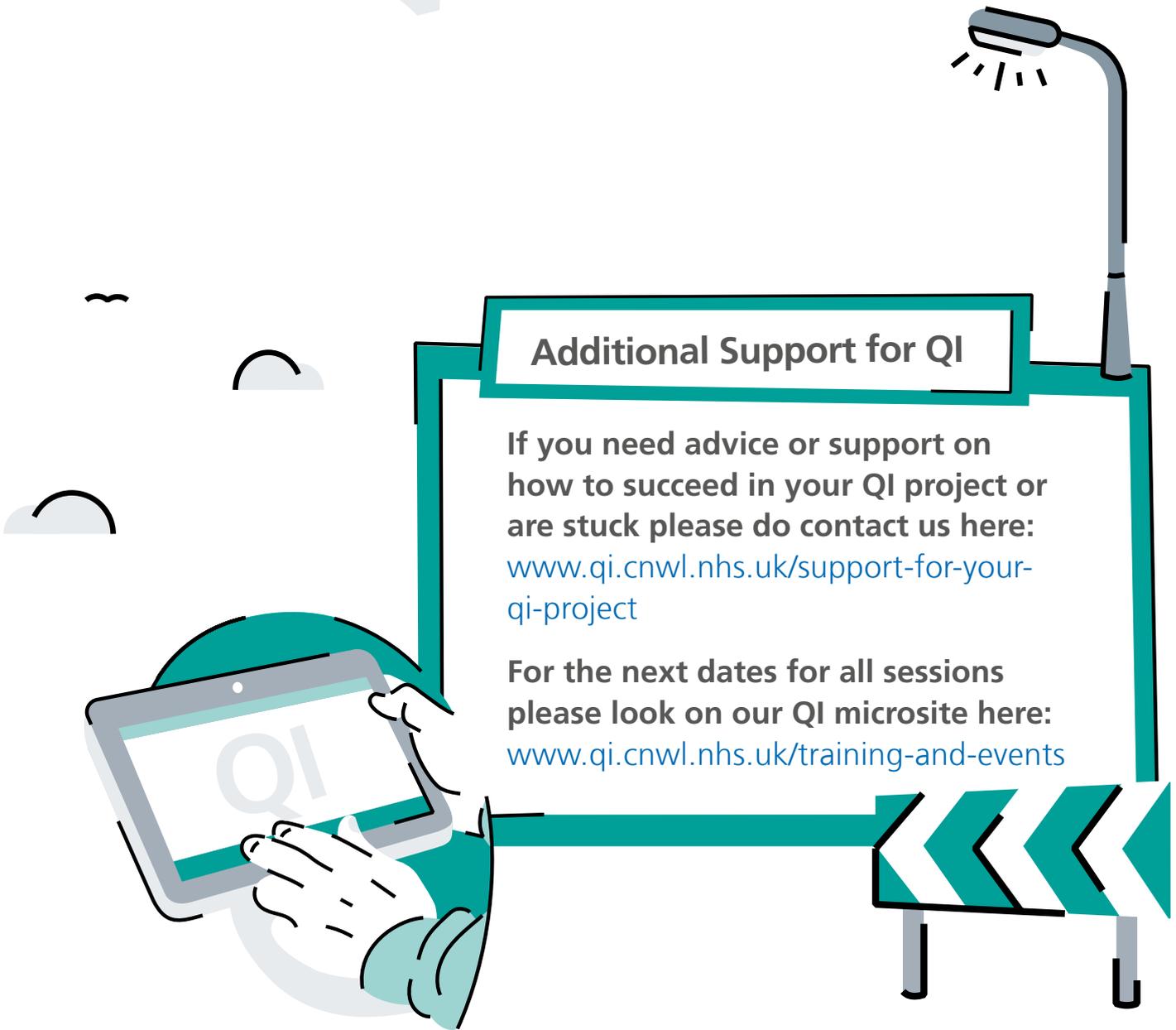
27 February 2020 (all day)

28 February 2020 (morning only)

3 June 2020 (all day)

4 June 2020 (morning only)

Applications for the Improvement Science in Action Practicum are now closed as of July 28th 2019.



## Additional Support for QI

If you need advice or support on how to succeed in your QI project or are stuck please do contact us here: [www.qi.cnwl.nhs.uk/support-for-your-qi-project](http://www.qi.cnwl.nhs.uk/support-for-your-qi-project)

For the next dates for all sessions please look on our QI microsite here: [www.qi.cnwl.nhs.uk/training-and-events](http://www.qi.cnwl.nhs.uk/training-and-events)