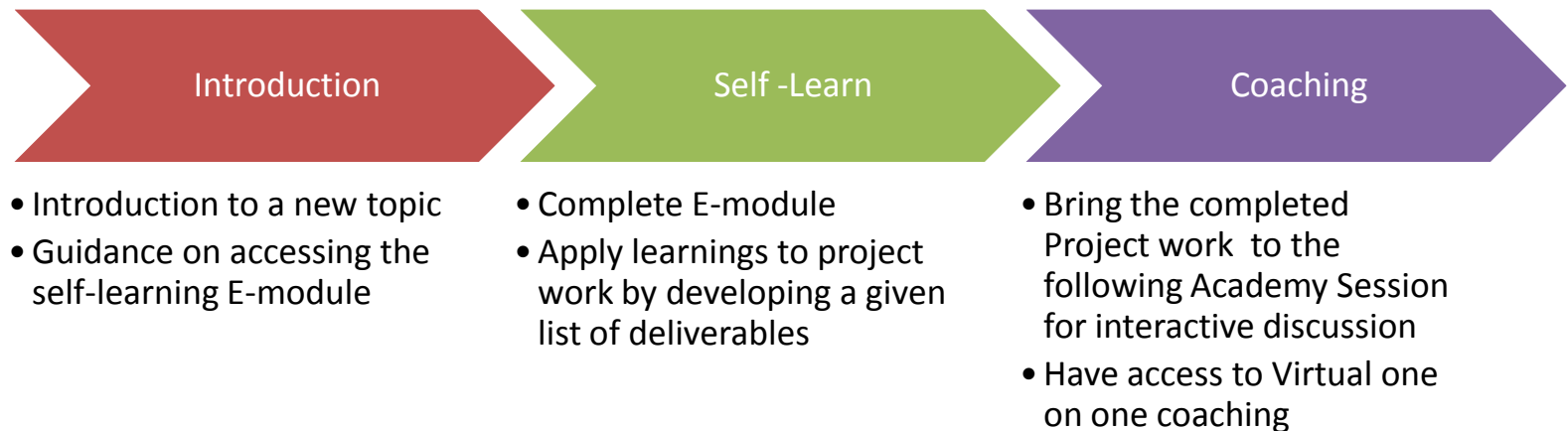


Quality Improvement Course Description

Introduction

The unprecedented Covid19 pandemic has made classroom learning impractical. The new Quality Improvement course has been designed to be a standardised modular training resource which can be delivered virtually or in a classroom. Our guiding objective has been to replicate in a virtual space, the energy of being in a physical class-room as much as possible. To achieve this, modules have been designed such that for the most part, the participants will come into a session, get an introduction to a subject, go on to complete a self-learning e-module, apply the learning to their Project and return to the following Academy session to discuss their work and thereafter move on to the next module.



Aim & Objectives

Aim

- The Quality Improvement course is designed to offer an introduction to quality improvement. The course will give participants a systems understanding of healthcare and how quality improvement tools can be used to improve these systems and measure their progress.

Goals & Objectives of the Course

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

Course Duration & Format

Quality Improvement 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 hrs
- 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. Communicate the improvement work to create engagement.
5. Facilitate the spread of QI methodology within their team **supported by a NHS Lothian QI coach from the QI coaching network.**
6. Present the improvement work as an electronic poster.

Selection Criteria

Candidates must do the following in order to be selected:

- Submit a QI project proposal document to the Academy. **For the foreseeable future, priority will be given to teams or participants working on a Remobilisation related project.**
- Get sponsorship from their Line Manager.
- Be prepared to coach other members of their 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 the 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 the 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 the participants round-out their understanding and application of past 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 poster presentation session.

Register your Interest