



QSIR

Quality, Service Improvement and Redesign practitioner -5 day training course – outline of the course

Leading Improvement

Research into factors associated with high quality health care systems show that board and executive teams' understanding of leading improvement is crucial. The most successful organisations are those that can implement and sustain effective improvement initiatives leading to increased quality and patient/serve user experience at lower cost.

You will face challenges in creating a shared vision, challenges developing a supportive culture and challenges engaging others in improvement

This session will explore a number of models and frameworks to support leading improvement focussing on case for change, mind-set changes and aligning improvement and vision.

Project Management

Projects are the way that organisations accomplish change and specific objectives. This session will run through a Six stage project management approach to support you in your improvement work, using qualitative data, setting SMART goals, human factors, developing project charters and using the Model for Improvement including PDSA cycles.

Measurement for Improvement

Measurement for improvement is designed to underpin service improvement – it promotes an approach of collecting and analysing a sufficient amount of quantitative data to help you check whether a service improvement is working and, if not, to enable you to learn how to adapt your approach. This full day session will cover; the perils of RAG rating, understanding variation, defining

your aim, Driver Diagrams, Run charts /SPC charts and Investment for Improvement

Engaging and Understanding others

A main factor in any improvement and change work is how we engage and involve others in our ideas and work. This session will focus on the human dimensions of change, engaging with clinicians and patients, stakeholder analysis and working with resistance. Included in this will be some resilience support.

Creativity in Improvement

Thinking creatively about improvements and how we work can open up new possibilities within our workplace. This session explores creative techniques to explore problems, Ideas generation, Mental Valleys, use of Observations, Harvesting ideas and testing new ideas. An opportunity to let your creative side out to play!

Sustainability of improvement

The improvement journey is an exciting one for all involved – making it sustainable is in itself a challenge. This session will look at the frustrations around sustainability, the factors that affect it and introduce the NHS Sustainability Model and how to apply it.

Process Mapping

One of the core tools and techniques to improvement work creating a visual representation of a journey or process. Here you will learn what a process map is, be able to identify sources of waste, using current and future state mapping and how to facilitate a mapping event.

Demand and capacity

Understanding demand and capacity is a fundamental aspect of any effective healthcare system. This full day session will build on your knowledge from the QSIR training of process mapping, understanding variation and using SPC charts to further understand demand, capacity, activity and backlogs. This then moves onto understanding flow, why we get queues and how to balance demand and capacity.

Workshop delivery plan

Workshop 1	Leadership Fundamentals Project Management
Workshop 2	Measurement for Improvement
Workshop 3	Sustainability Of Improvement Engaging & working with Others
Workshop 4	Process Mapping Creativity in Improvement
Workshop 5	Demand and Capacity