

Quality Improvement- Our journey and experience of QI in practice at Arrowe Park

Ben Wilson, Lynn Fisher & Moira Savage
10/9/20

Presentation aims

- Brief recap about QI
- An overview of our QI experience
- Our initial fears about the process
- What worked well
- How we felt by the end
- Our top 3 recommendations for implementing QI

Recap of Quality Improvement

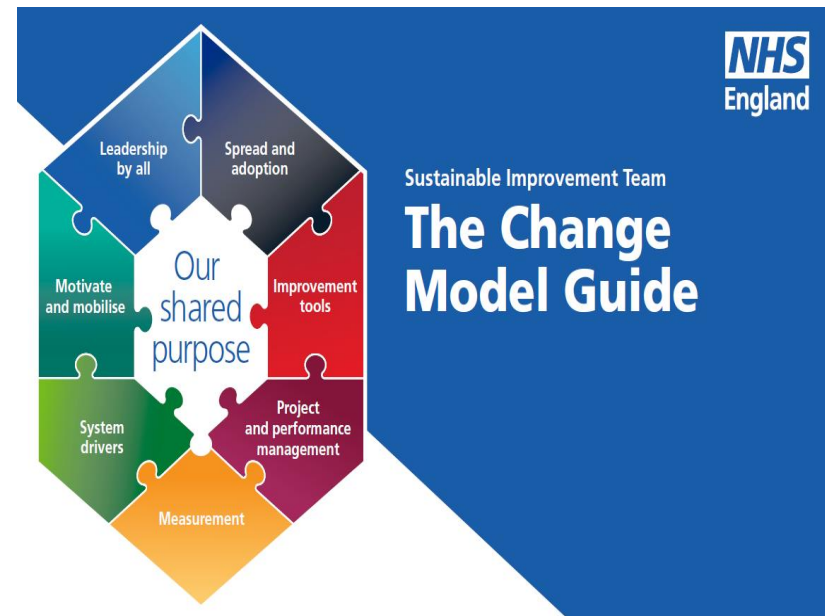
- A systematic approach that uses specific techniques to improve quality
- Lots of different methods and methodologies for implementing QI
- Ultimately about improving patient safety and experience in an effective, efficient manner

Our Initial concerns with MAGIC and QI

- Yet another new project which will take up a lot of time and ultimately achieve relatively little
- A project for the sake of a project
- Project group work
- Fear of the unknown/ being challenged about current practice

Education days

- Regional units coming together with a common aim
- Learned and put into practice the QI methodologies
- NHS Change Model Guide



QI tools

- Process maps
- Driver diagrams
- Fishbone diagrams
- SMART
- objectives
- RCA
- 5 whys
- PDSA cycles

What really worked

- Team work (regional and local collaboration)
- Each unit had similar issues/ barriers to implementing change
- Similar concerns about QI initially
- A shared goal and purpose
- Creating a regional network

What really worked

- Sharing solutions
- Learning from each other
- Seeing the progress of everyone over the course of the project
- MAGIC WhatsApp group
- Support and motivation from the KQUIP team

What did it achieve locally

- Majority of the staff completed the e-learning- still being offered out to new staff
- Regular data collection has shown our use of ropeladder needling increased since MAGIC
- Staff more aware of vasc access complications
- Patient knowledge of their access improved

How we felt about QI at the end

- Surprisingly positive
- The tools had helped structure the goals and focus the project
- Tools that had felt like a challenge to us at the start, by the end made us feel confident about using for change in the future
- Proud of achievements

Our 3 QI recommendations

- Make the most of the QI tools- don't be frightened to get it wrong using something for the first time
- Work as a team (regionally and locally)
- Have a Leeanne (or equivalent) to drive and motivate!!