

Kidney Quality Improvement Partnership (KQuIP)

Quality Improvement

Training Day One

#KQuIPNW



KQuIP

Housekeeping and survival



**Fire alarms
and exits...**



Car Park ...



Toilet location...



Mobiles



Breaks...



Photos...

Kidney Quality Improvement Partnership (KQuIP)

Purpose

Expectations – desired outcomes from today



KQuIP

Purpose/ Expectations/ Outcomes

With the person next to you, discuss:

- What is your AIM for today?
- What are your OBJECTIVE(S)?
- What are the RULES?

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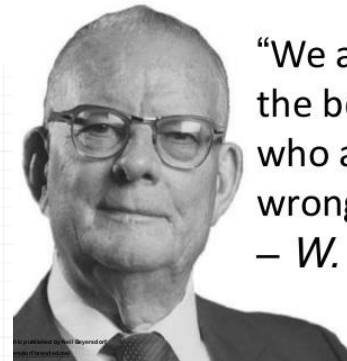
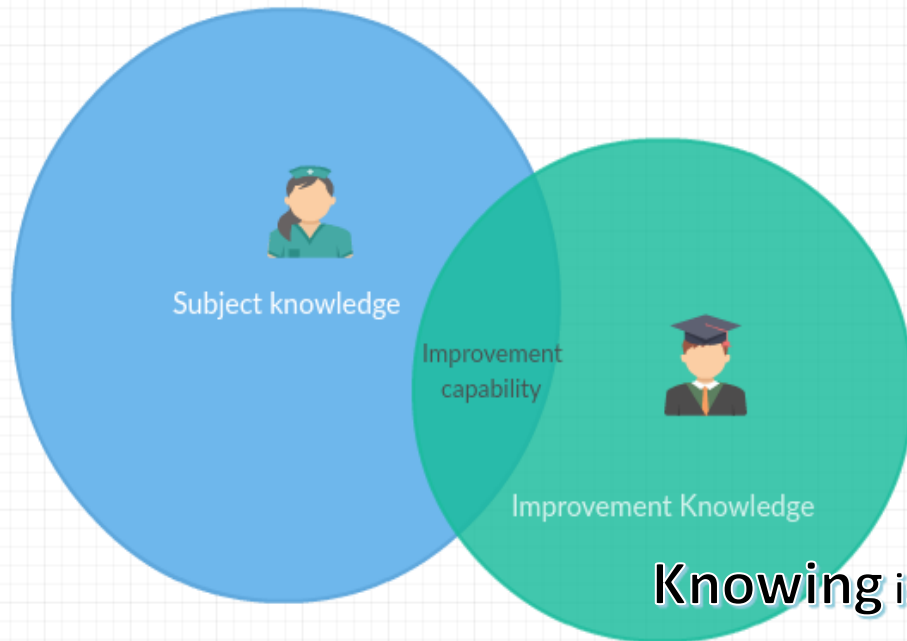
Building a QI team

Who are the stakeholders? How do we involve patients in our project?

Rachel Gair

Building a Quality Improvement Team - Capability

There is **no substitute for knowledge** - Deming

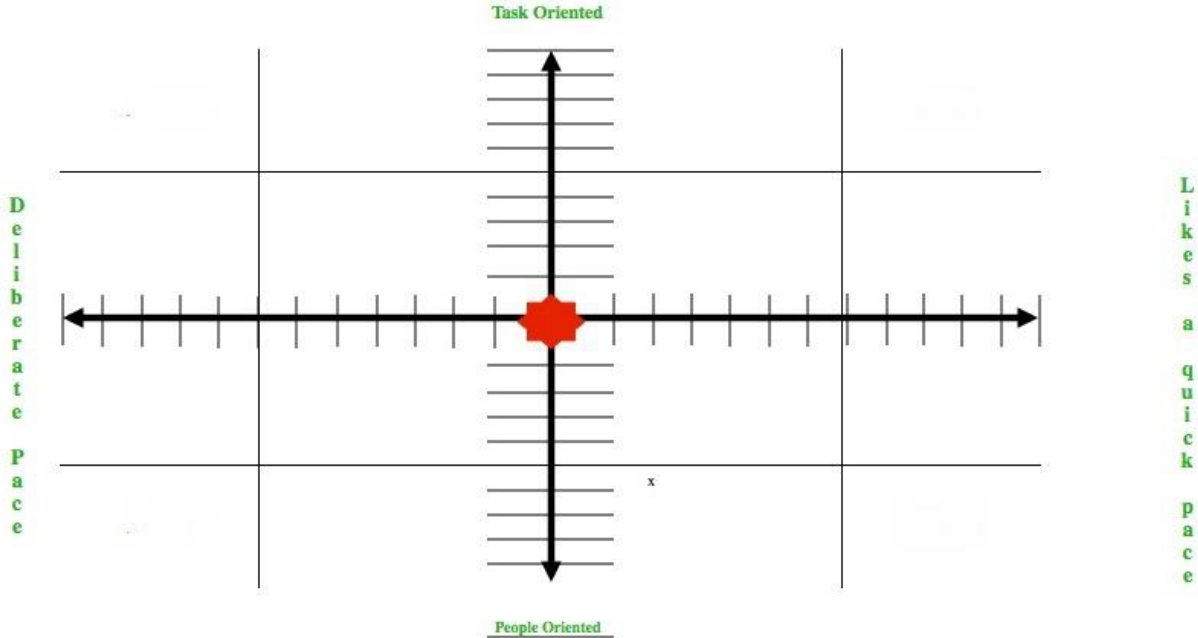


“We are being ruined by the best efforts of people who are doing the wrong thing.”
– *W. Edwards Deming*

Knowing is not enough. We must apply. **Willing** is not enough. We must **do** – Bruce Lee

Different working styles – different roles

SOCIAL STYLES GRID



Write yours totals from the self inventory .	Down	Up	Left	Right

Stakeholders – support and endorse – wide reaching

Who can influence?

Who has connections?

Who has subject expertise?

Who has lived experience?

Who is good at communicating?

Who has done this before?

Who has an interest?

Who can challenge?

Who is seldom heard?



Building a Quality Improvement Team – Be bold – avoid hierarchy!

What are you trying to achieve and who do you need to make it happen?

What skills do you need?

Think about the culture of your organisation

How can you make it a priority within your unit – champions and leaders

How will it be acted upon – senior buy in

How often will you meet?

Invite people in as guests

Invite yourselves to meetings

Review actions and keep momentum

Try and avoid beginning & end approach

Align it to other stuff – what else is going on?

Include patients

Listen and reflect – don't go to default – same as you

Each time you meet ask who is missing at the start and at the finish

WHY? Because it is the right thing to do.....

- They bring a different set of skills and insights to the programme
- A new and different way of working and thinking
- Change of language in meetings – common ground
- Bringing lived experience to the conversation – challenges some assumptions
- Filter into practice in units – patients as assets
- A new experience for patients – translates to improved QOL (Diane's story)

Co-production – A definition

Co-production means working together to do something

It is about people with **different** views and ideas coming together to make things better for everyone

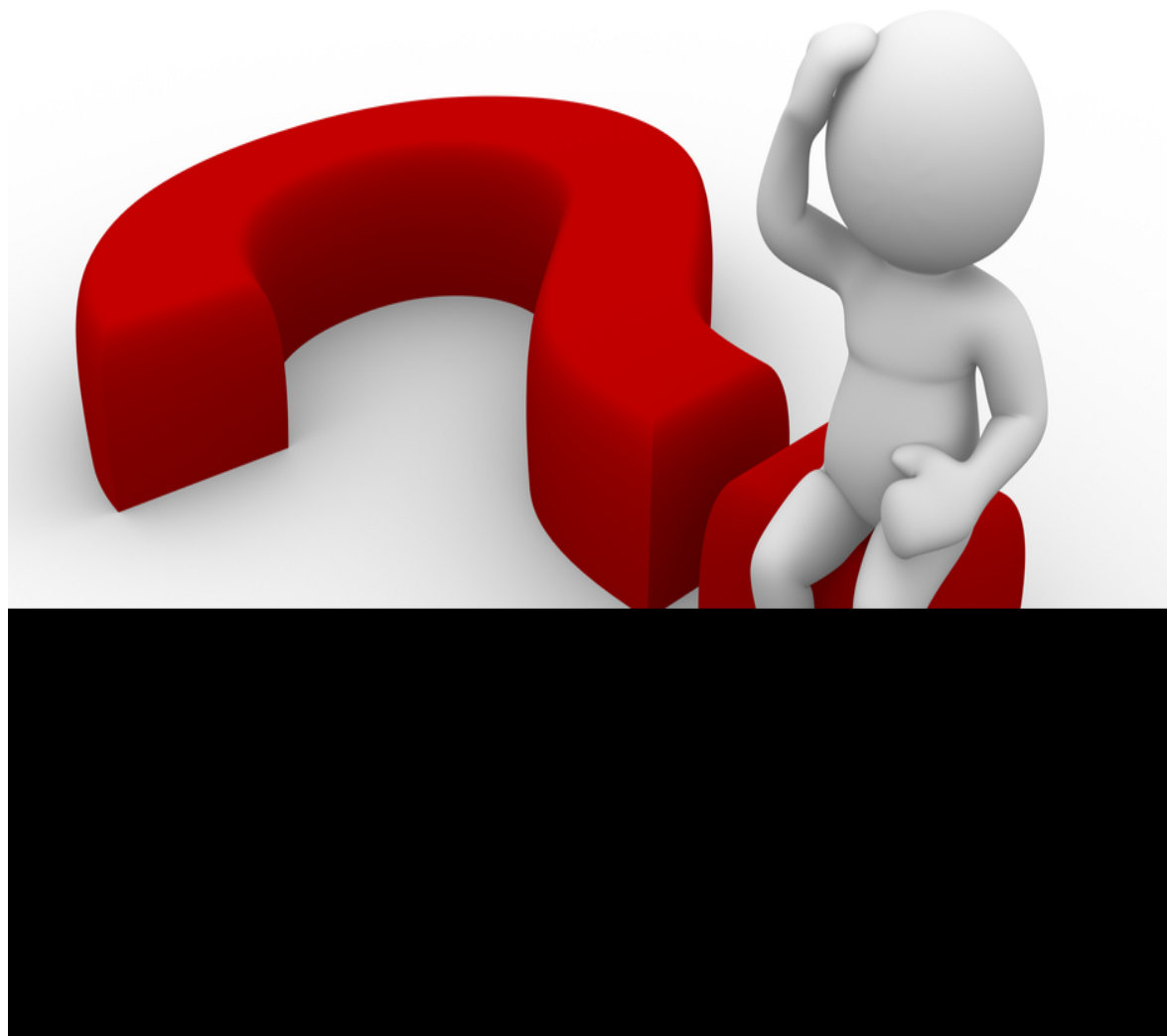
Co-production is about people who use services, carers and people who run services working together as **equals**

Being equals means **nobody** is more important than anyone else

BUT.....it has to be in new ways



How?



Just do it!

- Be clear about what you are asking from them – find out what they might bring and want to gain
- They will have skills which are currently untapped – ask them
- Don't invite just one – that's tokenism
- Don't invite them just because – it has to be two way beneficial
- Try and gain a representative view which will feed back into their KPA or patient groups
- Patients who dialyse may not want to attend meetings on day off
- Think of your young adults – I know of plenty – all on twitter and have strong views on what they want
- Don't make excuses – there is no right time – the sooner the better
- No jargon – no hierarchy – equals

Group Work

- 10 minutes to discuss in teams how you will do this
- Who is your wider stakeholder group
- Who is core project/working group
- How will you involve patients

Stakeholders – support and endorse – wide reaching

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Who is seldom heard?




Kidney Quality Improvement Partnership (KQuIP)

Building a QI Team?

What skills do you need in your team? Who do you know?

Julie Slevin and Ron Cullen

Skills analysis

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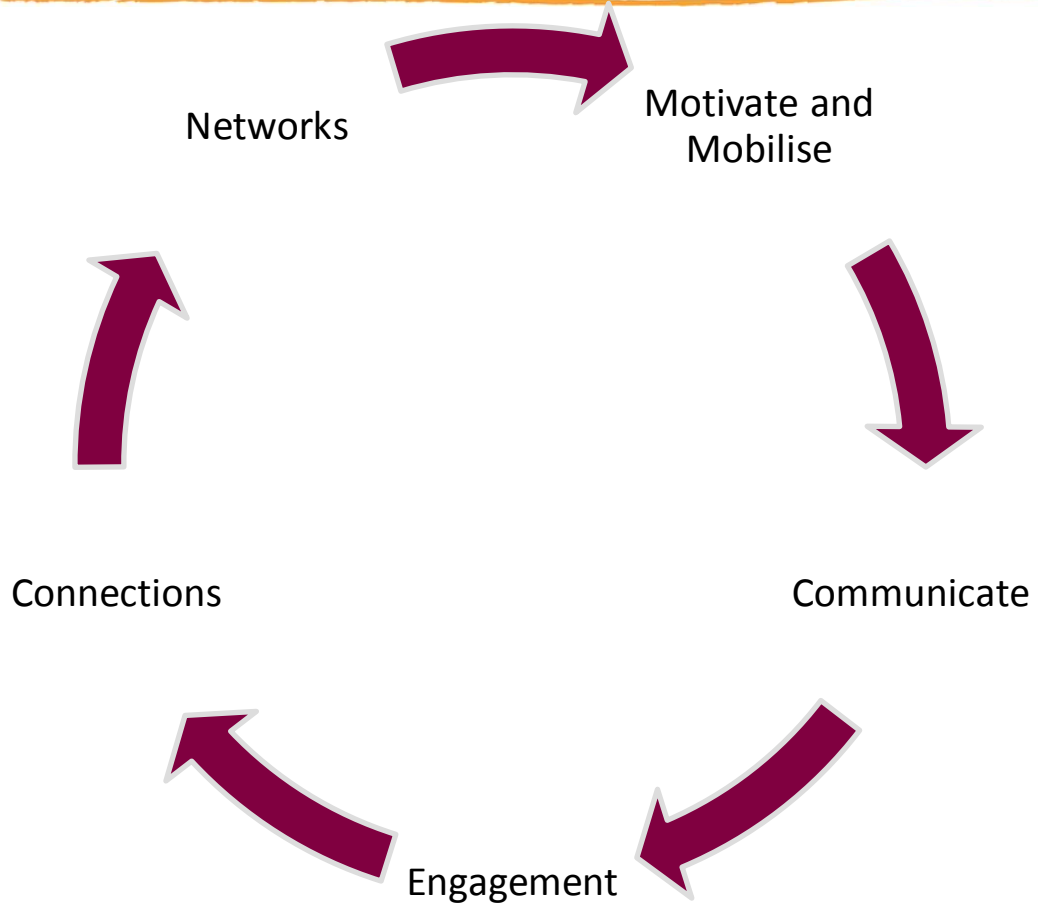
Building a QI team

How do we engage with our stakeholders and patients?

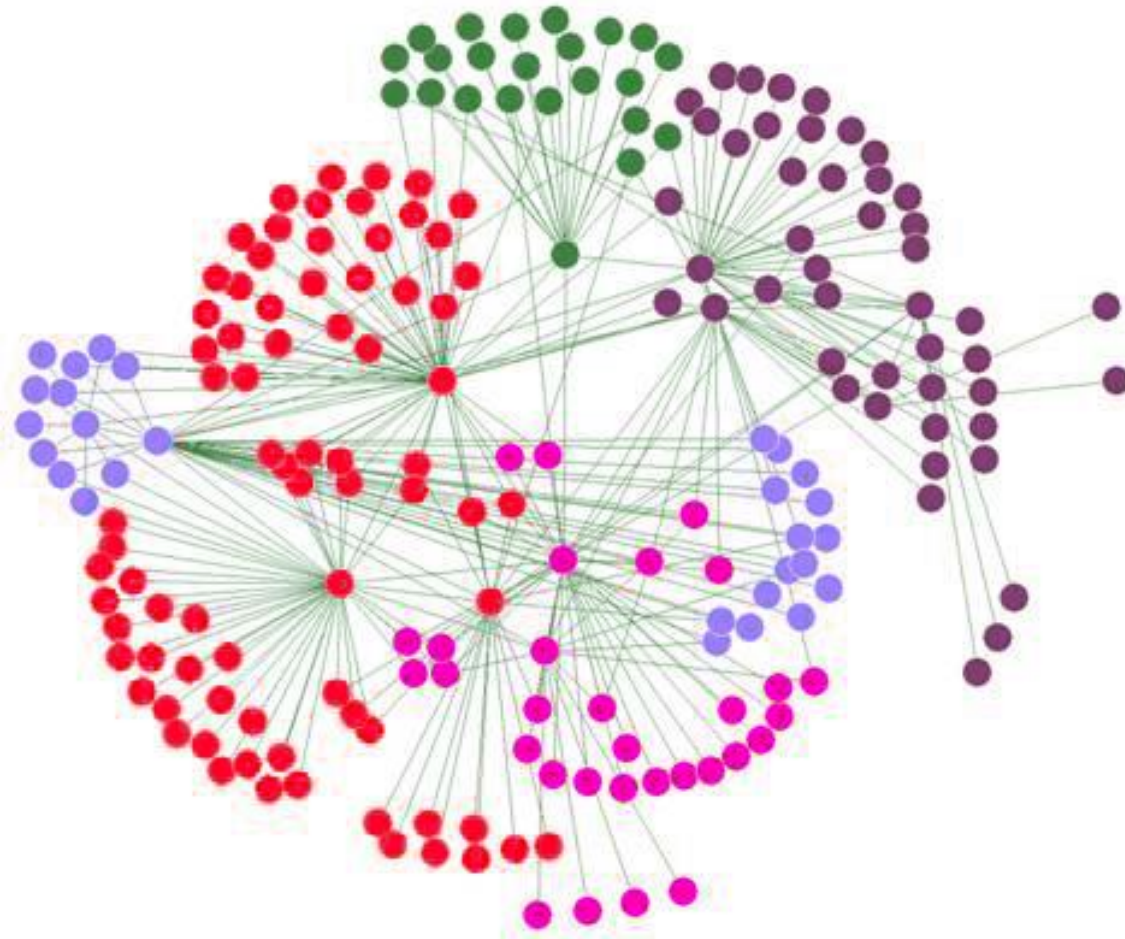
Leeanne Lockley

We cant change on our own, we need others






Networks



Communication



“The single biggest problem in communication is the illusion that it has taken place.”

~George Bernard Shaw

15 mins group work

- In your teams, start to develop a communication plan

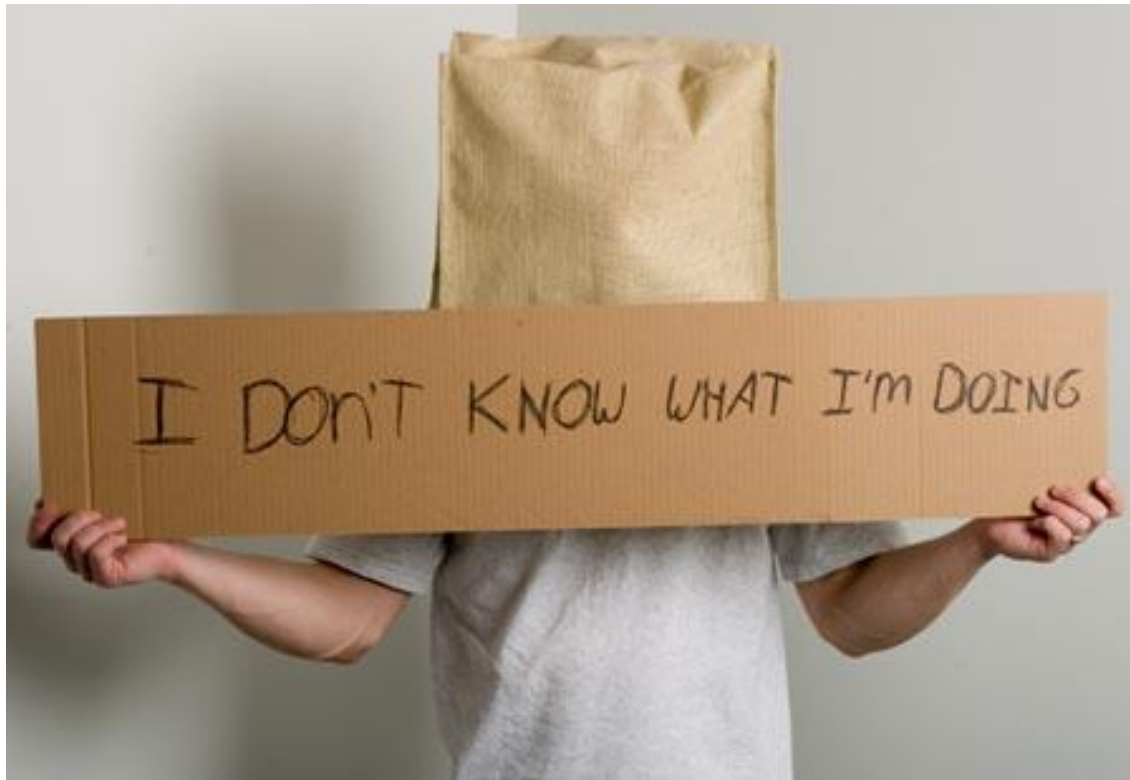


Kidney Quality Improvement Partnership (KQuIP)

Agreeing a shared purpose and scope

Julie Slevin

Agreeing a shared purpose



The NHS Change Model

- The NHS Change Model comprises eight component parts
- The components are used to develop and support a quality improvement project
- Together, the total delivers a complete picture of how to manage and deliver quality improvement



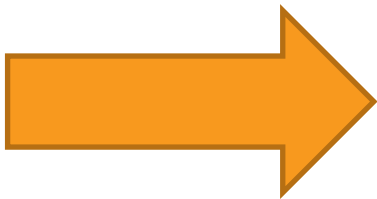
Our Shared Purpose



Our Shared Purpose

On your tables, start to develop your shared purpose:

- You are in a safe space
- Look for commonality
- Design your shared purpose together



Shared Purpose

Aims and Objectives

COMPONENT	AIM	OBJECTIVE
Description	An aim is a ultimate goal, which you will strive to achieve.	Objective is something a you will seek to achieve, by continuously working on it.
Addresses	Long term outcomes	Short term outcomes
What is it?	Your general direction	Specific goal - SMART
Concerned with	Purpose	Achievement
Describes	What is to be achieved?	How it is to be achieved?
Time Bound	No	Yes
Measurement	Impossible	Possible

SMART Objectives

To make sure your goals are clear and reachable, each one should be:

- **Specific** (simple, sensible, significant)
- **Measurable** (meaningful, motivating)
- **Achievable** (agreed, attainable)
- **Relevant** (reasonable, realistic and resourced, results-based)
- **Time bound** (time-based, timely, time-sensitive)

20 mins group work

Work on your
Shared Purpose and your
SMART Objectives



Kidney Quality Improvement Partnership (KQuIP)

Scope

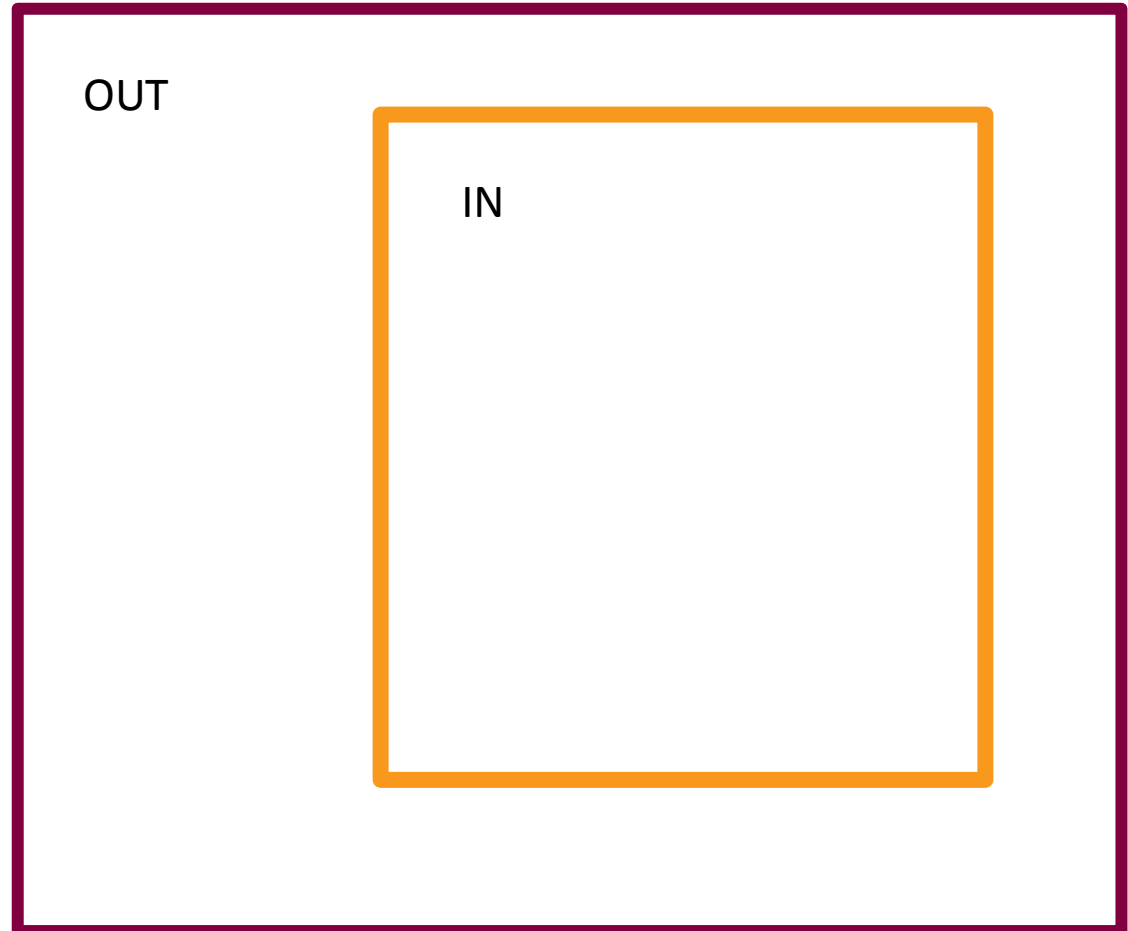
Julie Slevin

**‘THINK
KIDNEYS’**

KQuIP

Scoping Exercise

- What is in?
- What is out?
- Boundaries
- Deliverables
- List everything



Region and project

	IS	IS NOT	ACTION
WHAT			
WHERE			
WHEN			
WHO			
SCOPE			

15 mins group work

Work on your
Project Scope



Kidney Quality Improvement Partnership (KQuIP)

Time Frames of project and what needs to be achieved

Ron Cullen

**‘THINK
KIDNEYS’**

KQuIP