Quality, Service Improvement and Redesign

Providing participants with the know-how to design and implement more efficient and productive services

ACT Academy

The **Berwick Report** into patient safety recommends that all NHS staff have some level of improvement capability. The **Five Year Forward View** reinforces the importance of creating a culture of change and improvement across the health service. The **Rose Report** tells us that "people must be equipped for the changes the NHS has asked them to make." More recently, **Developing People, Improving Care** was released in December 2016 by NHS Improvement on behalf of the National Improvement and Leadership Development Board. The overarching ambition of this framework is a national health and care system where people at every level take pride and joy in their work, and where together they have the capability and capacity to deliver continuous improvement in care for individuals, population health and value for money.

The Quality, Service Improvement and Redesign (QSIR) programmes are the latest iteration of a highly successful service improvement programme that has been delivered over many years to hundreds of staff involved in healthcare.

Delivered in a variety of formats to suit different levels of improvement experience, the QSIR programmes are supported by publications that guide participants in the use of tried and tested improvement tools and featured approaches and encourage reflective learning.

The QSIR programmes suit clinical and non-clinical staff involved in service improvement within their organisation and/or system.

Each cohort typically consists of people from a range of backgrounds and professions. We believe this mix helps to make the programmes so vibrant. There's always huge wisdom in the room and many perspectives, providing a rich learning environment.

support   collaborate   challenge   improve   inspire

QSIR: Practitioner

Who the programme is for

Clinical and non-clinical staff working on a service change project. Participants can apply their learning throughout the programme, which in turn accelerates personal and organisational learning and supports teams to build their evidence base for further change.

How long does it take?

The programme is typically spread over four to six months.

How the programme is delivered

The programme consists of five day-long workshops with support provided between workshops through virtual action learning sets (VALs).

QSIR: Fundamentals

Who the programme is for

This one day programme offers participants an introduction to a range of tried and tested service improvement tools and approaches that give them the confidence and skills to start on their improvement journey.

QSIR College

This programme has developed from the original QSIR Train the Trainer pilot designed in response to the Berwick Report. It offers health systems an opportunity to develop quality and efficiency improvement capability across their system, building a sustainable local skills base from which to tackle the challenges identified in their sustainability and transformation plan (STP).

QSIR College develops candidates to a level where they are assessed and accepted as associate members of the QSIR Teaching Faculty and go on to skill up other staff in their local systems.

Each successful candidate commits to deliver QSIR Practitioner to a specified number of cohorts in their organisation/ system to ensure a significant number of staff are trained in quality, service improvement and redesign skills and thus are able to harness the capability necessary to deliver quality and improvement projects across their local systems.

The system, and the individual organisations within this, must demonstrate they are prepared to support, enable and champion their candidates to fully benefit from the programme and also roll out QSIR across their system.

We support associate members of the QSIR Teaching Faculty through networking activities, provision of workbooks and other course materials, development of case studies and marketing materials. Associate membership is dependent on annual reaccreditation.

Quality, Service Improvement and Redesign

Leading improvement
- Case for change
- Mind-set changes
- Aligning improvement and vision

Demand and capacity
- Understanding demand, capacity, activity and backlogs
- Understanding flow
- Why do we get queues?
- How do we balance demand and capacity?

Project management
- Qualitative data
- Six stage approach for project management
- SMART goals
- Project charters
- Model for improvement including PDSA cycles

Process mapping
- What is a process map?
- Identifying sources of waste
- Current and future state mapping
- Facilitating a mapping event

Measurement for improvement
- The perils of RAG ratings
- Understanding variation
- Defining your aim
- Driver diagrams
- Run charts/SPC charts
- Investment for improvement

Creativity in improvement
- Mental valleys
- Creative techniques to explore problems
- Observation
- Idea generation
- Harvesting ideas
- Testing new ideas

Engaging and understanding others
- Stakeholder identification and communication
- Engaging clinicians
- Involving patients
- Human dimensions of change
- Working with resistance

Sustainability of improvement
- Sustainability frustrations
- Factors affecting sustainability
- Applying NHS Sustainability Model

"The QSIR course is helping our organisation to take a great step forward in our journey to learn and use quality improvement methodology, by equipping staff with the knowledge and practical skills to build their confidence to 'have a go' at making the improvement changes they want to see. The materials are clear, straightforward and easy to use and have reinforced the learning and key messages shared through the face to face training that we are delivering. "

Angie Davies, Deputy Director of People and Organisational Effectiveness, North Lincolnshire & Goole NHS Foundation Trust

Get in touch

If you are interested in either QSIR: Practitioner or QSIR College and would like to receive further information, have any questions and/or would like to be contacted when our programmes are open for application, please email us on **NHSI.ACT@nhs.net** putting **QSIR** in the subject header.

"The QSIR Practitioner course gave me the knowledge and structure that I needed to make sure that changes I was making were real improvements. It also gave me the tools necessary to manage projects more effectively and efficiently. It has transformed the way I work. Loved every minute of it."

Joan Pons Laplana, Transformation Nurse, James Paget University Hospitals Foundation Trust

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