

CASE STUDY: MEASURING FOR IMPROVEMENT

SKILLS DEVELOPMENT WITH REAL WORLD IMPACT

Context: Aqua has a long history of measurement upskilling. Measurement Masterclass was an in-person programme which pivoted rapidly to virtual because of Covid. This presented challenges for interactivity and participation. We met these by redesigning the course, incorporating new practical examples with real-world application, with the aim of empowering participants to work with their own data.

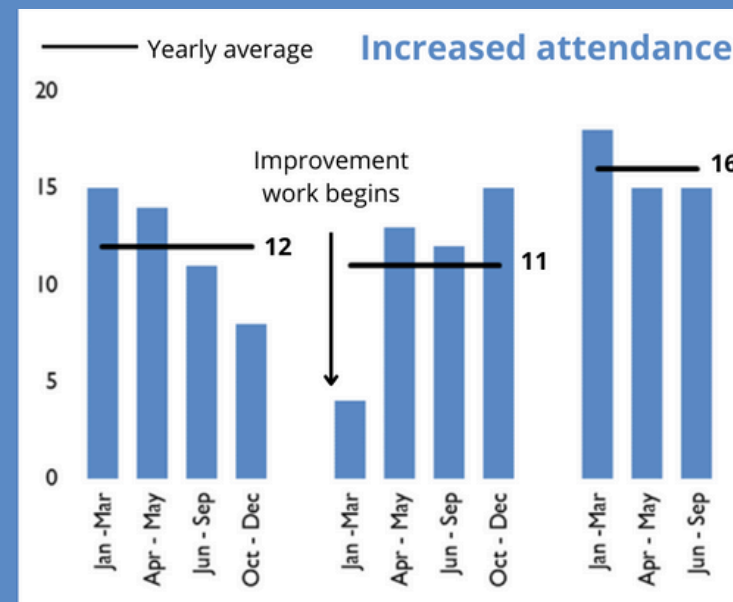
What We Did:

- **Got people talking and connected:** breakout rooms cement key elements of delivery. Tasks are active and collaborative with feedback opportunities built in. We encourage teams to join together and learn together.
- **Promoted interaction and collaboration:** we use Miro, an online whiteboard, for collaborative tasks, such as chart selection, using the NHS Making Data Count chart annotations and interpreting more complex data.
- **Practical skills development:** session 1 demonstrates using SPC charts to highlight variation and measure impact. Session 2 covers more advanced skills such as using 95% confidence intervals. Participants can attend either or both sessions.
- **Developed new resources:** in addition to our SPC chart, funnel plot and Pareto chart tool, we share our resources via the Aqua Hub, which also includes measurement videos produced by our Analytics and Evaluation team.
- **A new comms strategy:** we scaled up communications, sending targeted mailouts to previous attendees, teams and organisations. With Comms team support, we developed new marketing materials, incorporating feedback and testimonials.

Impact: a key driver for rethinking the programme was that attendance had decreased over time and the attrition rate between enrolment and course start and between sessions had increased. Attendance figures are encouraging and suggest our redesigned content supported by enhanced comms is having a positive impact. Our ongoing aims are continued improvements in attendance and attrition, further evolution of content in response to feedback and further refinement of our comms strategy.

aqua

Shape Change Inspire Quality Transform Care



“I liked the practical elements, being able to do rather than see helps me retain information”

Measuring for Improvement participant

For further details about this piece of work, or to discuss how we can support you, please get in touch:



aqua.nhs.uk



@Aqua_NHS



enquiries@aqua.nhs.uk



Continuous Improvement



Safe Care

April 2024