

CASE STUDY: DEVELOPING QUALITY IMPROVEMENT CAPABILITY FOR AUDIT LEADS

LIVERPOOL UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

Context: Quality Improvement (QI) has a fundamental role in improving all aspects of quality in healthcare. It is a systematic and consistent approach to improvement. One of the greatest challenges within healthcare is the need to redesign services to ensure the needs of the patients and staff are met alongside the ambition to continually make improvements in the delivery of better patient outcomes and safer care.

What We Did: We were approached by the Deputy Director of Quality Improvement and Trust Clinical Audit Lead to develop and deliver a four day face to face programme over three cohorts to support the development of their Specialty level Audit and Improvement Leads (SAILs) - a strategic role in the organisation. The programme was aligned to support the workforce capability plan, building on their QI skills to embed a culture of continuous improvement.

Impact: The programme supported the clinicians closest to the problems impacting on quality of care, developing their skills and giving them the tools they need to improve. This enabled the clinicians to explore and practice their learning and develop techniques in a supported environment; allowing for creative thinking, constructive challenge and reflection on previous and future QI projects. All whilst linking this to their role as audit leads.



Safe Care



Continuous Improvement



Liverpool University Hospitals
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Shape Change Inspire Quality Transform Care

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As a front-line NHS clinician working in the emergency department, I often find myself frustrated by the obstacles and waste that get in the way of the delivery of quality care. The SAILs course has provided me with the framework and skills by which I can hopefully bring about lasting improvements, that will positively impact on my patients and colleagues.

The concepts and methodology of quality improvement were brought to life by an enthusiastic and credible faculty. A blended teaching approach (including group work and discussion) kept the interest and engagement high. Time to meet and network with other SAILs was also provided.

This was a brilliant course and, in my opinion, the more NHS staff who can be taught this approach, the more likely it is to succeed

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Participant

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



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