Building Capacity and Capability for Quality Improvement

A National Approach

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Our vision is that by 2020 everyone is able to live longer healthier lives at home, or in a homely setting.
2020 Workforce Vision

“All staff need to be appropriately trained and have access to learning and development to support the Quality Ambitions and 2020 Vision for Health and Social Care.”
NHSScotland Quality Improvement Capacity and Capability Building Plan

Improve the confidence, capacity and capability of those leading and practicing quality improvement across NHS Scotland by 2015

- Quality Improvement Education Framework (What)
- Identify Target Audience (Who)
- Quality Improvement Learning Resources Delivery Model (How)
- Infrastructure
NHSScotland Quality Improvement Education Framework

Knowledge (Improvement Science)
- Profound knowledge, improvement models - Model for Improvement, Lean, Flow, Human Factors, Knowledge management, Project management, Planned experimentation

People
- MBTI (or similar), motivating self and others, team building, leadership communicating a vision, change management, coaching, influencing, negotiating, accountability

Systems
- Processes, reliability, design for quality, innovation

Measurement
- Juran’s trilogy (quality planning, quality control and quality improvement), variation, Statistical Process Control (SPC), Demand capacity and activity queue

Context
- Political, economic, public sector reform, Scottish Government purpose and national performance framework integration, business case for quality, person centredness, expectations, population health
NHSScotland Improvement Skills Model

- **Foundation Level**: 134,000 wte
- **Practitioner Level**: 30,000 wte
- **Lead Level**: 1,450 wte

- **Few People**
- **Deep Knowledge**

- **Many People**
- **Improvement Platform**
- **Shared Knowledge**

Quality Education for a Healthier Scotland
Quality Improvement Educational Resources

- E-learning modules

- Formal national programmes
  - SPSP Fellowship
  - Improvement Advisor (IHI)
  - Improvement Science in Action (IHI)/ Scottish Improvement Skills
  - Skills for Improvement - Measurement for Improvement

- Collaboratives
  - Scottish Patient Safety Programme (SPSP)
  - Person Centred Health & Care
  - Early Years

- NHS Board courses
  - Internal and external
NHSScotland e-Learning Modules

- Introduction to our Purpose and Values
- Introduction to Quality and Quality Improvement
- Introduction to Healthcare Systems
- Introduction to Quality Improvement Methods
- Introduction to Measurement for Improvement
- Lean in Healthcare
- Knowledge into Practice in Healthcare
- Building a Quality Culture
- Leading Quality Improvement
- Creativity and Innovation in Healthcare
- Introduction to Data Analysis
- Measurement for Improvement – Presenting Data
- Evaluating Quality Improvement
- Introduction to Statistical Process Control
- Skills for Improvement: Measurement Module A – Planning
- Skills for Improvement: Measurement Module B – Analysing Data
Scottish Patient Safety Fellowship

Purpose:

- Develop and strengthen clinical leadership capability to support the SPSP
- Contribute to the development of a long term quality improvement and patient safety culture
- Establish a learning support network for transformational leadership
- Strengthen existing collaborations within NHS Scotland
NHSScotland/IHI
Improvement Advisor Programme

To provide participants with:

• An in-depth understanding of core Improvement Science Concepts
• Ability to apply Improvement Science tools, techniques and methods to improvement projects
• The skills required to lead or support improvement projects
NHSScotland Future Lead Level Programmes
NHSScotland Approach to Practitioner Level Development

- Lead Level: 1,450 wte
- Practitioner Level: 30,000 wte
- Foundation Level: 134,000 wte