

Training Leaders of Improvement in Scotland & Beyond

143	34	14	13	15	1	1	1
Scotland	N Ireland	Ireland	Denmark	Norway	England	Wales	Canada
141 Doctors	70 Nurse/ Midwives/ AHPs		10 Pharmacists		1 Dentist		

- Programme Content**
- Improvement Science
 - Measurement for Improvement
 - Leadership for Improvement
 - Team Engagement
 - Value Based Healthcare
 - Human Factors/ Ergonomics
 - Person Centred Care

The Value of SQSF

- Transformational training delivered by experts in the field
- A unique, international experience built on the common characteristics of the participants
 - Discuss quality and safety with those who understand the complexities of clinical work
 - Promote person centred care following recent reports such as the Vale of Leven Inquiry
 - Provide clinicians with the skills to work effectively across health and social care sectors

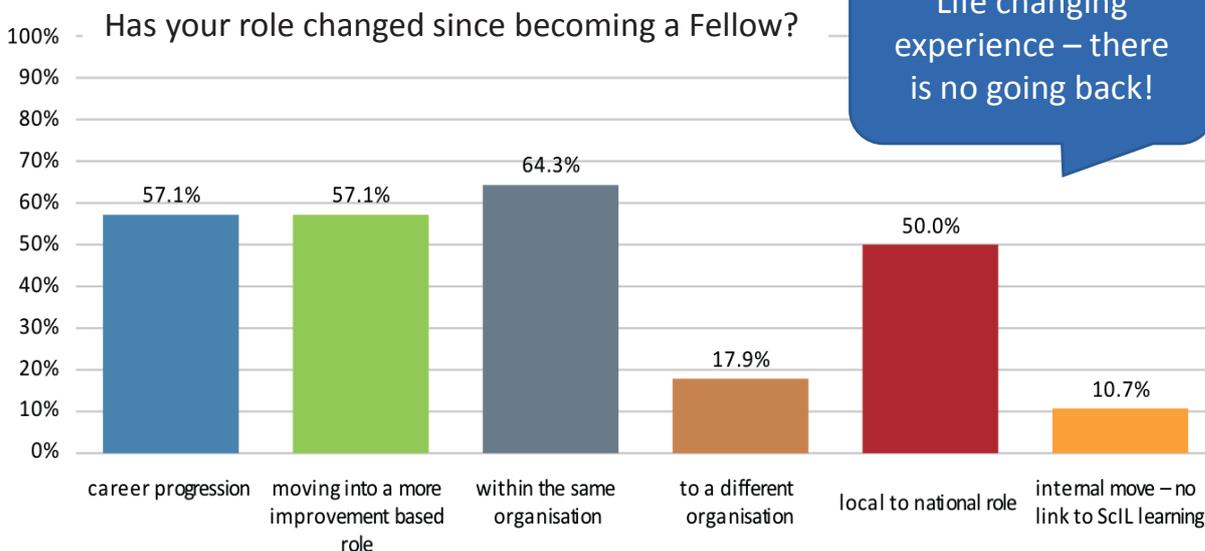
The Impact of SQSF

It has fundamentally changed my practice and given me the confidence and skills to lead improvements in my organisation

Have taken a ward from a recognised concern to one that is now recognised as achieving harm reduction and staff, carer and patient satisfaction

Completed Projects include:

- Reducing cardiac arrests by 50% in an acute medical unit
- Reducing medication errors on discharge by 88%



Life changing experience – there is no going back!



Visit our website to learn more about SQSF and completed projects qizone.nes.nhs.scot



Thinking Differently, Inspiring Excellence

The 10th Anniversary Networking Event

Scottish Quality & Safety Fellowship programme

Edinburgh March 2018

This year we celebrated the 10th anniversary of The *Scottish Quality and Safety Fellowship (SQSF)*. From just 4 Fellows in its first year, the programme has grown annually to becoming an internationally renowned training programme.

This year's annual networking event, *Thinking Differently, Inspiring Excellence* was held at Radisson Blue in Edinburgh and attended by over 100 current and previous Fellows and health and social care leaders from the UK, Republic of Ireland, Scandinavia and Canada.



This Year's Study Trips

The day's programme included space for 'group conversation' activities to encourage dialogue amongst delegates. The day focused on *Cohort 9 SQSF Fellows* reporting back on study trips undertaken in the past 12 months.

They challenged the audience to think differently across 3 themes:

SAFE, EFFECTIVE, CONNECTED

PEOPLE POWERED IMPROVEMENT

ORGANISATIONAL CULTURE AND VALUES

Previous Fellows

Neil Patel demonstrated how lessons from his study trips to Vietnam and Timpsons have inspired change in his unit. They have led to amazing changes that have engaged and empowered staff to provide parents with a far better experience.

Jennifer Rogers was truly inspiring with her story of the experiences and changes she has observed, lived and led over the course of her Fellowship journey.



Thinking Differently, Inspiring Excellence

Ideas from outside the box...

SAFE, EFFECTIVE, CONNECTED

The key learning from visits to Karolinska University Hospital and Volvo in Sweden and 7 organisations in Melbourne and Sydney Australia encouraged us to think differently and learn from organisations who place safety at the core of their practice.

They demonstrated that an early response to safety incidents and thorough investigation are vital parts of their safety system.

They showed that collaboration between Industry, Research, Healthcare and Civic Society can generate transformational change and embedded incident analysis. Does this happen in your organisation?



PEOPLE POWERED IMPROVEMENT

Visits to British Columbia Patient Safety and Quality Council, U Lab and Belfast, were examples of how people are central high quality care and experience. Patient Involvement is key “The frontline is the bottom line!”. Reversed hierarchies mean that leaders should aim to support and empower staff rather than command from on high. This principle resonates with complexity theory where solutions are found by empowering those closest to the issues.

To empower others we need to be empowered ourselves. Theory U showed one way of achieving greater insight into one’s own motivations in order to be a more effective leader. Never doubt that a small group of thoughtful, committed citizens (SQS Fellows) can change the world.



ORGANISATIONAL CULTURE AND VALUES

The visits to Denmark, *NUKA* and *#Qualifornia* (including *Stanford University, Disney, Google, SLACK*) all provided excellent insights into the value other organisations place on culture. Themes stood out in terms of employee engagement, customer service, leadership, culture and transparency across all the organisations

Culture and values play a significant role in how all these organisations focus and develop, and looking at how they live their values has given us so many learning points for our own practice. Value based recruitment and investment in training the right people was important as well as aligning individual staff feedback to organisational values and culture. Personal sharing to promote more transparency and recognising first that no one changes culture, they change behaviour and that then leads to culture change..



Scottish Quality & Safety Fellowship (SQSF)

Programme Content

Systems Thinking

- Toolkits to examine a system
- Appreciate how improvements have to be designed with the whole system in mind
- Consider best value healthcare in addition to quality improvement
- Consider Human Factors in system design and function
- Understand some system wide approaches to healthcare delivery
- Introduce complexity science

Improvement Science

- Understand the underpinning principles described by Deming, Shewart and Juran
- Understand how to use the model for improvement
- Understand measurement of a process
- Understand variation and how to identify different types
- Appreciate the scientific rigor required in measurement for improvement
- Create run charts and control charts
- Deliver a QI project
- Sustainability and Spread



Psychology & Leadership

- Understand the importance of workplace culture
- Appreciate the key cultural elements in high performing organisations
- Learn methods to influence behaviour
- Appreciate desirable characteristics in leaders
- Approaching difficult conversations
- Appreciate the role and impact of your own approach on the team
- Key principles in coaching staff
- The skill and value of networking
- The importance of personal resilience

Patient Safety

- Understand the development of the patient safety movement
- Understand the role of certain approaches to safety and when to deploy them
- Appreciate the impact of human factors on the environment of work
- Appreciate the impact of cognitive bias in clinical decision making
- Understand the importance of system reliability in patient safety