

Care City Quality Improvement Coach Training Programme

A programme for those who want to spread improvement capability and lead on quality improvement across BHR and Waltham Forest.

February 2017



What does the programme involve?

The programme will give participants the ability to spread quality improvement capabilities and lead on more complex quality improvement initiatives.

There will be 5 days of classroom time, spread over five months. Participants will choose a quality improvement project at the outset of the programme and be supported to deliver this. There will be a blended approach of classroom learning, E-learning, mentoring and application learning groups. Topics to be covered include:

Why we need to make improvements	Coproduction
Defining quality and safety in health and social care	Variation
Patient safety	The model for improvement
Human factors in safety	Measurement and data analysis
The history of improvement science	Scale and spread
The system of profound knowledge	The learning cycle
Methods and tools for gathering information	Classroom facilitation skills
The human side of change	Coaching and the TGROW model

Who are we looking for?

We are looking for colleagues from health and social care, who are passionate about delivering high quality and sustainable care to the people of Barking and Dagenham, Havering, Redbridge and Waltham Forest. You might have already attended our one day Foundations of QI Module; you might have received quality improvement training elsewhere or you may have no prior experience of improvement work. All we ask is that you make a commitment to deloping yourself and developing the ways in which we deliver care across BHR & Waltham Forest.

The programme is open to all levels of staff. Some of the skills required include lateral and critical thinking skills, self-awareness, engaging and influencing skills and the ability to guide passionate groups of stakeholders



through sometimes challenging conversations. Training and support will be provided to further develop these skills.

What's in it for you?

The programme is an excellent opportunity to develop your leadership and quality improvement skills. You will have the opportunity to learn from experts in their field and share knowledge and experience across various disciplines.

You will be given the ability to create compelling arguments for change and produce the evidence based improvements that you've always wanted to see. In this rapidly growing specialty, there are always opportunities to advance your career and gain local, national and international exposure. You may choose to share your work via poster or verbal presentations at local, national and international quality and safety conferences or may choose to share your work in newer quality and safety journals such as BMJ quality.

You will join a network of innovators and change agents, create connections with colleagues from areas that you wouldn't normally get to meet and develop lasting relationships with colleagues who will continue to support you throughout your future endeavours.

What's in it for your team and organisation?

The majority of Chief Executives whose organisations have been given an 'outstanding' rating by the CQC credit their achievements to a culture of continuous improvement and the adoption of specific quality improvement methodologies. As a Care City accredited QI coach, you will be given access to a suite of tools and resources to help you lead quality improvement initiatives and spread quality improvement capability within your own team and organisation.

You will be given the skills to facilitate quality improvement initiatives that address challenges faced by your organisation. Improvement initiatives can raise the profile of your organisation through promotional work and may attract additional investment to fund work. At a team level, spreading quality improvement capability and applying these skills to address daily challenges will help to enhance the working day and get rid of those 'rocks in your shoes' that weigh you down every day!

What is Quality Improvement?

In the current climate of health and social care provision, it is essential that the service we provide is of the highest quality in order to ensure the sustainability of our public services. Change is inevitable for us to achieve



this objective, however not all change is positive. To make the best use of limited resources, it is important that we use the right methods to test changes and either improve quality with pace or to fail fast.

Quality Improvement is a systematic approach that uses specific techniques to make care safe, effective, person-centred, timely, efficient and equitable. It gets rid of those 'rocks in your shoes' that slow you down every day! Care City has made a commitment to supporting the local health and social care workforce to develop quality improvement capability and lead on whole system quality improvement initiatives.

What is Care City?

Care City is a health and social care Innovation Centre delivered with and on behalf of the local community and comprising of local authorities, commissioners, NHS providers and voluntary sector organisations across East London (<http://www.carecity.london>). Care City provides a mechanism for partnership working across traditional organisational boundaries, and brings critical links with academic and industry leaders. With a dual focus of healthy ageing and social regeneration, the programme of work spans four domains, Innovation, Research, Education and Community.

What have we done so far?

Care City are funded by Health Education England to deliver:

- 1 day Foundations of QI module
- 500 front line staff trained in Foundations of QI
- 3 improvement collaboratives
- QI Coach Curriculum
- 10-20 trained QI coaches
- Online collaboration platform
- Internal programme evaluation

We have made excellent progress on delivering these outcomes. The next stage in our programme is to develop a cohort of Quality Improvement Coaches, who will spread the 1 day Foundations of QI module even further and facilitate quality improvements in their own area.

How do I get involved?



If you are interested in this programme, please send an expression of interest to dean.rigg@nelft.nhs.uk. This should detail your professional background, work experience, previous involvement in change initiatives and why you are keen to participate in the programme.

Expressions of interest should be submitted by Friday 17th March 2017.

