



QI – Quite an Interesting Experience!

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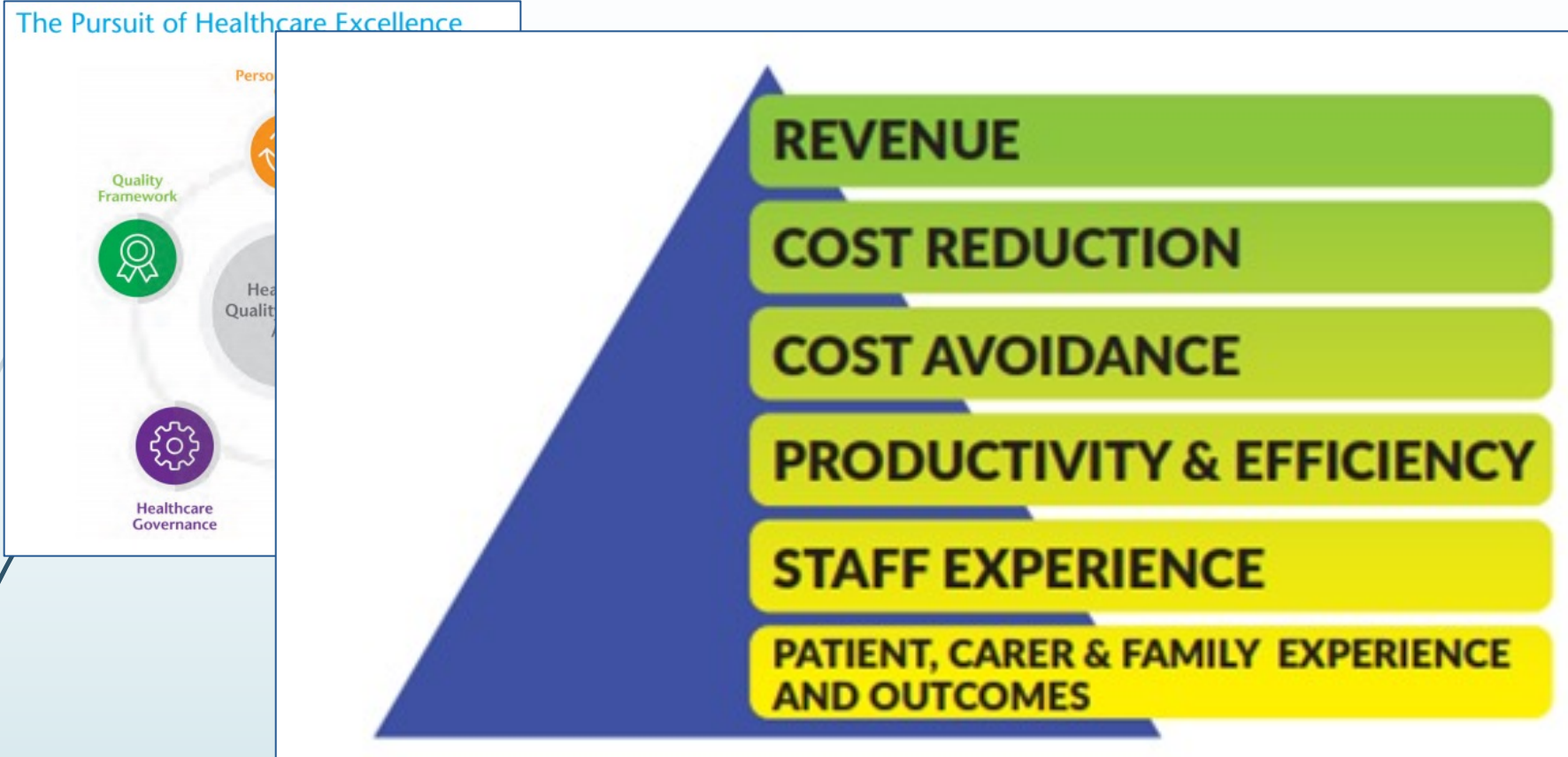
How we'll roll

- QI in context
- My experience of QI in action
 - FoNS
 - ScIL
- What was great
- Even better if...
- Helpful hints
- Over to you

QI in context



QI in context



QI in context

The Pursuit of Healthcare Excellence



QI in context

The Pursuit of Healthcare Excellence



NHS England Quality Strategy

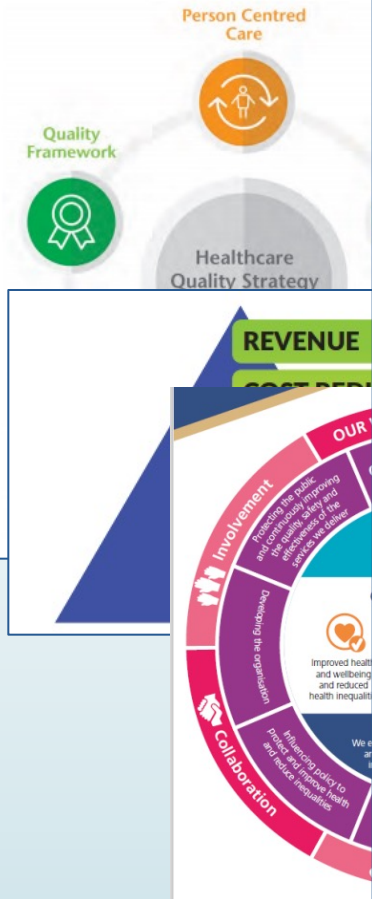
IT'S EVERYWHERE

YOU DON'T EVEN HAVE TO LOOK HARD



QI in context

The Pursuit of Healthcare Excellence



Quality Improvement work is integral to **every** strategy.

Developing leaders from within the organisation.

- ❖ Improve capacity.
- ❖ Improve staff retention.
- ❖ Improve patient care.



QI in context

Let's 'check in'...

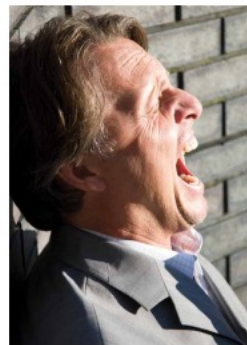






QI in context

What do you enjoy most about your job?



My experience of QI: Foundation of Nursing Studies (FoNS)





My experience of QI: FoNS

Implementing a process of Facilitative Leadership through the exploration of workplace culture.



My experience of QI: FoNS

- Exploring values
- Exploring workplace culture
- Giving and receiving feedback (360)
- Celebrating success



WHAT DO
YOU
WANT?



My experience of QI: FoNS

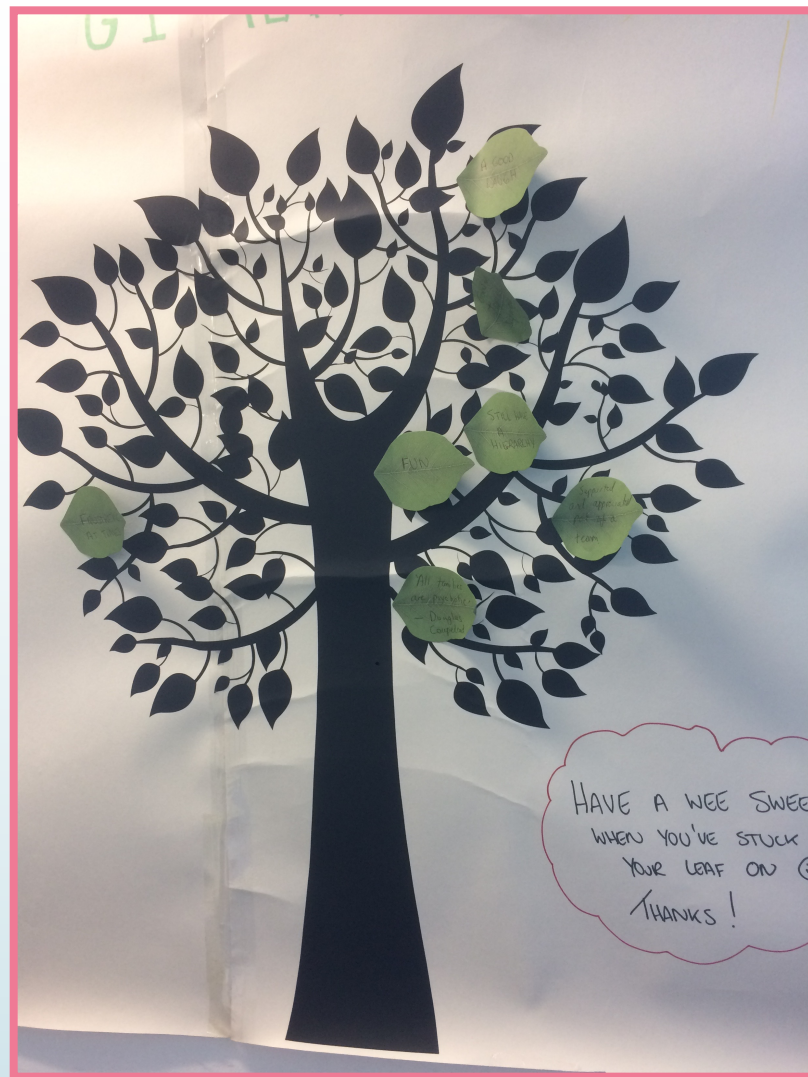
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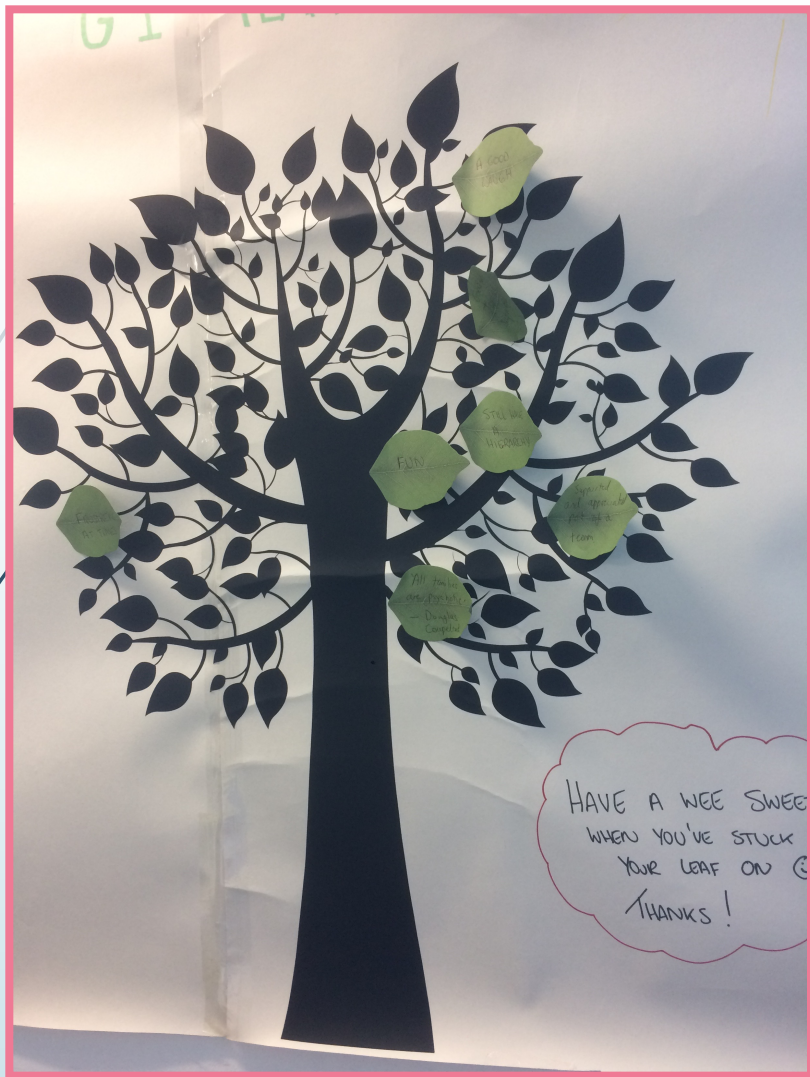
My experience of QI: FoNS

Our Tree

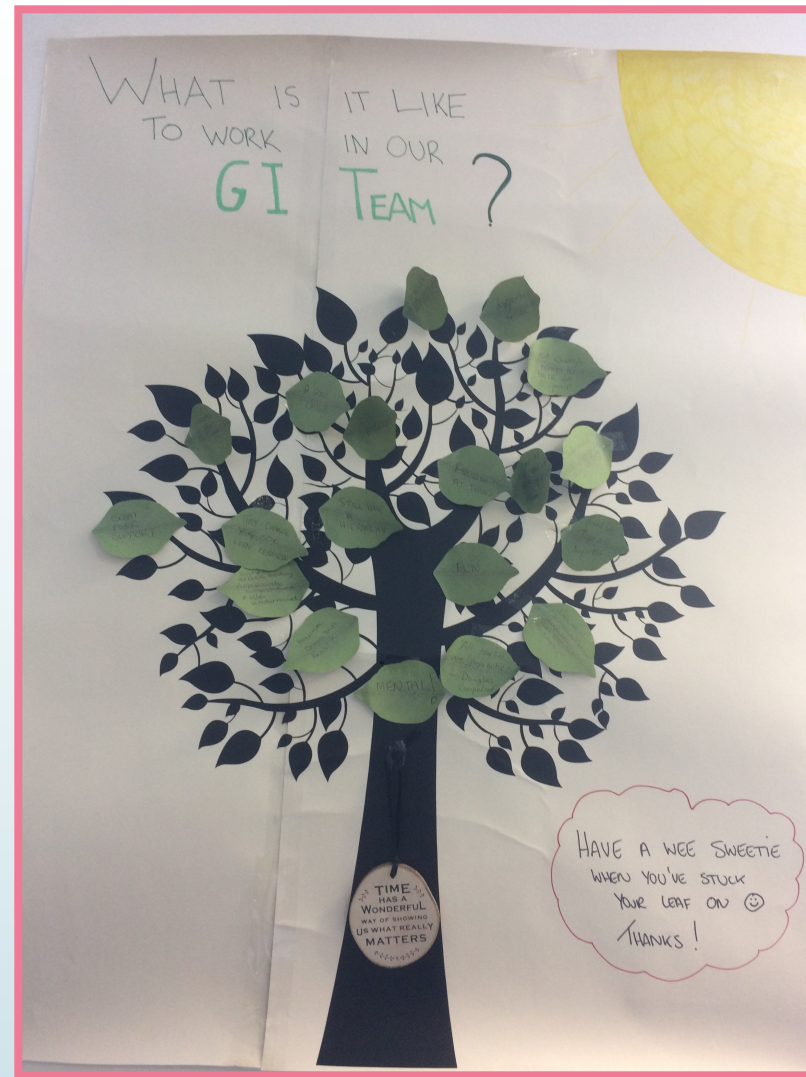
‘What is it like to work in our GI Team?’



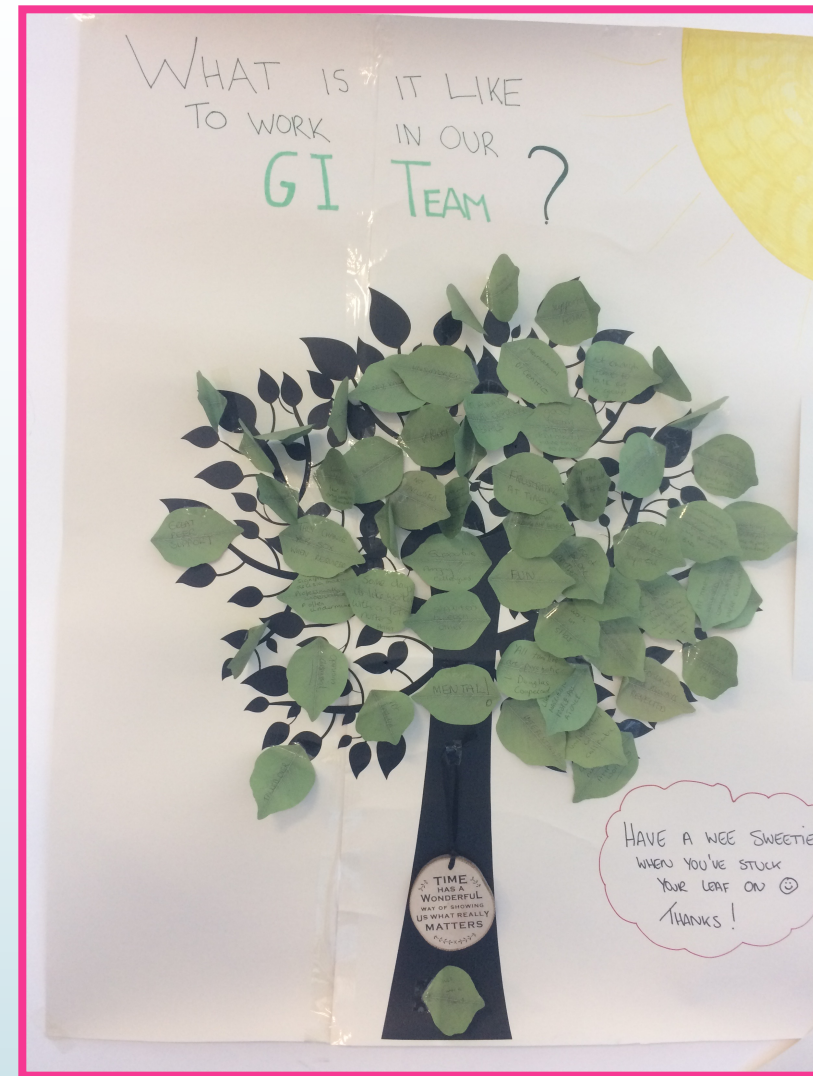
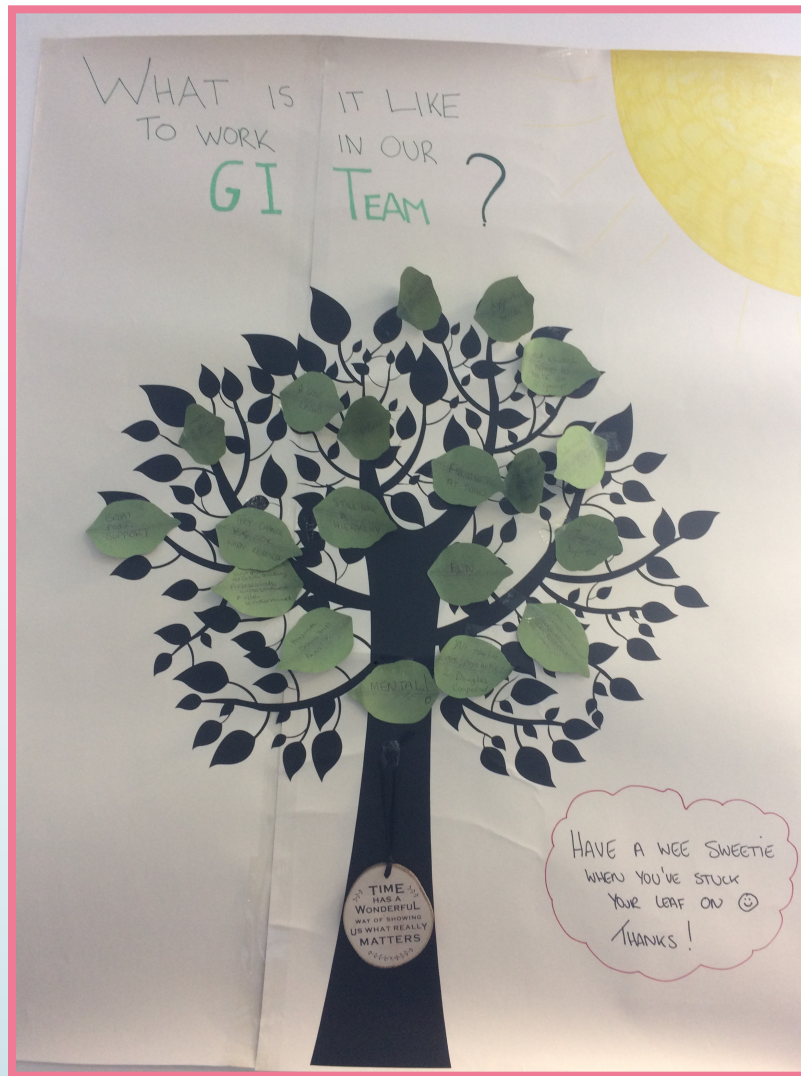
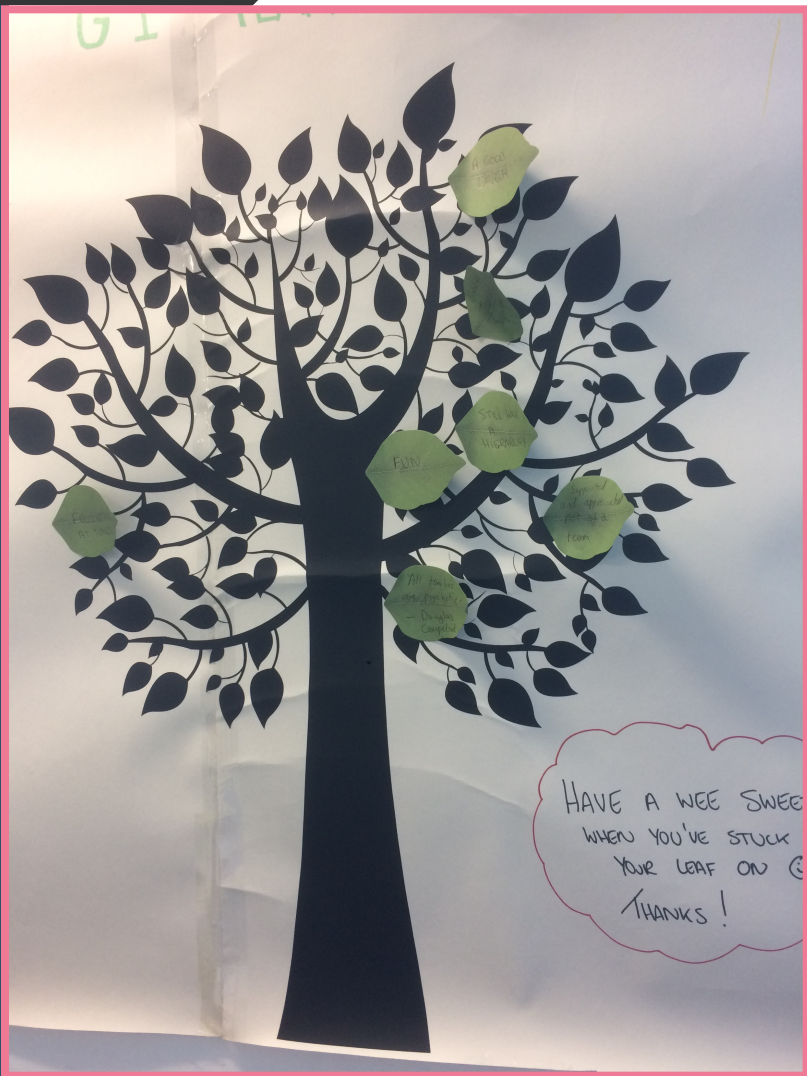
Day 1



Day 1



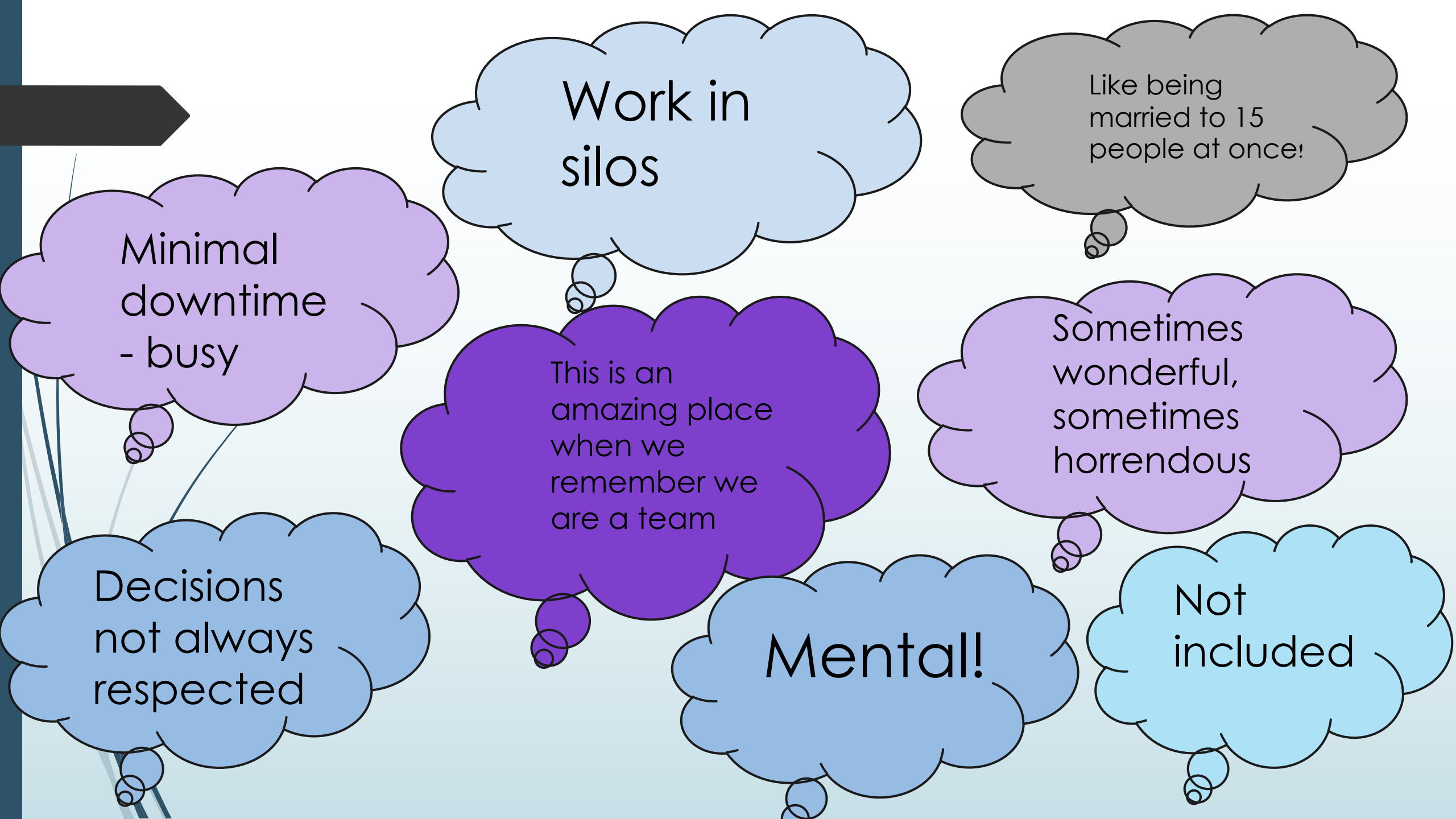
Day 3





My experience of QI: FoNS

- 70 comments
- All members of MDT represented
 - Nursing
 - Admin
 - Medical
 - Dietitians



Work in
silos

Like being
married to 15
people at once!

Minimal
downtime
- busy

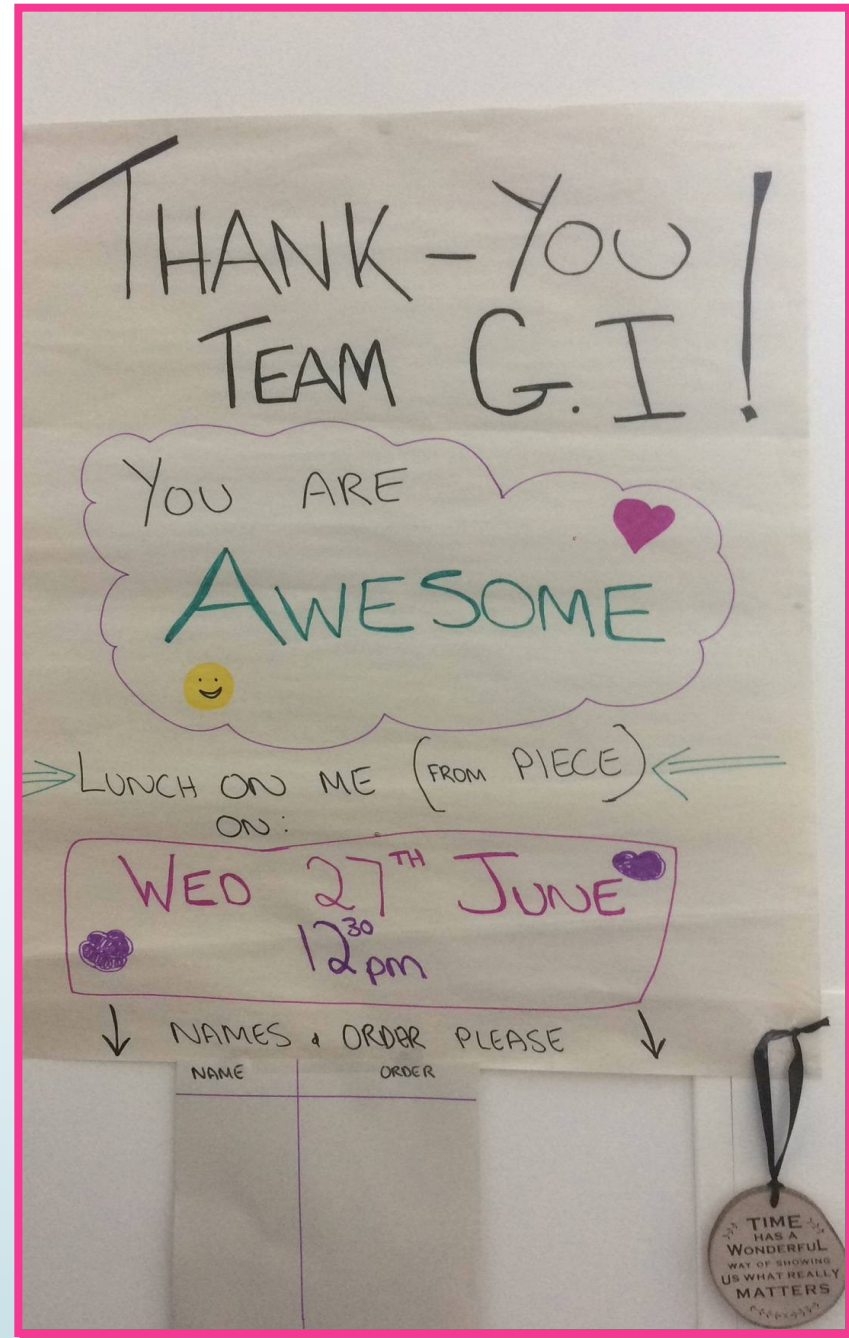
This is an
amazing place
when we
remember we
are a team

Sometimes
wonderful,
sometimes
horrendous

Decisions
not always
respected

Mental!

Not
included





My experience of QI: FoNS



Caring



Person-
centred



Changing
perspectives



Being
Human

My experience of QI: ScIL



ScIL
Scottish Improvement Leader

My experience of QI: ScIL

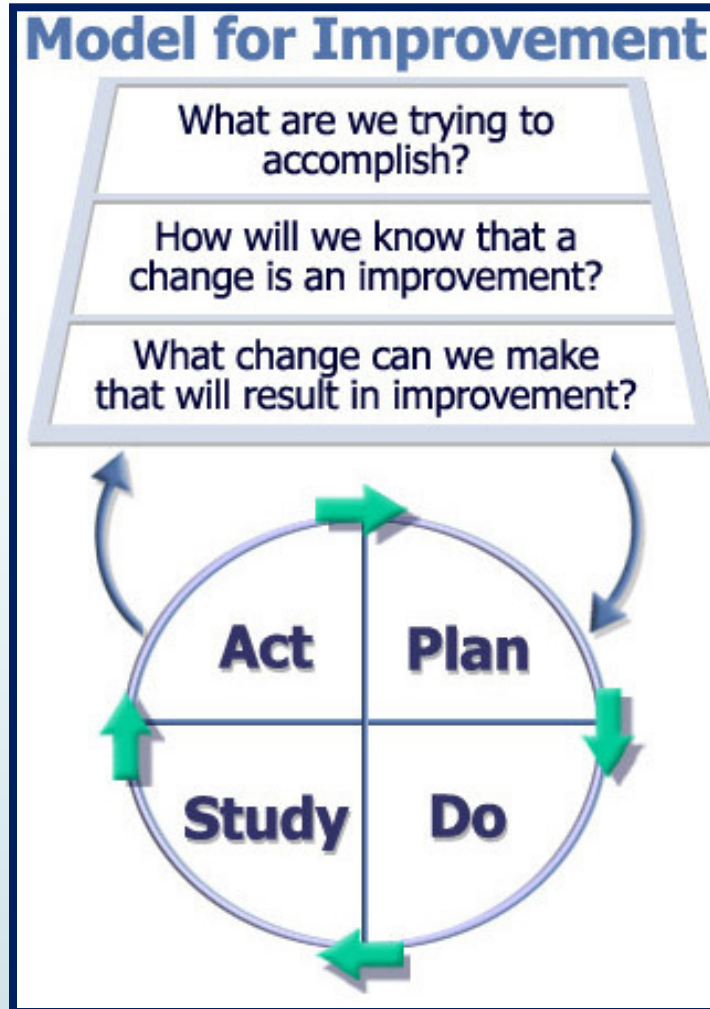


**QUALITY IMPROVEMENT
SCOTTISH IMPROVEMENT LEADER
(SCIL) PROGRAMME**

The Scottish Improvement Leader (ScIL) programme is a key part of Scotland's innovative approach to address increasing demand for lead level Quality Improvement capacity and capability across our public services.



My experience of QI: ScIL



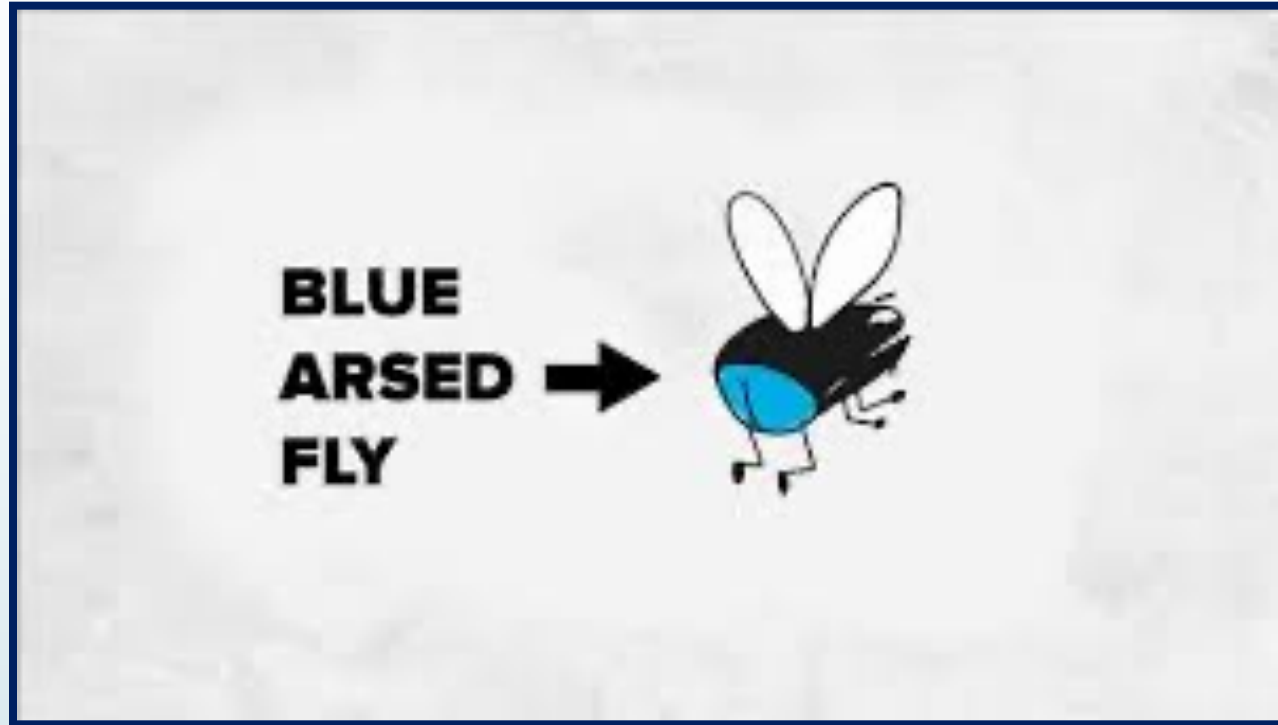
My experience of QI: ScIL



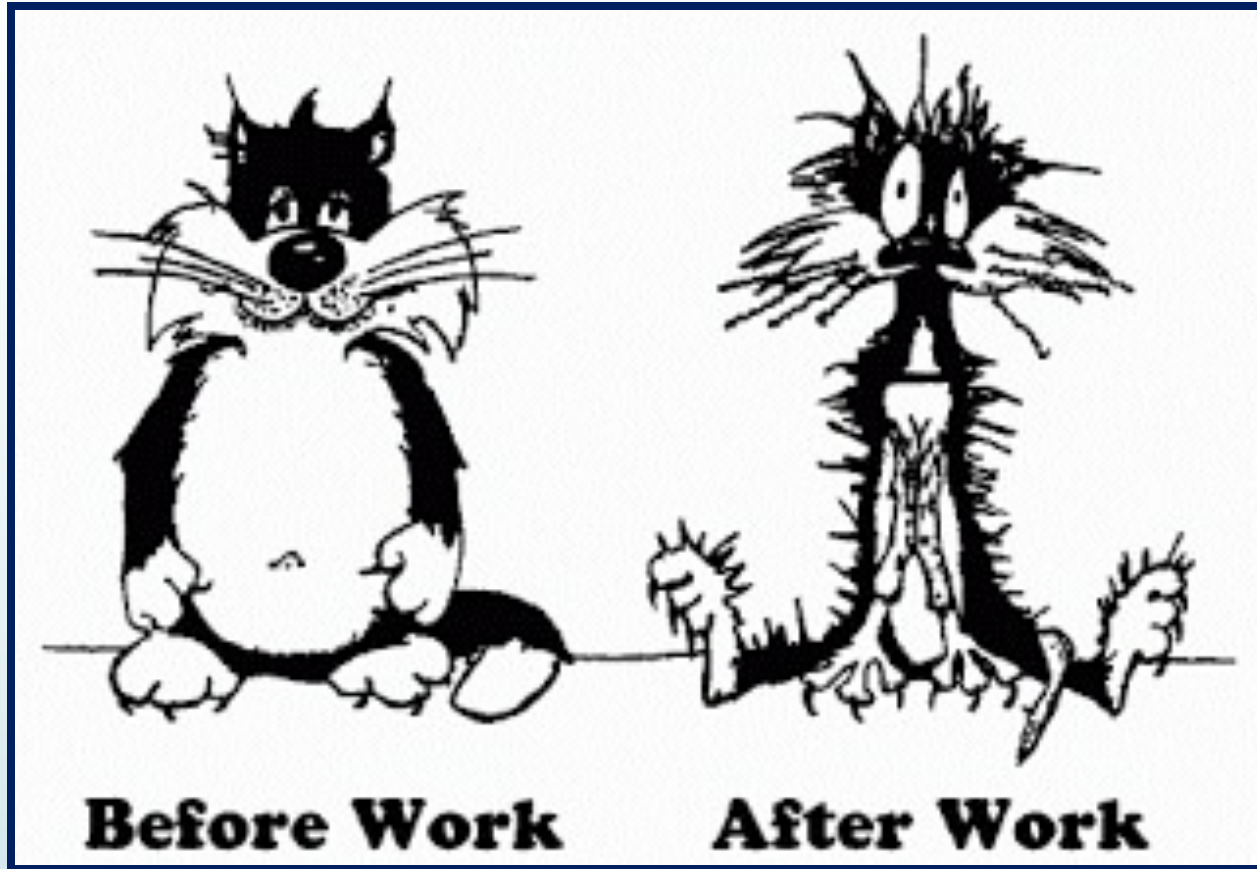
My experience of QI: ScIL



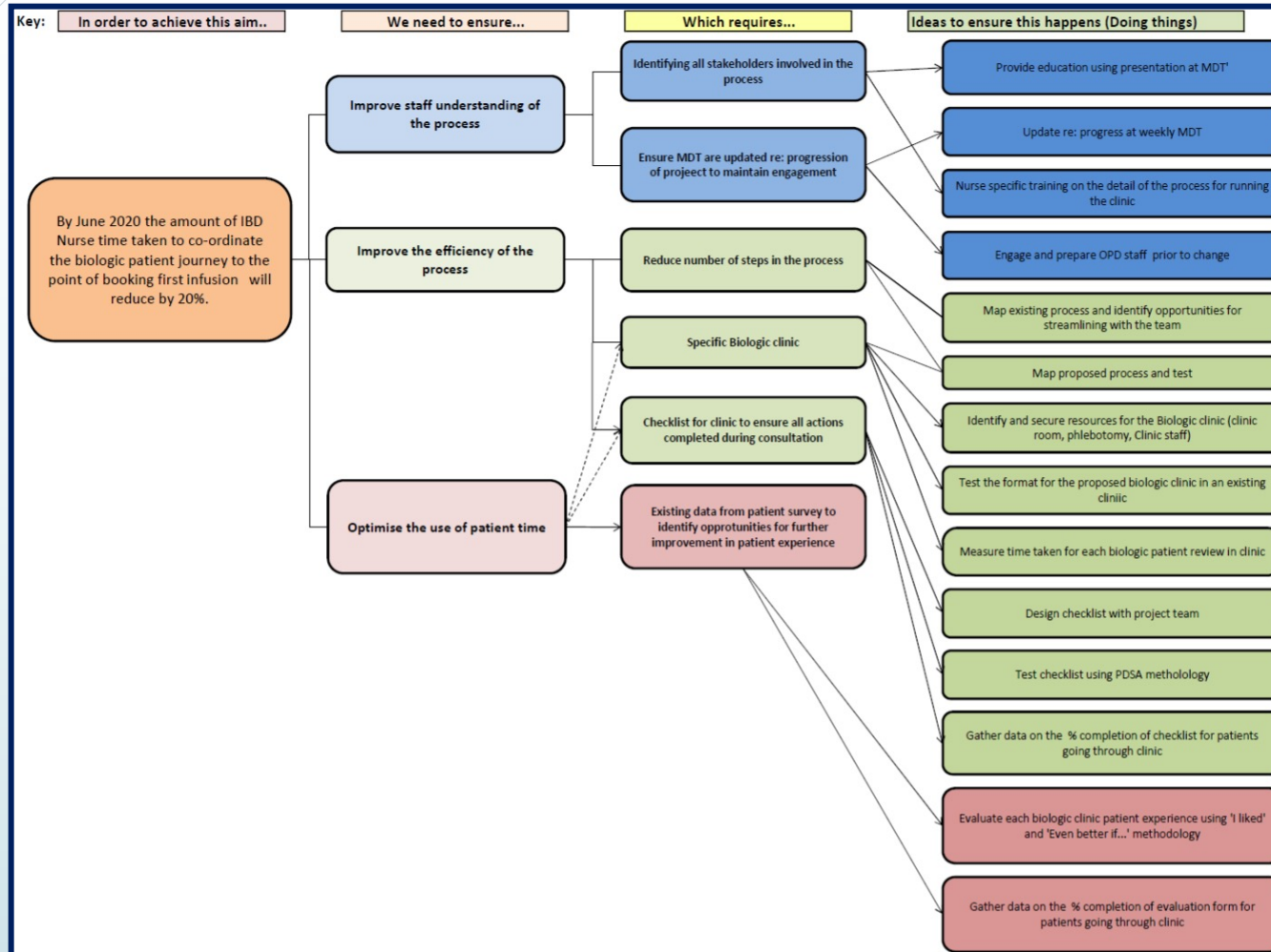
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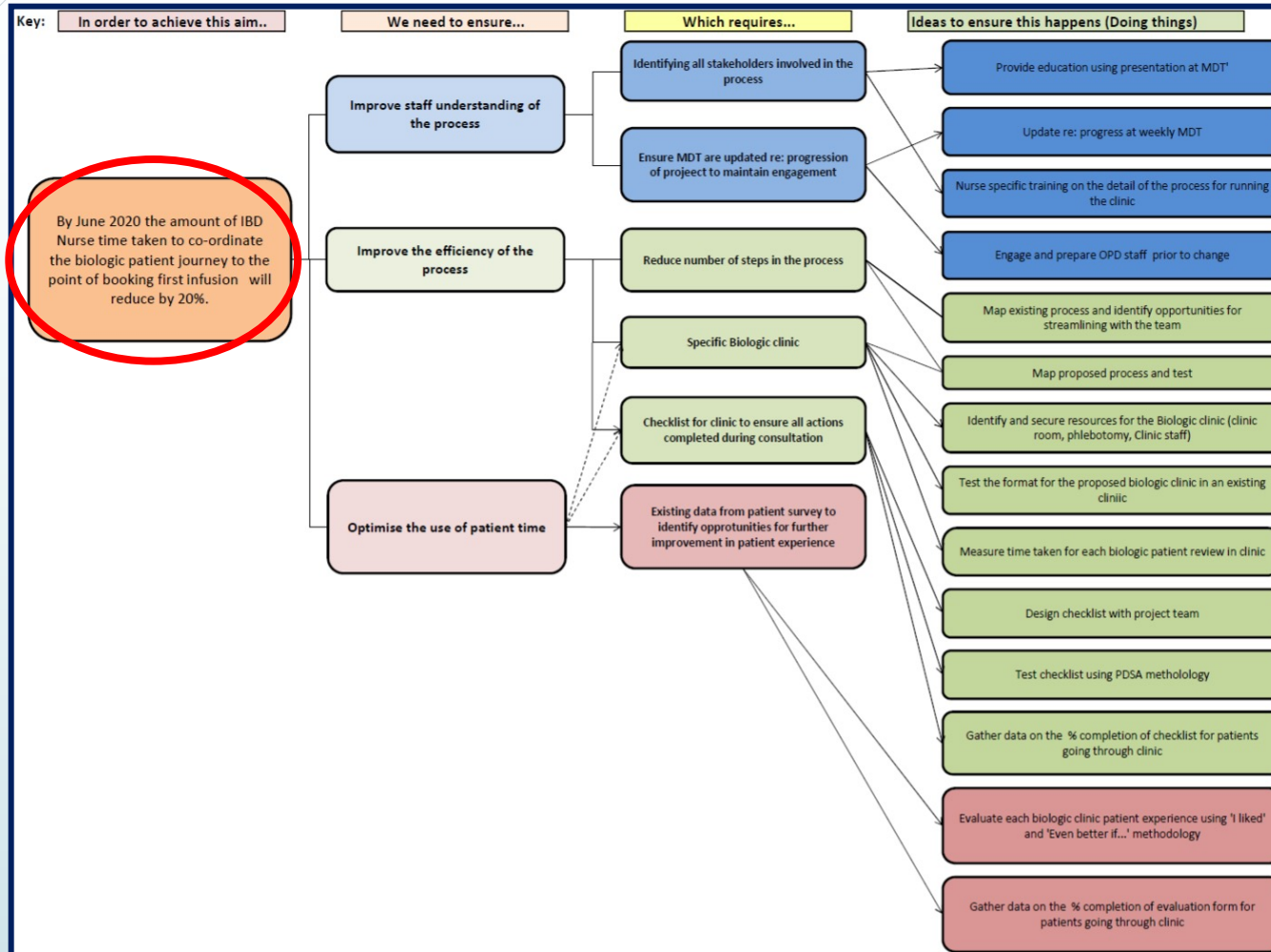
My experience of QI: ScIL



My experience of QI: ScIL



My experience of QI: ScIL



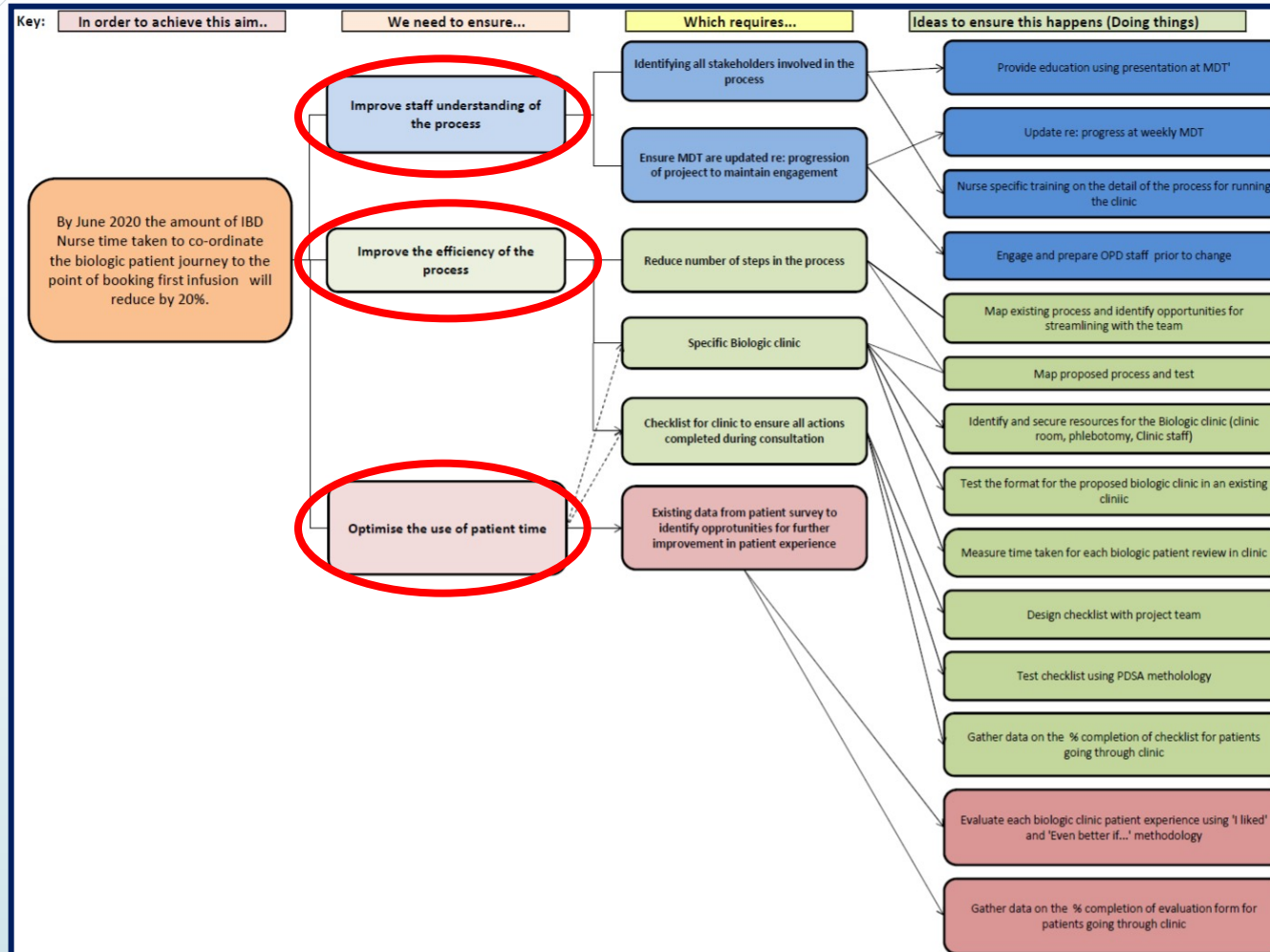


My experience of QI: ScIL

PROJECT AIM

- By June 2020 (!) the amount of IBD Nurse time taken to co-ordinate the biologic patient journey to the point of booking first infusion will reduce by 20%.

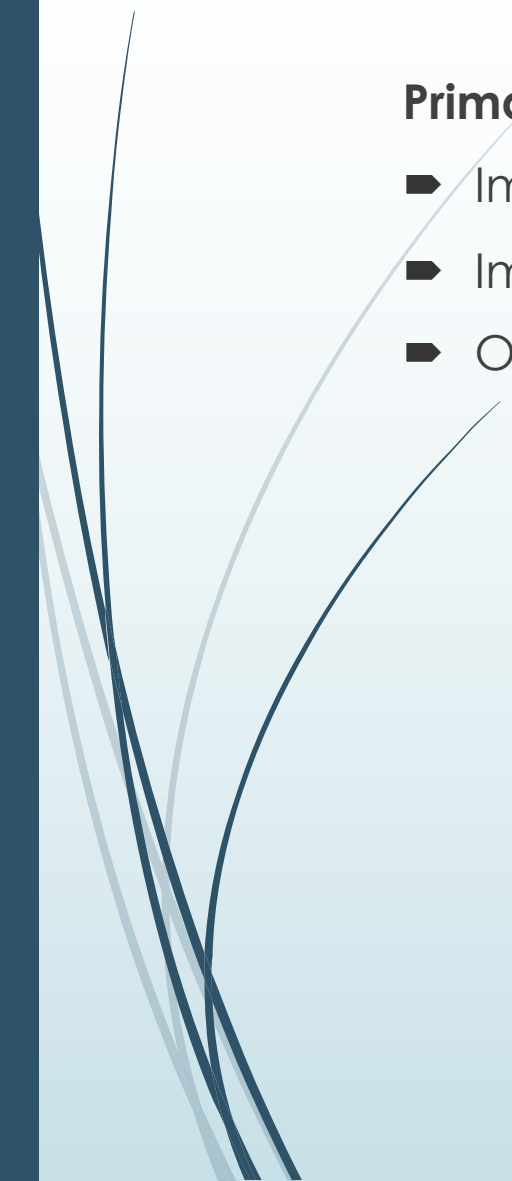
My experience of QI: ScIL





My experience of QI: ScIL

Primary drivers:

- Improve staff understanding of the process
 - Improve efficiency of the process
 - Optimise the use of patient time
- 

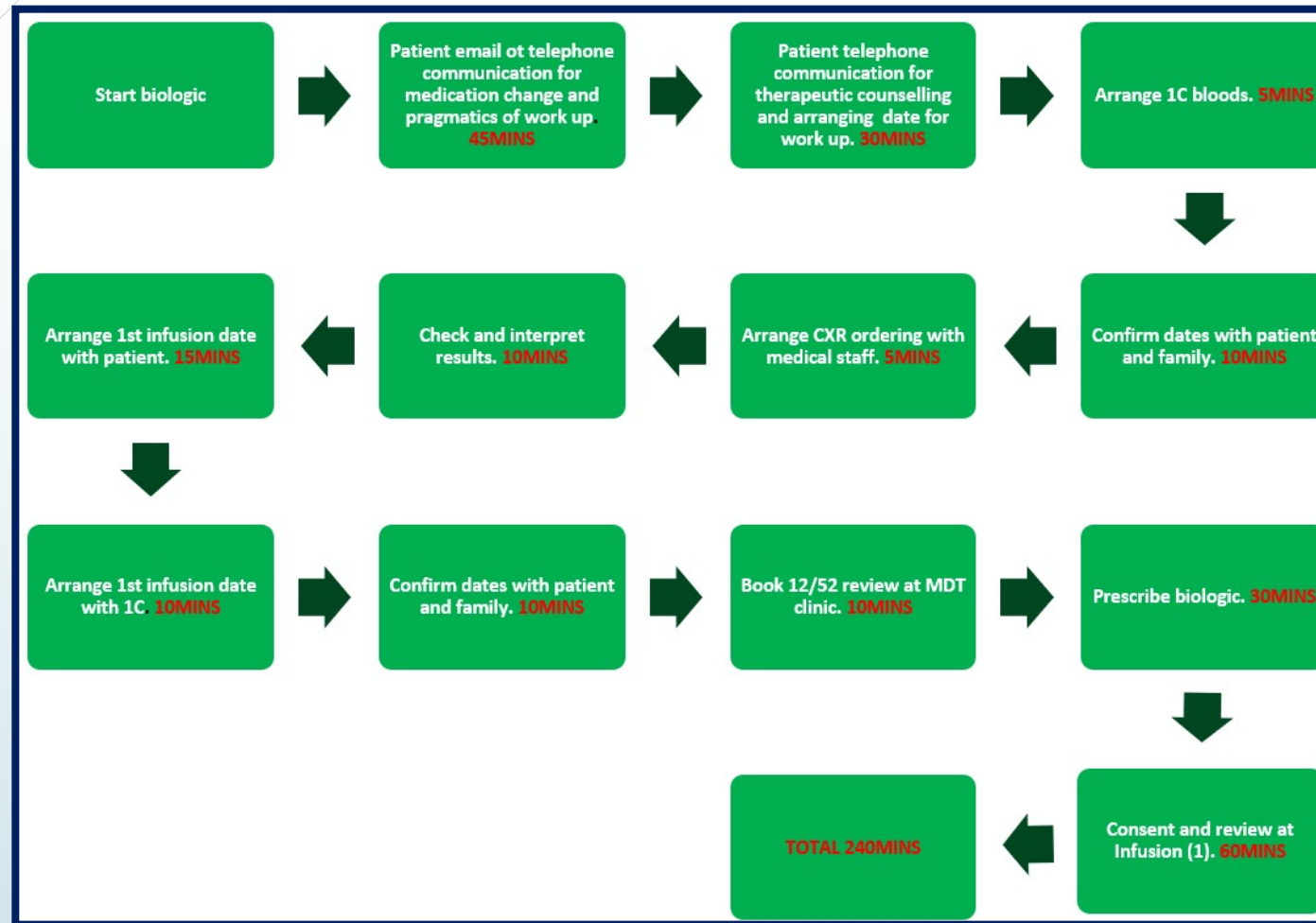


My experience of QI: ScIL

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My experience of QI: ScIL



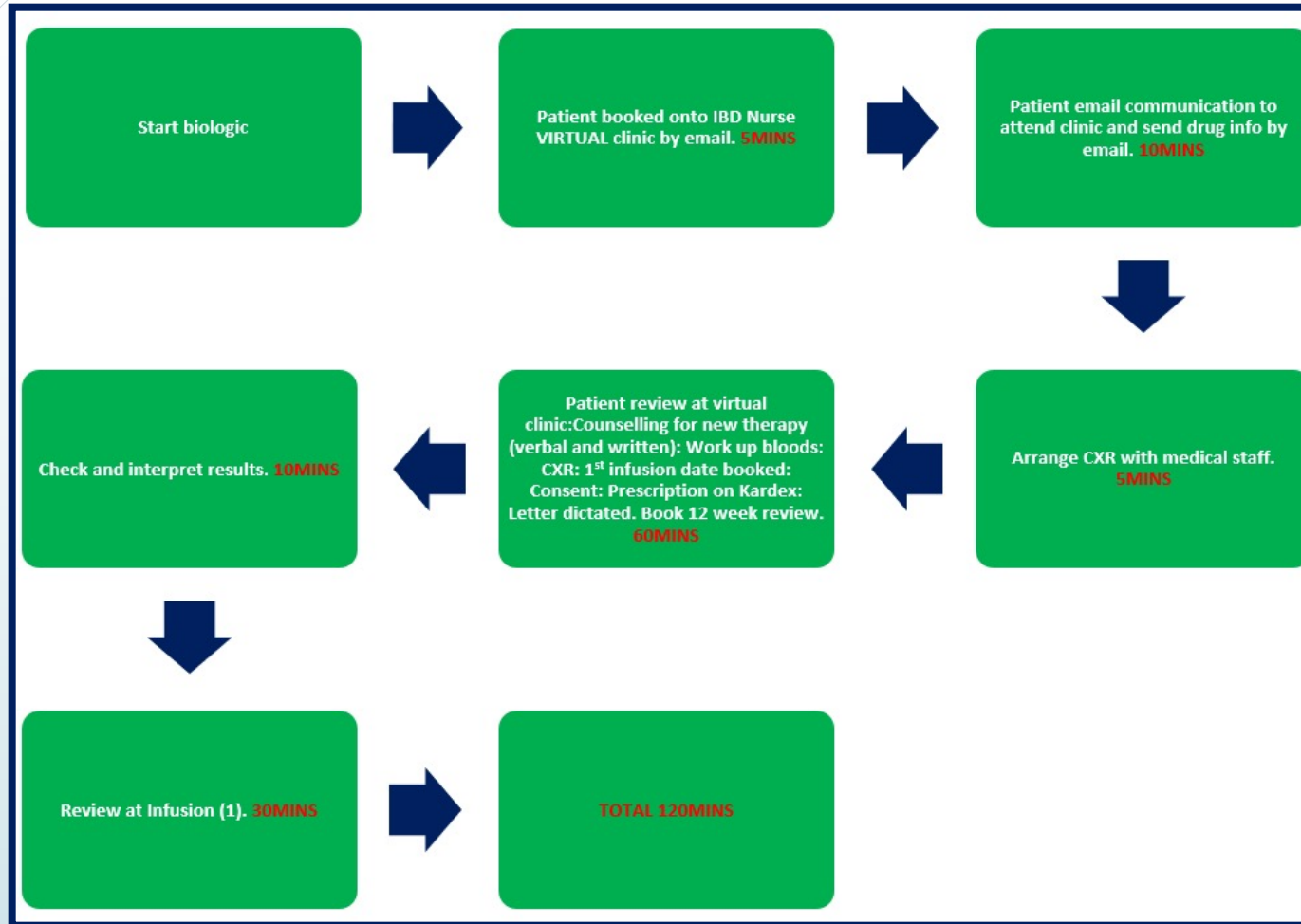


My experience of QI: ScIL

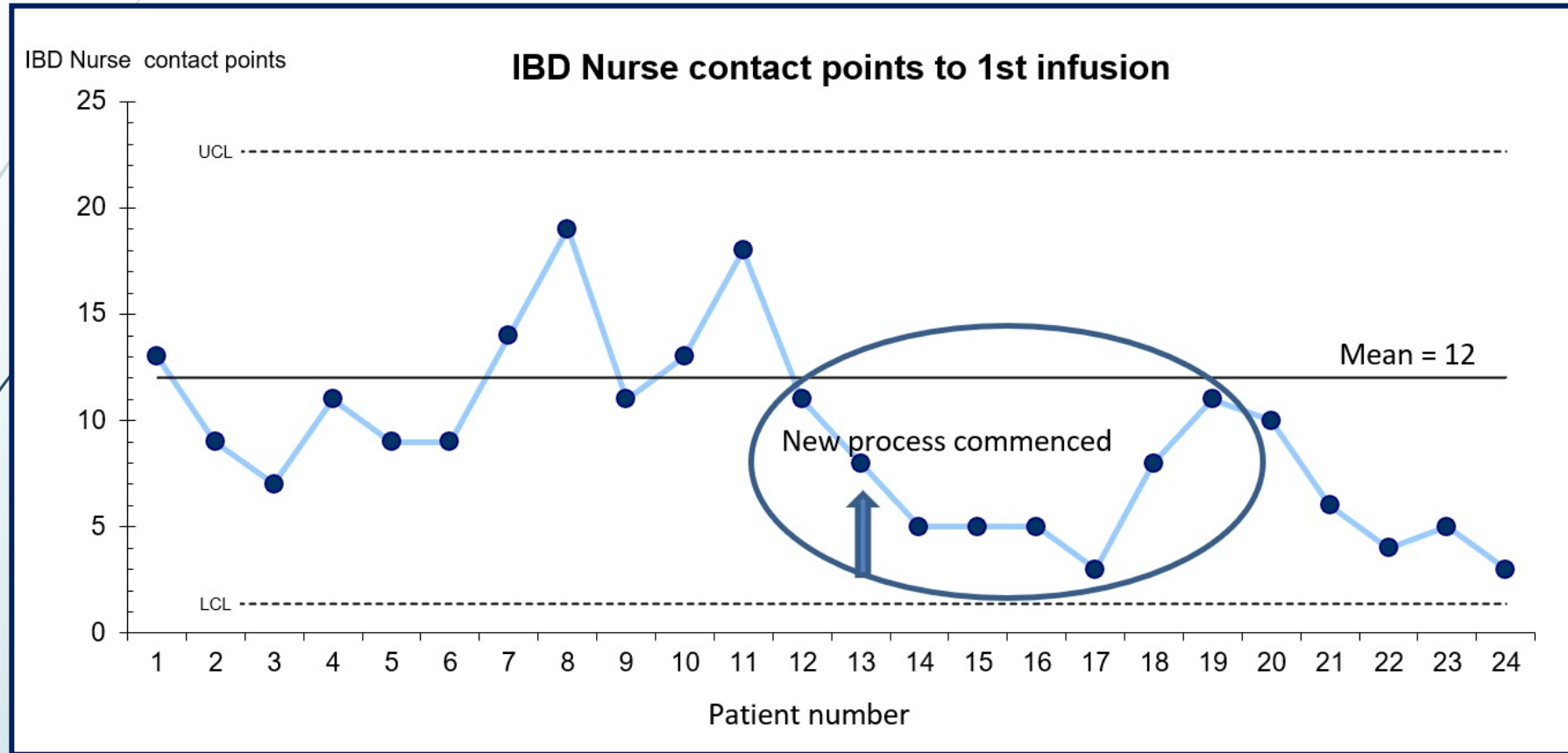
Primary drivers:

- Improve staff understanding of the process
 - Improve efficiency of the process
 - Optimise the use of patient time
-
- **Create a Biologic Nurse-led clinic**

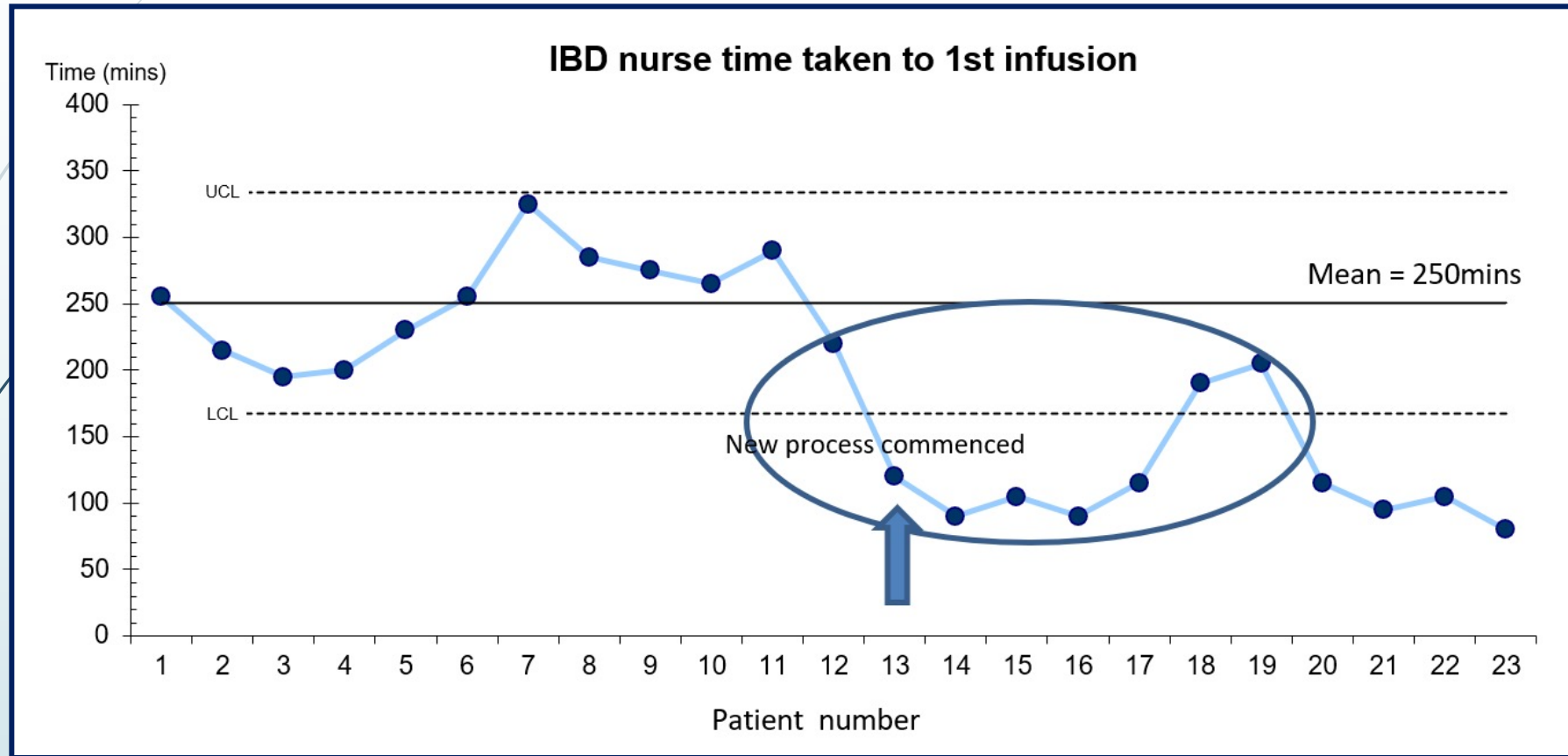
My experience of QI: ScIL



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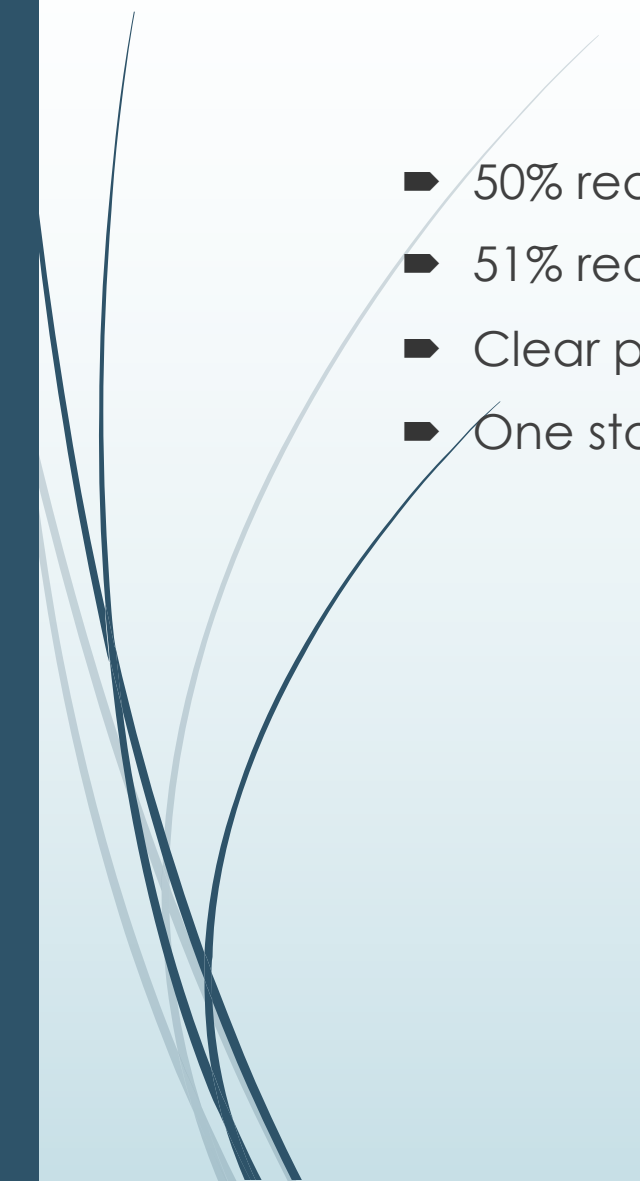


My experience of QI: ScIL





My experience of QI: ScIL

- 50% reduction in IBD nurse contact points to 1st infusion
 - 51% reduction in IBD nurse time taken to 1st infusion
 - Clear process for biologic new starts
 - One stop shop for patients – yay!
- 



My experience of QI: ScIL



Data!
Data!
Data!

Focus on
measurement

Not about
the people

Process
driven



What was great (for both programmes)

- Being able to demonstrate the change as an improvement
- Being around like-minded people
- Lots of different sectors represented so lots of different perspectives
- Long lasting friendships built
- Great support network (out-with working environment)



Even better if...

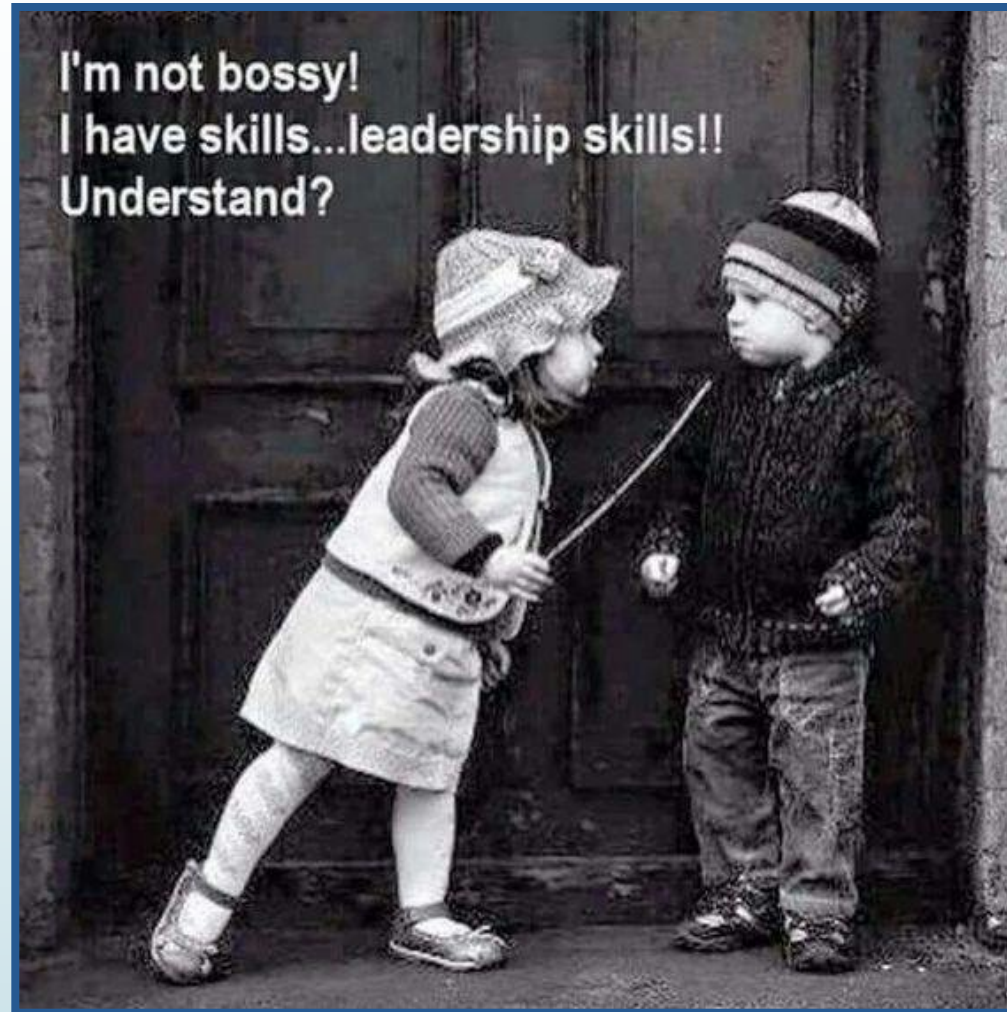
- Making it 'stick' (implementing sustainable change)
- There's NEVER enough time
- It was hard to keep going (but sooo worth it)
- Keeping people 'on board' takes energy
- It can be quite lonely leading a piece of QI
- A pandemic definitely doesn't help...



Helpful hints!

- Start 'selling' it early...
- Get **interested** people on board
- Be kind (sounds easy but it can be challenging!)
- Don't be afraid to ask for help
- Celebrate every success no matter how small:
 - Bring in coffee
 - Have lunch together
 - Send a card
- Persevere – it's worth it!

Additional skillset...





Over to you!

- What QI is available to you in your Trust?
 - Line manager
 - Chief Nurse
 - L&D within Trust
- FoNS: www.fons.org
- Find a QI buddy (I'm happy to help!)



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15th National IBD
Nurse Forum 2021

**EVER INCREASING CIRCLES
THE EVOLUTION
OF THE IBD
NURSING ROLE**

FERRING

PHARMACEUTICALS

