

Supporting you to achieve a Continuous Quality Improvement Culture

The case for continuous quality improvement (CQI) is strong and increasing, as highlighted by Darzi's (2024) report: There are wide-ranging examples of where NHS progress is stagnant, indicating the ability to innovate and collaborate for the good of patient care is being hindered. However, effective and sustainable CQI has been shown to deliver better patient outcomes, and improved operational, organisational and financial performance (CQC).

Staff are the experts in services, patients, and the challenges faced. We will draw on your staff body's collective knowledge to understand the existing CQI culture to support your organisation develop the skills and mindsets for creative and collaborative problem solving.

Using our extensive experience in QI theory, its practical application, together with our clinical and service delivery expertise, we will guide and support your teams to discover practical ways to use their voice and feel confident in identifying and realising positive change; underpinning the shift in culture with robust CQI tools and a bespoke CQI team – transferring our skills and expertise and unlocking potential so that you are well-placed to continue your CQI journey.

Why is a Continuous Quality Improvement Culture important



Efficiency & productivity

Working to defined strategic priorities, CQI will aid you to seek out solutions and track measured improvements from Floor to Board, with all staff working in a single direction.



Quality and Safety

CQI promotes a culture of psychological safety, where staff can speak up and take proactive action, testing ideas and solutions together.

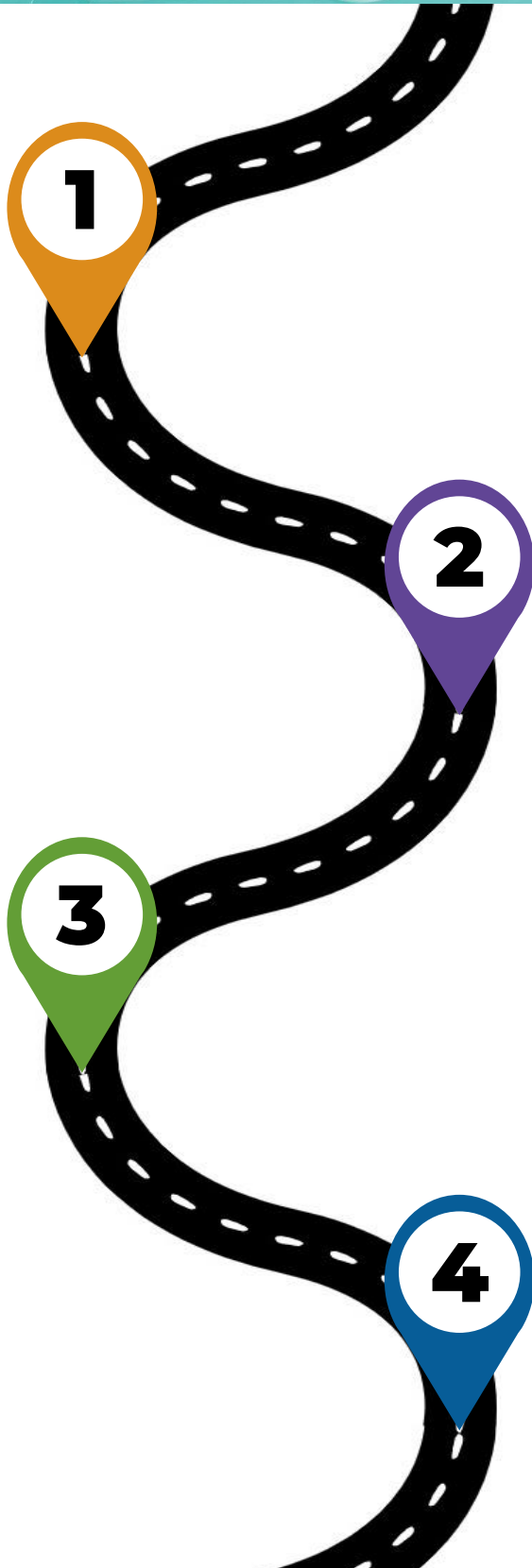


People experience

CQI offers a route for engagement and empowerment, allowing your people to have a voice that counts and to be involved in positive improvement.

Your journey to a Continuous QI Culture

We can support you on your CQI Journey from Floor to Board. Our highly experienced and enthusiastic delivery team brings together expertise in improvement, transformation, clinical pathways, flow, system thinking, leadership and organisation development.



1

Scope

Using structured tools, gain an accurate and measured baseline of your CQI culture, identifying strengths, gaps and opportunities for growth.

2

Shape

Using the recommendations from 'Scope' phase, we will collaborate with leaders, staff and users to design the required elements of your enhanced CQI culture.

3

Shift

Taking your co-designed elements, we will test, pilot, review, measure, amend and test again until the enablers for your enhanced CQI culture look and feel right, and measurement is seeing success.

4

Sustain

Embedding your new QI elements or products into your business-as-usual activities, ensuring governance and measurement to support the ongoing growth of your CQI culture.

No matter where you are in your journey we can tailor our support to help you to reach your own destination. We can join you for the whole or part of your journey to a CQI culture.

Examples of what we offer:

Current state mapping

An independent evaluation of your baseline CQI provision, utilising frameworks such as the NHS Impact self-assessment, the CQC QI model for improvement maturity and/or the NHS Sustainability Tool. Identification of your current strengths and gaps to create your vision for the future.

Consistent QI approach

We will be led by any local methodologies in place and use our vast experience in the design and delivery of quality improvement approaches and training, to agree and embed a single model for improvement for your organisation.

Capability building

We will use this consistent approach and language through a suite of training materials, products and ward and team based daily improvement structures, such as improvement huddles, education and coaching. We will design this in a way that supports an empowering culture for all staff from floor to Board to use their improved knowledge and skills in QI in practice.

Performance, governance and impact

We will design, establish and test QI governance structures, alongside a robust benefits realisation assessment to monitor success and impact. We will celebrate and share the wins and implement routes to learn from all cycles of improvement.

For more information about how we can support your CQI Culture, or to discuss the work of NHS ML, please contact Ally Davies on:

mlcsu.improvement@nhs.net

How you'll benefit



Patient orientated priorities:

You will have an organisation that is driving a consistent set of priorities, through a golden thread from the patient, through your teams and up to the Board



Engaged workforce:

You will have an engaged workforce that are able to see opportunities for improvements and do something about them in a constructive and empowering way



Improved CQI capabilities:

We will leave you with improved capabilities, a higher quality QI approach and an increased passion and understanding for QI, which will support you in your response to CQC well led review and your NHS Impact plans

For more information on our offers and services contact us today:

Email: mlcsu.improvement@nhs.net

mlcsu.co.uk