Getting started

Oxleas NHS

Qi
quality improvement

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Introduction

Qi is a systematic, bottom-up approach to finding solutions to problems that cause frustrations and affect efficiency.

Qi is not about 'try harder' or 'do better' it is about trying to do something differently. Being creative and testing out some new ideas.

Qi gives everyone a voice and equips them with the tools to make changes that will make a difference to quality.

The model for improvement

To start a Qi project you need to think about the following three questions:

❶ ❷ ❸
What are we trying to accomplish?

❹
How will we know that a change is an improvement?

❺ ❻
What change can we make that will result in an improvement?

Act | Plan
Study | Do
❼ **❽**

❶ Understanding the problem

There are a number of tools to help you understand the problem, i.e. process mapping. **Consider:** what is the **ideal state**? What is causing the problem?

❷ Project team

Include people from **all areas** that may be affected by your project, including **service users/carers** wherever possible. You can't be a team of one!

❸ Project aim

The aim of your project should detail **what** you are trying to achieve, **where**, by **when** and by **how much**.

④ Measures

- It is important to measure if your change ideas result in improvement, otherwise, you won't know if your project has been a success.

- Think about how to collect data, what your baseline is and these three measures:

  Outcome: how to measure overall success (have you met your aim?)

  Process: How do you know your project is heading in the right direction?

  Balancing: How to monitor any unintended consequences

  Your corporate Qi Lead can provide support and guidance with measures.

⑤ Driver diagrams

- A driver diagram is your project plan on one page.

- It describes what is going to **drive** your project forward and help you achieve your aim.

  Ask your Qi Lead for a driver diagram cheat sheet.

⑥ Change ideas

- These are the things you are going to test out to meet your aim - your ideas to make the change.

- They are a list of **possible** solutions to the problem.

⑦ PDSA cycles

- Every time you test a change idea you do a **PDSA cycle**

- Then what next? If you are happy with the test you **ADOPT** the idea, if you want to change it a bit and test again - **ADAPT** it, or it may not work at all so you **DISCARD** it!

Act
Act according to what the data tells you:
plan, do, study, act

Plan
Question and predictions (why)
Plan to carry out the cycle (who, what, where, when)
Plan for data collection

Study
Complete analysis of the data
Compare data to predictions
Summarise what was learned

Do
Carry out the plan
Document problems and unexpected observations
Begin analysis of the data

⑧ Spread and sustainability

- Can you try the changes made from this project in any **other team/ward?**

- Share what changes you have made (ask your Qi Lead about designing a **poster**)

- Work out a way you can ensure the changes you have made through the project are still **effective in the future** (Audit? Add into policy? etc)

- Share your success at your directorate Quality Improvement meeting

Recognise your
Success Qi