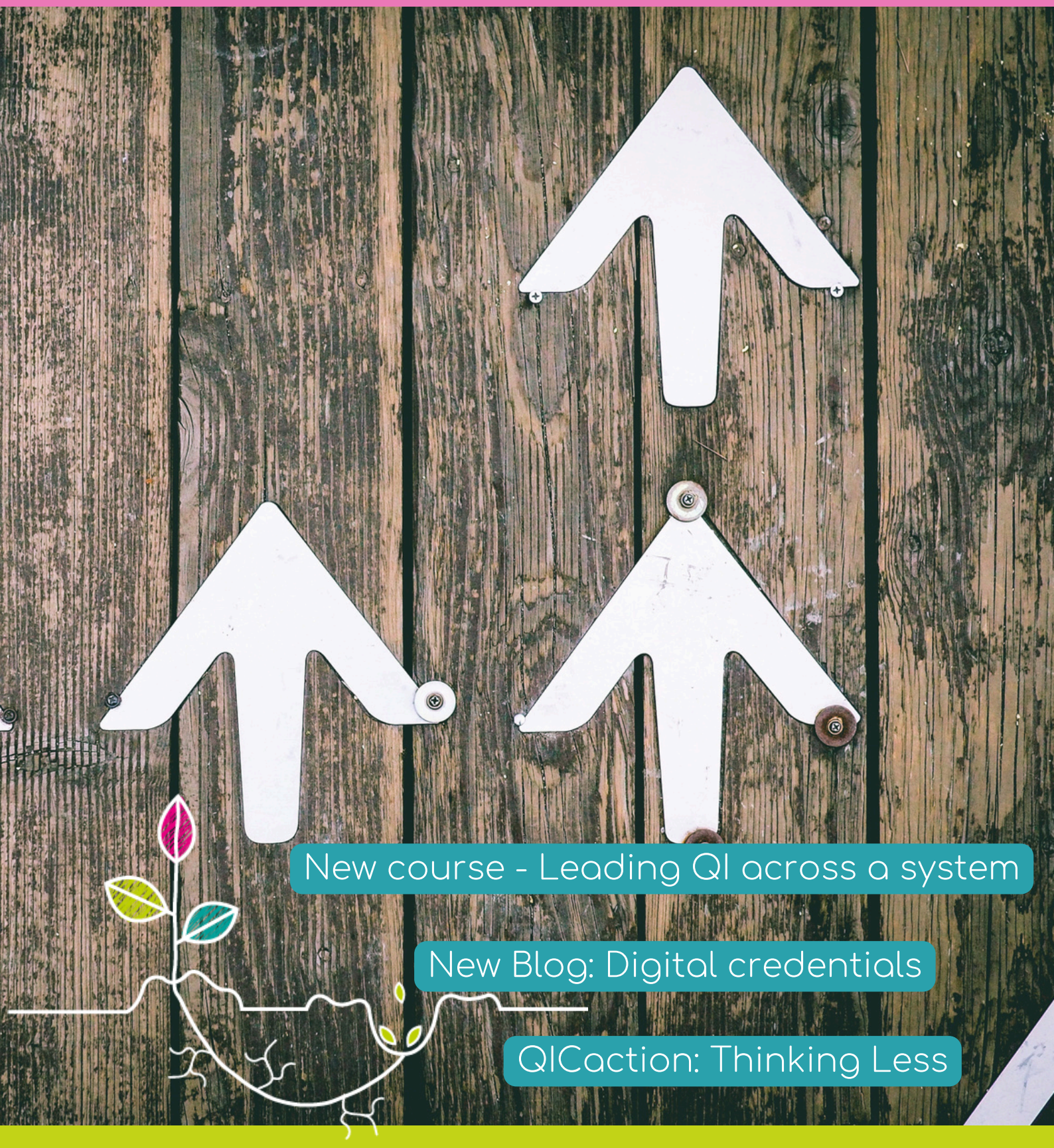




New course - Leading QI across a system

New Blog: Digital credentials

QICaction: Thinking Less

Hi, I'm Nikki Davey

As founder of QIClearn, I'm seeing the impacts of the work we do playing out **so strongly** in so many care settings and I'm truly inspired by what our QI Change Champions are achieving. The benefits go way beyond the time spent on our courses as you use and re-use what you've learnt to make change happen again and again.

Over the last 5 years we've seen our coaching and mentor development work grow too - and we know that this is seeding longer term improvement work across the country.

We now have a full compliment of courses from entry point to change champions and are set to launch our mentor hub very soon.

Our QIClearn team have pulled out some of the best highlights from the QI world for you in this issue and I'm pretty sure there is something for everyone!

NikkiD



TAKE A LOOK AT WHAT'S INSIDE...

Enjoying Networking and Learner
Success

[Blog - Thinking Less](#), by Heather Shearer

[New course - PDSA lunchtime workshop](#)

[New course - Intro to QI](#)

[Improve ONE thing: The FULL QIP](#)

[New course: Leading QI Across a System](#)

[Aspiring Leaders](#)

[Blog: Show me your skills](#)

[Digital Credentials – what are they and
why offer them?](#)

[Evie Dove Foundation](#)

[Have you discovered...?](#)

[QI Poster Gallery](#)

[Q Community](#)



ENJOYING NETWORKING AND LEARNER SUCCESS!

BMJ / IHI International Forum in Quality and Safety in Healthcare is always a high point for us.

At London 2024 we supported a **record breaking 24 QI Change Champions** to showcase their QI work with many bagging a place on the poster speaker stages too. Our Faculty were out in force too with Heather Shearer Co-Chairing a session on Leading for a Healthier Planet.



And with plenty of Photo-opportunities with International QI leaders, and so many inspiring plenaries and workshops to choose from, we were spoilt for choice!

As the conference returns to Utrecht in May 2025 we are looking forward to taking more of our QI Change Champions with us - so look out for our link to the abstract submission in the Autumn!

This event is supported by [Aspiring Leaders in Healthcare](#) and ticks all the boxes for using QI to show leadership and support change throughout your careers



Thinking Less: Coping with information overload

I have had the great privilege of working with senior leaders in healthcare for several years. Senior managers, clinicians, nurses and midwives, board members, executive and non-executive directors, chief executives, and chairs. This is the second in a mini-series of blogs that draw from practical examples and academic literature and offer some ideas for responding to information overload at senior level. Let's explore policies...

It is common for a multitude of policies to be acting on the same setting at any one time. One study (Carthey et al, 2011) looked at the example of an older person who was admitted for emergency surgery on a fractured neck of femur. The typical pathway involved 75 different policies, and that was in the acute hospital alone.

In one incident related to me, a quality committee reviewed a patient safety incident where a patient had come to harm when the clinical area was not cleaned between patients. After checking the organisational policy on cleaning clinical areas, the committee concluded that the member of staff was at fault for non-compliance. During the ongoing disciplinary process a different policy came to light related to the speed with which the clinician needed to see patients. The policies conflicted and it was IMPOSSIBLE for the member of staff to comply with both.



Many leaders spend time thinking about how to respond when things go wrong. In this example, the experience became something of a lightbulb moment for the leader involved: they had previously viewed their role as approving individual policies through governance committees and subcommittees of board. However, they now realized the most important value they could bring would be to look for, highlight, and flag interactions between policies. To ask questions like ‘what would stop you being able to follow this policy?’ and to create the space for clinicians to use their professional judgement to make in the moment decisions that protect patient safety and quality.

In his provocatively titled book (*The Safety Anarchist*), Professor Dekker articulates a rigorous argument based upon years of academic research that policies and procedures stopped adding to the safety of our systems some time ago. They were associated with significant life protection for worker in years gone by but are now reducing our ability to respond in the moment to dynamic and complex environments. He also describes a counter-intuitive position whereby the more policies an organization has the more chances they are found non-compliant with a policy. And whilst this creates additional paperwork and scrutiny it doesn’t line up with the intended purpose of a safer workplace.

In the story shared with me, the team knew well how busy they were with patients, and how important cleanliness is to avoid harm. Imagine how different the investigation and learning would have been if the first question was ‘what stops you being able to clean between patients?’ Imagine the time saved if the policies weren’t developed and policed. Perhaps the harm to the patient would not even have occurred...



We need leadership in our healthcare to be less about paperwork and policing policy infractions and more about creating an environment for our clinicians to thrive and provide the best care they can to patients. It is important as a leader that you can take the time needed to not just approve more policies and protocols but ask serious questions that can help to remove barriers to excellent care like “What gets in the way of a clinician adhering to this policy?”.

My advice to you as a leader would be to simplify and reduce the number of policies in your workplace. Reliance on policies alone can and has been used to defend bad care judgements as well as condemn clinicians when they are overstretched. You can support on-the-spot judgement of your clinicians that should be informed by but not solely driven by policy.

Less policy just might lead to more safety.

A black and white photograph of a group of people in business attire working together at a table. They are looking at documents and a laptop. The image is used as a background for a promotional graphic for QIC Coaching.

QIC Coaching Offers

QI Coaches
Nikki Davey
Heather Shearer

- Optimise your QI reach with 1:1 coaching
1,3, or 5 sessions
- Build team skills and confidence with 1:1 and small group learning sets
- Develop your own QI story and credentials and help more people achieve their own QI goals
- Prepare to step up to a QI role with 1:1 coaching



improve
ONE
thing



How to set up a good
quality PDSA cycle:
1 hour workshop.

[Book here](#)

A short, perfectly curated, 1 hour virtual
workshop taking you through how to set
up a good quality PDSA cycle.



QIClearn will take you through the Model
for Improvement, PDSA vs Audit and a
PDSA cycle.

This workshop is open to everyone - including
F1 / F2 doctors who want to bag a QI credential!

Upcoming dates
1st October 2024 1-2pm

24th Feb 2025 1-2pm

*My one big takeaway?
...PDSA cycles can happen quickly
and lead to significant
improvements!*



1 hour
workshop



*Facilitated and delivered by QIClearn – Supporting healthcare
professionals to evidence impactful quality improvement.*



Introduction to QI: Virtual Workshops

Introduction to QI is an innovative course designed for professionals working in paediatrics. The stand – alone 2 day workshops provide the basics to independently explore QI and work towards curriculum requirements. Each workshop will be supplemented with learning resources and activities to engage in 'at work'. This course is suitable for learners as a pathway to engaging in a full QIP.

Workshop 1 includes:

Audit v's PDSA, Difference between audit, research, service evaluation and QI, 3minuteQI story from a guest paediatric learner, Intro to QI tools used in diagnostics

Workshop 2 includes:

3minuteQI story from trainee attending workshop, Small group work – sharing experiences, Intro to the Model for Improvement
More QI diagnostics



improve
ONE
thing



Introduction
to QI:
BOOK NOW



London School of Paediatrics:
Book now
Part of your approved study budget.



Yorkshire & Humber School of Paediatrics:
Book now
Use booking code YHIntro24



OPEN
to all

Open to all specialties and Trusts:
Book now
Autumn 24





The full QIP



QIClearn are experts in Quality Improvement and work across the UK with Trusts to
MAKE CHANGE HAPPEN

- Fed up of choosing something far too big and getting swamped in data?
- Feeling overwhelmed when thinking about QI?
- Running up against ethics?
- Told you must do audit and not sure how to navigate?
- Not able to get help/advice/support you want?
- Time poor?
- Need something for your portfolio?

We hear you!

Improve ONE thing: The full QIP – is an innovative course designed for professionals working in all specialties.

We support you to design, test and implement meaningful improvements in 4 months.

The Improve ONE thing ethos is about providing the right balance of theory and practice. So, we focus on the practical elements of improvement science and how improvement works on the ground in your healthcare context.

Earn bragging rights with your peers as you share award winning QI posters and abstract submissions as have many of our learners.

Our courses offer real, practical steps, a structured pathway and illustrations of real changes to progress your QI learning.

AVAILABLE FOR AUTUMN 2024 BOOK HERE



**OPEN
to all**



**EOE
PAEDS**

VISIT: WWW.QICLEARN.COM/COURSES



NEW Course !

**Leading QI across
a system:**

Open for Autumn 24 Registration!

An innovative programme designed to provide training for trainees, leaders and those aspiring to be leaders.

QIClearn provides the opportunity to learn and refine your Leadership and Management skills and your approach to Leading by working with others over 8 weeks.

This course enhances your competencies in Clinical Leadership and Management, with a focus on managing change for yourself and others. Level 3 trainees approaching consultant interview would particularly benefit.

You will learn about the structure of the NHS, Patient safety, the difference between leading and managing and about your personal development as a leader.

You will have the opportunity to collaborate using an innovative platform affording access to a wide range of expertise.

I now have the confidence and skills to go forwards, make changes & inspire others to do the same. It will be a ripple spreading out across our units.



**This course is for those who have
completed a FULL QIP**



improve
ONE
thing



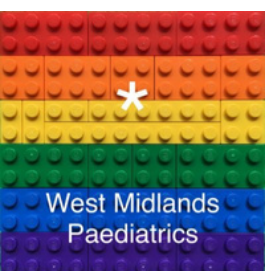
Leading QI across
a system:

BOOK NOW!

Open for Autumn 24 Registration!



London School of Paediatrics:
Book now
Part of your approved study budget



West Midlands Paediatrics
Book now
Use booking code WMLead24

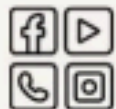


OPEN
to all

OPEN to all specialties and Trusts, for individuals
who have completed a FULL QIP
Book now
Part of your approved study budget



**This course is for those who have
completed a FULL QIP**



#aspiringhealthleads

Aspiring Leaders in Healthcare Network

An international multi-professional
community of practice, bringing together
aspiring healthcare leaders



Join our next online
meeting:

25th July 2024 6pm
(GMT)

With Dr Bob Klaber
on Leadership and
Kindness

To find out more
and to sign up to
the network and
meetings please
scan the QR code

“ Our vision is that network members
will help raise the collective voice of
early-career professionals, bringing their
passion, experience and perspectives
into forums where healthcare leaders are
navigating challenges of quality and
safety in healthcare. ”



aspiringhealthleads@gmail.com



Show me your skills Digital Credentials – what are they and why offer them?

By Becci McKone

For the past decade there has been a significant shift in the number of Healthcare professionals using their social media for professional purposes. The BMJ recently published an article arguing the importance of Doctors using LinkedIn actively[1] as the public sector increasingly uses these sites to headhunt talent and background-check candidates.

As Doctors and other healthcare professionals embrace their new found online presence, we as a training provider need to look at how we can follow suit. QIClearn excels at providing an online and blended learning experience and now we need to support our learners in being able to demonstrate their skills in the online sphere.

Digital credentials or ‘open badges’ are a data-rich, verifiable record of gained knowledge and skills. It’s a small graphic (digital pin badge), that when clicked on, shares information about the completed course and the competencies needed to be awarded the badge. It also contains information about who the badge was issued to and when – which means that it can’t be copied by someone else. These credentials can be added to LinkedIn profiles as well as shared on social media feeds, downloaded and embedded to websites using code.

As badges add value to a learner’s online CV, it also has been shown to have a marked effect on learner engagement.[2] In a profession that requires constant proof of CPD, digital credentials are a really valuable tool in learners being able to demonstrate their knowledge and this will be a motivating factor throughout the course. This is even more poignant when discussing QI as it is a consistent focus of NHS strategy and integral to improved patient safety.

What better way for our learners to show they're QI knowledge than with a badge that easily demonstrates they have already actioned successful QI? Previous learners keep an eye on your inbox, we'll be assigning badges to all our QI Change Champion alumni over the coming weeks.

The joy of seeing our digital badges in use!



Kind regards,
XXXXXX

Dr. [REDACTED]
Paediatric Clinical Fellow
Community Pediatrics Department
St Helier University Hospital NHS Trust
E: [REDACTED]
W: www.epsom-sthelier.nhs.uk
twitter.com/epsom_sthelier
www.facebook.com/epsomsthelier





Are you a paediatric professional looking for support and funding to develop your clinical skills?

The Evie Dove Foundation was set up in memory of incredible Evie to provide grants and bursaries for NHS staff working with sick children.

The Foundation aims to be very flexible, providing financial support for any staff wishing to develop their clinical skills and accepts applications from all professional groups – doctors, nurses, AHPs and others (such as play specialists and nursery nurses) and we can turn applications around quickly if required.

You can see the range of wonderful people they have supported in year 1 on their website <https://theeviedovefoundation.org/ourheroes/>

The link to the website for people wishing to apply is as follows <https://theeviedovefoundation.org/applications/> and there is also a short video on the origins and purpose of the Foundation on the home page <https://theeviedovefoundation.org/>

If you have queries, please contact the Foundation who will be happy to help info@theeviedovefoundation.org

Have you discovered....



The Foundations of Quality Improvement Science – Linking to a paper [Nicola Davey](#) co-authored with [Julie Reed](#) and [Tom Woodcock](#) on using PDSA well. A thought provoking read.

As an alternative to ‘big bang’ initiatives, plan-do-study-act (PDSA) cycles are an increasingly popular approach to conducting tests of change to support quality improvement in healthcare. Using PDSA cycles can help clinicians deliver improvements in patient care through a structured experimental approach to learning and tests of change. The PDSA approach facilitates individual, team and organisational learning, making it an essential tool for the future hospital.

This paper provides an example of the benefits of using PDSA in practice to test and develop a change idea to ensure it is fit for purpose.

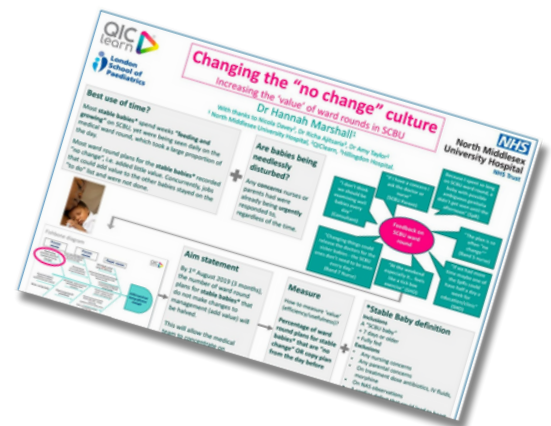
- Read the full paper by clicking on the images below:



QI Poster Gallery

After each of our courses, we capture all the QI projects we've supported in a **searchable gallery**. You can view posters via specialty, Trust or diagnostic. Including:

- Emergency & theatres
- Children & Maternity
- Mental Health
- Human Factors
- Patient Safety
- Prevention & Rehab
- Older People





Connect. Grow. Contribute.

Take the next step in your improvement journey, join Q to drive positive change in health and care.

Make real-world change by bringing your improvement challenges and helping others solve theirs. Connect, share, and discover with a group of like-minded people while contributing in a way that suits you.

Whether you have years of experience or are looking to build on your improvement skills, there's a place for you in the community.

To help decide if Q is for you, we've answered some of our most frequently asked questions:

What is Q?

Q is a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care. We share our knowledge and support with each other to tackle challenges. Together, we make faster progress to change health and care for the better.

Why should I join Q?

Becoming part of our community enables you to:

- connect with others carrying out improvement work with access to free events, networking, and learning resources
- learn, grow, and share ideas with a community dedicated to driving positive change
- take a flexible approach to contributing and help improve health and care
- join for free and get access to member-exclusive funding opportunities, with no ongoing membership fees.

Who can join the Q community?

You don't have to be an expert or come from a certain career path or background, Q could be for you if:

- you're interested in collaborating to improve health and care
- you understand some of the structured improvement approaches like co-design or Systems Thinking
- you have played a role in improvement by contributing to the design, supporting analysis or evaluation of improvement work.

Do I have to pay to be a member of Q?

No, there are no joining or ongoing fees to become a member of our community. It's free membership for life.

How can I join Q?

Joining our community is simple, just go to q.health.org.uk/apply-q and submit an application through our online portal. You'll be asked to write about your experience in improvement and why you want to join Q. Once you've submitted your application it will be assessed, and you should hear back within six weeks.

What makes Q different from other initiatives, networks or programmes?

Our community is designed to complement other improvement initiatives you're part of. Q makes it easier to collaborate, providing resources and platforms to connect and support each other and making it easier to understand what improvement work is being done, by whom, and where, whilst influencing the context of improvement. Q is aimed at individuals and provides long-term support throughout your improvement career.

How can I find out more?

For more information about Q just visit q.health.org.uk or email our team on Q@health.org.uk



Join the Q community,
visit q.health.org.uk/apply-q

