



FocusQI

Spring 2025

A spotlight on our learners: International Forum 2025

Bristol Patient Safety Conference 2025

Collaborative Partnership with Vets for Pets

Latest Blogs: Translating Learning into Action &
Reflections on a Spring Re-fresh

The full QIP: Improve ONE thing - Autumn 2025!

English Language Coaching for Healthcare Professionals

April 2025 QI Evidence Update

Hi, I'm Nikki Davey, Founder of QIClearn

With 2025 well and truly underway we've been making steady progress in refreshing our materials and extending our 3minuteQI series. Whether you are new to QI or a seasoned practitioner, there is always learning to be had. You can read more about my quest to find new and **better ways to help people over QI hurdles** in my Blog later on in this issue.

As we head to Utrecht in the Netherlands next week for the **BMJ/IHI International Forum in Quality and Safety in Healthcare** we will in the company of over **20 QIClearn learners** who have their own QI poster and story to tell and an amazing programme to experience. We will be sharing our own leadership and followership story there too, so look out for more on this in a future edition of FocusQI!

On a celebratory note I'm **delighted to welcome Vets4Pets to our list of clients**. This is another partnership based on a shared quest to build QI Capacity and capability that can be sustained over many years.

There's so much good QI stuff in this edition and if there's something you'd like to see featured in future get in touch: team@qiclearn.com

Wishing you happy reading!

NikkiD



Take a look at what's inside...

Enjoying Learner Success: The BMJ
International Forum 2025

Bristol Patient Safety Conference 2025

Partnership with Vets for Pets

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English Language Coaching for
Healthcare Professionals

Evie Dove Foundation

Q Community



International Forum on Quality and Safety in Healthcare

Enjoying networking and learner success!

We're thrilled to be attending this year's International **Forum on Quality and Safety in Healthcare**, taking place in Utrecht from **21–23 May**. This global event brings together healthcare professionals and innovators to share ideas and inspire improvement – and we're proud to be part of it.

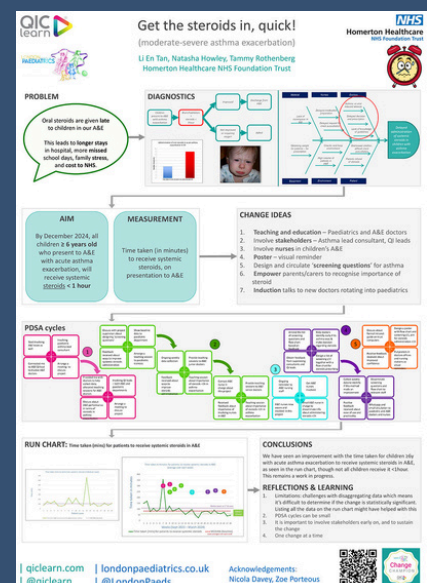
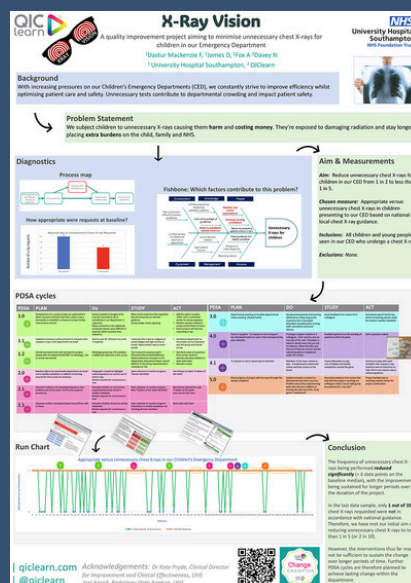
A special highlight for us: 20 **recent learners from our Improve ONE Thing: the full QIP courses will be showcasing their quality improvement project posters at the Forum**. Sixteen posters will be displayed in person, and four will be presented virtually – a fantastic achievement and a testament to the hard work and dedication of our learners.

Our Associate Heather Shearer is chairing three sessions with a focus on sustainability so watch out for reflections and insights from her in the next issue!

We're looking forward to supporting our learners in person, hearing their presentations, and celebrating their contributions to healthcare improvement. It's truly inspiring to see their efforts recognised on such a prominent international stage.

You can explore all the poster projects on our [online gallery](#).

For more information about the Forum, visit the [official event page](#).



Enjoying networking and learner success!

Join Us Online for the Bristol Patient Safety Conference this week!

The highly anticipated Bristol Patient Safety Conference returns on 14th May 2025, bringing together healthcare professionals, quality improvement leaders, and patient safety advocates for a day of insight, innovation, and inspiration. This online event is renowned for its engaging programme and outstanding line-up of expert speakers from across the fields of quality improvement (QI) and patient safety.

This year promises to be no exception. With thought-provoking keynotes, practical workshops, and vibrant discussion, the conference continues to be a valuable learning experience for anyone passionate about improving healthcare.

We're proud to share that two of our associates from the Quality Improvement Clinic (QIC) will be hosting workshops in the afternoon:

- **Dr Stephanie Meddick-Dyson**, QI Mentor, Palliative Medicine Doctor, will guide attendees through "**QI Tools: When and How to Use Them**" – a practical session to help clinicians apply QI methodologies effectively.
- **Nicola Davey**, QI Practitioner and Founding Director of the QIC, will present "**How to Use an Audit as a Springboard to a QI Project**", offering valuable strategies to transition from data collection to meaningful change.

The day includes a poster competition, showcasing a wide range of improvement projects – including several from our own "Improve ONE Thing" programme. There are 3 categories and numerous groups within each, the categories are: Full Quality Improvement Project (QIP), Quality Improvement (QI) in progress and Patient Safety Audit. Winners in each group will receive a 30-minute QI coaching call with Nicola Davey or another QIC associate – an incredible opportunity that has helped winners gain valuable publications in leading journals!

Enjoying networking and learner success!

In fact, Ourania Pappa, a previous coaching call recipient mentioned in our last newsletter, will be presenting at this year's conference on her journey to publishing her work in the BMJ, you can read about it [here](#).



Another standout success story is Seline Ismail Callaghan, who collaborated with Dr Meddick-Dyson and Nicola Davey on the publication of her QI project: [Driving communication forward: Improving communication for palliative care patients around driving and opioids](#).

Whether you're new to quality improvement or a seasoned professional, this conference is not to be missed!

Book your tickets today and join us online on 14th May 2025 for a fantastic day of shared learning.

Find out more at: bristolpatientsafety.com

Partnership with Vets for Pets

Making a difference everyday: Vets for Pets are adopting and applying evidence-based quality improvement methods in Veterinary Practice.

In the ever-evolving field of veterinary care, one thing remains constant: the commitment to providing the highest standards of care for pets and their families. With that goal in mind, Vets for Pets, has teamed up with Quality Improvement Clinic and their QIClearn enterprise to launch a ground-breaking initiative that is transforming the way veterinary practices and support services approach quality improvement (QI). This collaboration marks a significant milestone in both organisations' ongoing efforts to promote safety, efficiency, and excellence in veterinary care.

At the helm of this initiative is Vets for Pets Quality Improvement Manager Dr Elly Russell. Elly is a small animal veterinary surgeon with over 15 years of clinical experience in first-opinion practice. Dr. Russell's impressive qualifications include a Certificate in Advanced Veterinary Practice and a PhD in communication and veterinary patient safety. Her expertise extends beyond clinical practice into the design and delivery of high-quality safer care training, where she has played a key role in developing and expanding the use of VetSafe, an adverse event reporting system aimed at enhancing patient safety.

Elly's passion for driving continuous improvement led her to explore how Quality Improvement (QI) principles could be disseminated throughout Vets for Pets, its practices, and the wider network of Pets stores. She sought to find a method that would resonate with people at all levels of the organisation, from veterinary surgeons to support staff. This is when she discovered the QIClearn programme, which she recognised as the perfect vehicle for promoting QI across Vets for Pets.

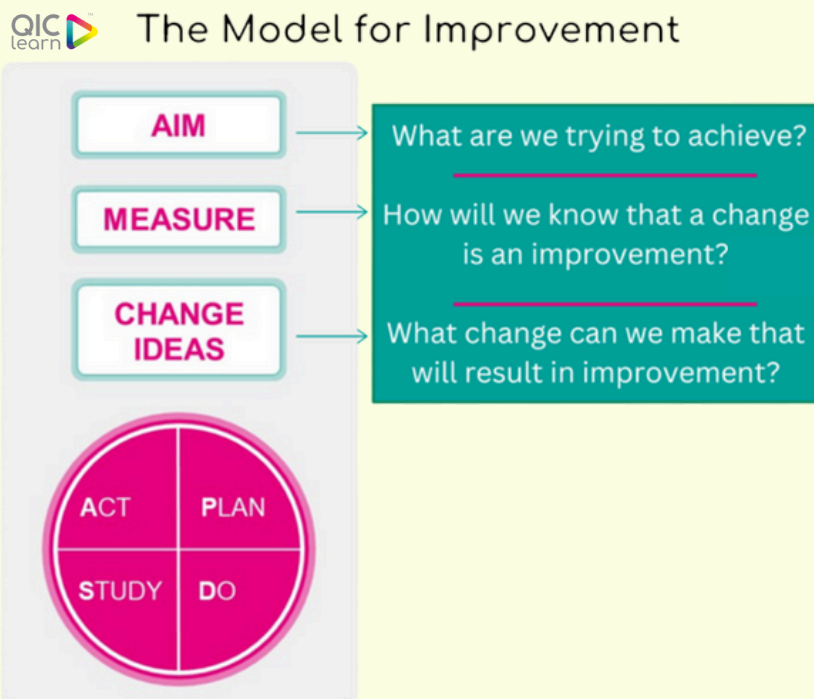
The Model for Improvement

QIClearn's innovative approach centres on the principle of improving just "ONE small thing." This method encourages learners to focus on a single, manageable improvement idea, allowing them to develop, test, and refine it in real-time. Their courses are built around the Model for Improvement, popularised by the Institute for Healthcare Improvement (IHI), a simple yet powerful change method that helps organisations accelerate the pace of improvement.

Partnership with Vets for Pets

The Model for Improvement comprises two key elements:

1. **Three Fundamental Questions**, which teams use to design their improvement.
2. **The Plan-Do-Study-Act (PDSA) Cycle**, a process that helps teams test and refine changes to ensure that they lead to the desired improvement.



The Model for Improvement, adapted from Langley, Moen, Nolan, Nolan, Norman & Provost (2009) The Improvement Guide. Jossey Bass.

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Partnership with Vets for Pets

The Vets for Pets: QI Leaders Pathway

Through the collaboration between Vets for Pets and QIClearn, the *Vets for Pets: QI Leaders Pathway* was born. This programme, based on QIClearn's popular *Improve ONE Thing: the Full QIP* course, was tailored specifically for those working in veterinary practices or support services. The curriculum is designed to provide veterinary professionals with the tools, knowledge, and strategies they need to lead quality improvement initiatives within their organisations.

The first cohort of the *QI Leaders Pathway* ran from October 2024 to March 2025, and the results have been fantastic. The learners in this first group have completed some outstanding QI projects, applying the principles they learnt to real-world challenges in their areas of work. These learners' experiences have not only contributed to the development of case studies but have also paved the way for future cohorts to benefit from their insights and progress.

Looking ahead, Vets for Pets hopes to harness the energy and expertise of these early QI leaders to mentor the next group of participants.

The programme will continue to evolve, with the next cohort set to start in June 2025, with 20 participants. Elly and the team at Vets for Pets are excited to welcome a new group of aspiring QI champions to the programme, offering them the opportunity to enhance their skills and make a meaningful impact in their areas of work.



Translating Learning into Action: Supporting the Transfer of QI Knowledge into Practice

Ensuring that training leads to meaningful change in the workplace remains a key challenge across healthcare education. Despite best efforts, many training programmes struggle to achieve lasting impact. The transfer of learning into clinical practice can fall short.

As our associate Heather notes, "I have seen many instances where learners attend workshops on topics like Measurement or PDSAs but feel unable to apply them when they return to the clinical environment. Often, they ask for more training or express a lack of confidence, which indicates a breakdown in knowledge transfer." Over the past seven years, Heather has been exploring this challenge further, drawing upon evidence-based education and adapting her approach.

One approach we take at Quality Improvement Clinic is to use a more applied, context-driven model. Learners must bring a real problem to their learning experience. This ensures

that participants are immediately integrating "what" knowledge (declarative) with "how" knowledge (procedural), anchored in a challenge that is meaningful to them and their team. Motivation naturally increases when the problem matters.

However, practical application also introduces complexity. That's why we build-in opportunities to explore productive failure—a concept that acknowledges struggle as an essential part of effective learning. "It's not a sign of failure when it's hard to put concepts into action," Heather explains. "It's often a sign that real learning is taking place." This mindset is supported by high-quality mentoring and assessment practices that reward thoughtful application and iteration, not just success on the first attempt.

Heather is a Fellow at the Academy of Medical Educators and presented at the annual conference in Autumn 2024 on our partnership with Oxford



University Hospitals. Our work focussed on how a group of medical educators could put QI knowledge into practice through a community of practice, you can read more about this work [here](#).

Our teaching is constantly evolving – after exploring the transfer of learning at a recent AoME webinar[1] she attended, Heather has new ideas on how to solidify this practice. Looking forward, she will focus on expanding the range of contexts learners are exposed to during their development. This includes contrasting scenarios where team structures, communication systems, or resource availability vary. Encouraging learners to develop change ideas for one another's projects also deepens understanding. These contrast-based techniques are known to enhance the transfer of learning into future settings – making QI knowledge more flexible, adaptable, and resilient.

As we continue to grow our partnerships and evolve our methods, we remain focused on our core aim: enabling real-world change by supporting professionals to translate knowledge into action.

What approaches
have worked in your
setting to strengthen
the transfer of
learning?

We welcome your
insights!



[1] Insights Webinar – Teaching for Transfer of Learning, [17 March 2025] , hosted by Academy of Medical Educators, presented by [Professor John Sandars](#), Edgehill University, [Dario Cecilio Fernandes](#), Erasmus University Rotterdam and [Naomi Steenhof](#), University of Toronto.



Reflections on A Spring Refresh

It's true! Spring brings new shoots of growth, and not only in the garden. It's been 6 years since we created our 3minuteQI™ pieces, a series of short, structured guides to essential QI tools and techniques.

Designed to be read in just 3-minutes, they provide the essential knowledge required to get started and put knowledge into practice in the workplace and learn more. I've learnt so much from seeing how people take and use these 3-minute guides together with our simple worksheets to craft their first process map or fishbone diagram. I've seen where the guides are strong, and where we can provide more clarity with updated examples from our learners and, most importantly, help translate their learning into practice so that their efforts count.

Whilst the science behind these approaches remains steadfast, with a QI mindset, I was able to reflect on feedback from hundreds of learners as I embarked on a 'refresh' of these pieces – so this has been a learning curve for me too!

What has surprised me?

We have known for some time that learners will 'avoid' the humble bar chart if they can so have added in forcing functions to counter this. This has been intriguing to me as the bar chart is probably the ONE thing that we have all encountered before. I wondered if this 'avoidance' was because it is deemed too lowly a tool. On closer investigation I now think that most of us have forgotten how to engage in 'simple counting' and struggle working out what to count! The bar chart can quickly give us strong evidence that a problem we want to work on is worth the effort or, perhaps, has been exacerbated by a single recent event that is at the forefront of our mind. It can take minutes to collect a small amount of data and translate it into a graph providing us with a key insight into the size of the problem. It can also help us segment or focus in on the biggest part of a much bigger problem, giving direction to our improvement efforts and increasing the potential for a measurable impact.



What has challenged me?

Retracing our 3minuteQI™ for Run Charts and adding in a new one for Run Chart Rules has been my biggest challenge. This is an area we wanted to strengthen, to ensure our learners can answer the critical QI question: 'Have I achieved my Aim?' With our learners typically undertaking 5-15 PDSA test cycles in their 4 month Quality Improvement Project, their run chart helps them answer that question and say whether they've achieved their aim completely, partially, or not at all. They can also begin to think more deeply about the sustainability of their change as many of them prepare to rotate to another role.

Bringing our 3minuteQI™ series to life with examples from learners helps others follow in their footsteps, believing that they too can do this. Of course, it's not easy to do this alone, and our mentor feedback, virtual sessions and support in our online space are the extra ingredients that are helping us achieve an 80% QIP completion rate. A large proportion of posters are being showcased at national and international conferences and shared back with teams in Trusts.

Completing this 3minuteQI™ refresh, and covering some new topics too, has kept me on my toes this Spring.

My next step is to see how our learners respond to the new versions and whether I have achieved my aim – of enhancing their learning and practice through the upgrades of learning materials. I'll report back!

Upcoming QI courses

We're excited to announce that 4 streams of our popular Improve ONE Thing programme will be running again in Autumn 2025!



Whether you're a paediatrician, a healthcare professional from another specialty, or part of the Vets for Pets team, there's a course tailored for you:

East of
England
Paediatrics
[Sign up here](#)

London
School of
Paediatrics
[Sign up here](#)

All
Specialities
Welcome
[Sign up here](#)

Vets for Pets
stream
[Please email
Elly Russell](#)

HOW TO SET UP A GOOD QUALITY PDSA CYCLE

Monday 2 June 1-2pm

Struggling with QI?

Want to nail your
PDSA cycle?

Join our 1-hour virtual
workshop designed for those
new to QI to master setting up
a high-quality PDSA cycle and
boost your QI skills!

QIC
learn

BOOK NOW!



We're also hosting a **one-hour** lunchtime masterclass on
'How to set up a good quality PDSA cycle' on **Monday 2nd
June, 1-2pm.**

Secure your place for just £10!

[Book NOW!](#)

Leading QI Across a System



Looking ahead, we're planning the next cohort of our
'Leading QI Across a System' leadership programme,
following fantastic feedback from the London School of
Paediatrics and West Midlands from their recent bespoke
iterations.

[Find out more here](#)

Finally, we're working on gaining CPD accreditation for these to complement our wider suite of CPD approved courses – stay tuned for updates!

Ready to improve one thing? Join us this Autumn.

improve ONE thing



Autumn 2025

Improve ONE thing: Paediatrics Change Champions East of England

[Book here](#)

Join your colleagues and follow in
the footsteps of over 350 medical trainees
who've become QI champions and role models.

We know that medical trainees need to build skills to improve services. Choose a structured way to learn, practice and evidence quality improvement and deliver benefits to patients that can live on when you've moved on. Benefit from experienced coaches, mentors and faculty who've stood in your shoes.

Explore, design, test and implement meaningful improvements in 4 months. Completion of this programme provides higher levels of evidence for QI in your training curriculum. Qualified staff can use it to evidence CPD, accreditation and revalidation.

Priority will be given to Senior Paediatric trainees. Junior trainees who are keen to join this course should express interest to Usha Niranjana, TPD

Key Dates:

Online space opens: 22 Sep 2025

Course starts: 29 September

Session 1: w/c 13 Oct & 20 Oct

Session 2: Tuesday 04 November *

Session 3: w/c 01 Dec & 08 Dec

Session 4: Wednesday 08 January *

** Session 2 & Session 4 are mandatory*

**Course
Registration
Closes:
15 Sep 2025**

**EOE
PAEDS**

**QIC
learn**

improve **ONE** thing



Autumn 2025

Improve ONE thing: the
Full QIP - London School
of Paediatrics.

[Book here](#)

**Know someone
who has
benefitted from
this course?
Don't want to
miss out?**

**Request the
workshop dates
ahead of your
rotation
alongside your
leave!**

**This course is on
the list of
approved LSP
courses for your
study leave
budget!**

Join your colleagues and follow in the
footsteps of over 350 medical trainees who've
become QI champions & role models.

We know that medical trainees need to build skills to
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**Explore, design, test and implement meaningful
improvements in 4 months.** Completion of this
programme provides higher levels of evidence for QI in
your training curriculum. Qualified staff can use it to
evidence CPD, accreditation and revalidation. Open to
paediatric trainees, consultants, qualified nurses,
pharmacists, allied healthcare professionals & parents.

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15 Sep 2025**

QIC
learn



improve ONE thing



Autumn 2025

Improve ONE thing: the Full QIP - OPEN Course

[Book here](#)

Join your colleagues and follow in
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QI champions and role models.

We know that medical trainees need to build skills to
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Closes:
15 Sep 2025**

Experts in
Quality
Improvement,
Specialist in
Child Health

**QIC
learn**

**QIC
learn**





improve
ONE
thing



The full QIP,
including 3minuteQIP™

the Full QIP:
Autumn 2025- now booking!

EOE
PAEDS

East of England School of
Paediatrics

[Book now!](#)

Claim back via your study leave budget



London School of Paediatrics

[Book now!](#)

Part of your approved budget study!



OPEN
to all

OPEN to ALL Specialities and
Trusts

[Book now!](#)

Autumn 2025



Vets for Pets

Vets for Pets

[Email now!](#)

2025

Please contact Elly Russell
directly via email:
elly.russell@vets4pets.com
for more information.



improve
ONE
thing



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



[Book Now!](#)

QIC
learn

1 hour
workshop

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:

Monday 2nd June, 1-2 PM

Monday 10th November, 1-2 PM

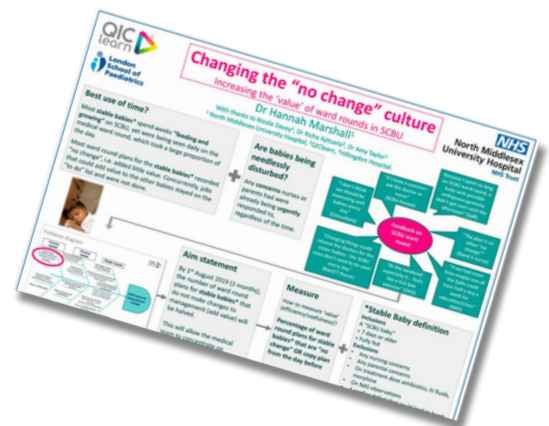
Cost: £10 including VAT at 20%

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

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



A screenshot of the QI Poster Gallery website. The page features a header with the QIC learn logo and navigation links. Below the header is a section titled "QI Poster Gallery" with a grid of posters. A sidebar on the left contains filters for various specialties and categories. The posters displayed include "Pandemic Pandemonium in Paediatrics Post-discharge", "Hurry up with those Blood Gases", "It's going to be OK.. right?", "Our ONE big thing", "Standardising Risk Assessment for Post-partum Haemorrhage (PPH)", "Deck of cards", "New Baby, What's Normal?!", and "Cure My Constipation". Each poster card includes a title, date, and a "Read More" link.

Spotlight on QI

Dr Andrea Gibbons and the April QI Evidence Update

Do you work in healthcare improvement? You don't miss the latest April 2025 QI Evidence Update, curated by [Dr Andrea Gibbons](#) of Somerset NHS FT. This monthly roundup offers a concise, 2-page summary of the most relevant quality improvement research, evidence, tools, and events from March 2025.

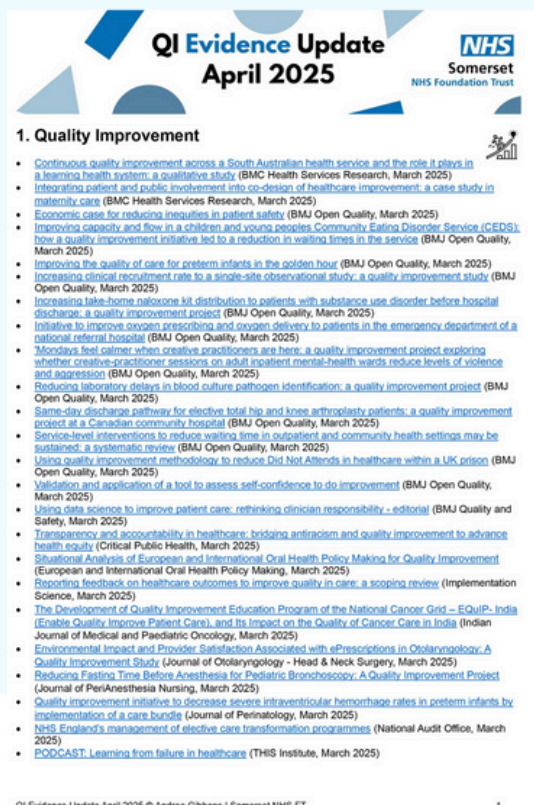
What's Included?

- A downloadable PDF and editable Word version
- A searchable list of resources for quick access
- A calendar of upcoming QI events and opportunities

Why it's worth your time:

- Save hours of research with a focused, expertly curated summary
- Stay on top of new QI trends and evidence
- Apply insights to strengthen and inform your own improvement projects

[Access the April Update here](#)





Communicate with Impact in Healthcare to Advance your Career

English Language Coaching for Healthcare Professionals

Take your healthcare career to the next level....

Increase your impact, influence and reach through strong written and verbal English language skills



Presenting with Impact

Learn to use healthcare English to deliver healthcare presentations with impact, mastering public speaking and influencing decision making. Present yourself with impact at interview to secure that dream job.



Report Writing

Develop your English language report writing skills to write with precision, clarity and compliance.



Influencing in Meetings & Negotiations

Learn to tailor your use of English language to actively participate in meetings, negotiate and leverage.



Quality Improvement & Risk Management

Learn to use healthcare English language skills associated with the science of improvement and risk management.



Acronyms & Idioms

Develop your understanding and appropriate use of English language acronyms and idioms used in healthcare.

Are you?

- **A non-native English speaking healthcare professional** (medical, nursing, profession allied to health or management) with an intermediate level of English?
- **An ambitious healthcare professional** who wants to unlock their full potential through strong communication?
- **Ready to make a commitment to learn?**

THEN.....

I can coach you in the use of English language for healthcare - using English language that 'speaks' to those you need to influence

Communication - The Human Connection
is key to personal and career success.
Unlock yours now!



Contact me:

☎ 0044 7720287051

✉ gillsmith@kaizenkata.com

About me....



- **My name is Gill Smith and I am a Healthcare professional with 30 years experience** of working in the National Health Service in the UK, and as an advisor to healthcare organisations in Europe and the Middle East
- **Fellow and Faculty** of the leading global quality improvement and patient safety organisation - the Institute for Healthcare Improvement (IHI)
- **Certified Professional in Patient Safety** (CPPS)
- Accredited **Human Factors Trainer**
- **Qualified coach, professional trainer and teacher** (holder of Certificate of Online Language Teaching (CeOLT))
- **Coached and mentored hundreds** of healthcare professionals of all disciplines
- **Spanish language learner** (Level B1)

What I enjoy most is working with healthcare professionals to help them develop their knowledge so they can be the best they can be!

Let me help you see beyond your limits and guide you to career greatness



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: theeviedovefoundation.org

The link to the website for people wishing to apply is as follows:

theeviedovefoundation.org/applications

and there is also a short video on the origins and purpose of the Foundation on the home page:

theeviedovefoundation.org

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



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:

- make an impact and lead positive change in our health and care profession
- build your network and access support from a community working together to improve health and care
- make membership work for you with flexible access and support, designed for busy people
- empower your team with the knowledge you develop through Q
- solve challenges and develop your ideas collaboratively using an evidence-led approach.

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/join-us 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/join-us





FocusQI

Spring 2025

Find out more at: qiclearn.com

