

NOCA Annual Conference

“Connected Healthcare”

*Using QI to drive service change...a
personal experience*

Hugh McCaughey;
CEO, SEHSCT
6th February 2019

LEADERSHIP WORKSHOP & MASTERCLASS

*Putting **SQIE***

*(**Safety/Quality Improvement/Experience**)
at the core of what we do*

Hugh McCaughey

21 June 2011



South Eastern Health
and Social Care Trust

Our SQE Approach

Some Questions..if you dont like PM/LSD :

- How would you want your service assessed?
- How would you prove its safe?
- What are your teams/services objectives?
- How would you improve your service?
- How would you make it better?
- How was it for you?
- What was your experience

Performance Management

Some Questions to ask

- your service is safe -
- your teams objective
- success to your team
- What do the people think



SAFETY

QUALITY

+

EXPERIENCE

Changing how we judge success

SQE in SET

Our Goal ...for every service:

- Assure the SAFETY
- Improve the QUALITY
- Test the EXPERIENCE

Changing the way we judge success



Assuring Safety, Improving Quality, & Experience - SQE everyone's job

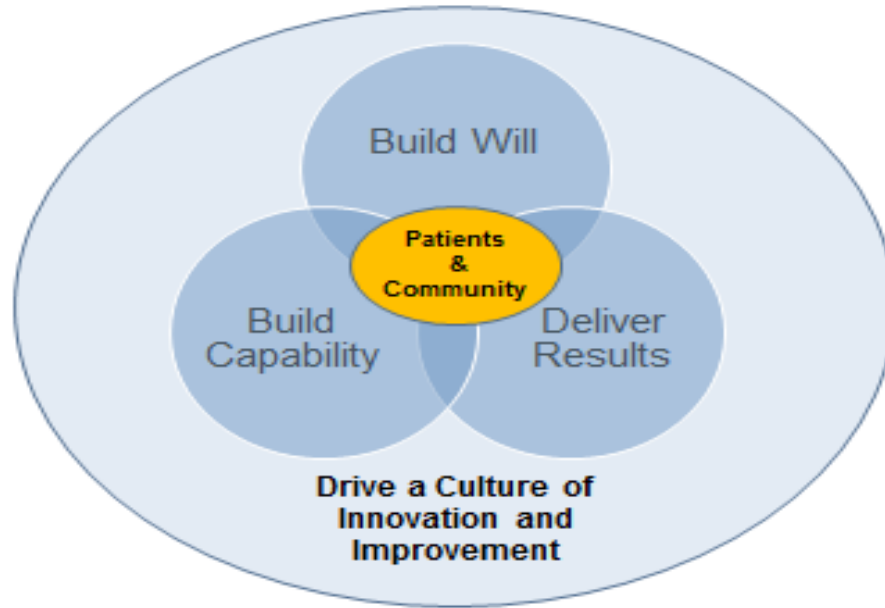
Is your service Safe?

Is it of the highest
Quality?

How is the Experience for
your patients or clients?

Using QI – to know the
answers to these
questions?

IHI Leadership framework



IHI's Framework for Leading Improvement and Innovation



South Eastern Health
and Social Care Trust



Quality Improvement (QI) & Innovation Academy

Level 1
*Everyone Working
or in Training in
Health and Social
Care*

E-learning
Option 1 & 2
Click here for information

SQE Lite
Click here for information

Level 2
*Staff leading small-
step-change(s)
with support*

Leading in Safety, Quality &
Experience (SQE) Programme
Click here for information

Foundation SQE
Junior Doctors
(Starting October 2016)

Level 3
Staff who lead
team(s) or
service(s)

QI Fellowship
(Under development)

MSc in Business
Improvement
Click here for information



South Eastern Health
and Social Care Trust



Total -
3651

Level 1
*Everyone Working
or in Training in
Health and Social
Care*



2143 Q2020 E-Learning - An introduction to Patient Safety and Quality Improvement via e-learning and classroom sessions.



719 SQE Lite - 1 day interactive workshop introducing Improvement Science.



187 ILM Leadership - Face to Face content Integrated into existing ILM Programmes

Level 2
*Staff leading
small-step-
change(s) with
support*



599 SQE Programme - This nine month programme includes nine monthly sessions, completion of eight IHI Open School modules and application of learning to a QI project. This programme is open to all staff.



35 SQE for Junior Doctors - This programme is delivered over four months and is available for all Foundation Doctors. Application of learning into practice is included through a project.



42 Regional Social Work Programme - This nine month programme supports the development of a regional learning community of Social Workers.



8 SET QI Fellowship - This 12 month programme is delivered internally and sets out to develop leaders to drive improvements in safety, quality and service user experience.

Level 3
*Staff who lead
team(s) or
service(s)*



5 IHI Improvement Advisors & 4 Scottish Fellows - These year long programmes set out to develop QI experts to enable to execution of Improvement Projects throughout the organisation.



9 MSc Business Improvement - This three year part-time programme equips practising and aspiring managers to design and implement business improvement strategies to have a positive impact on their organisation.

SQE“Is it working?”

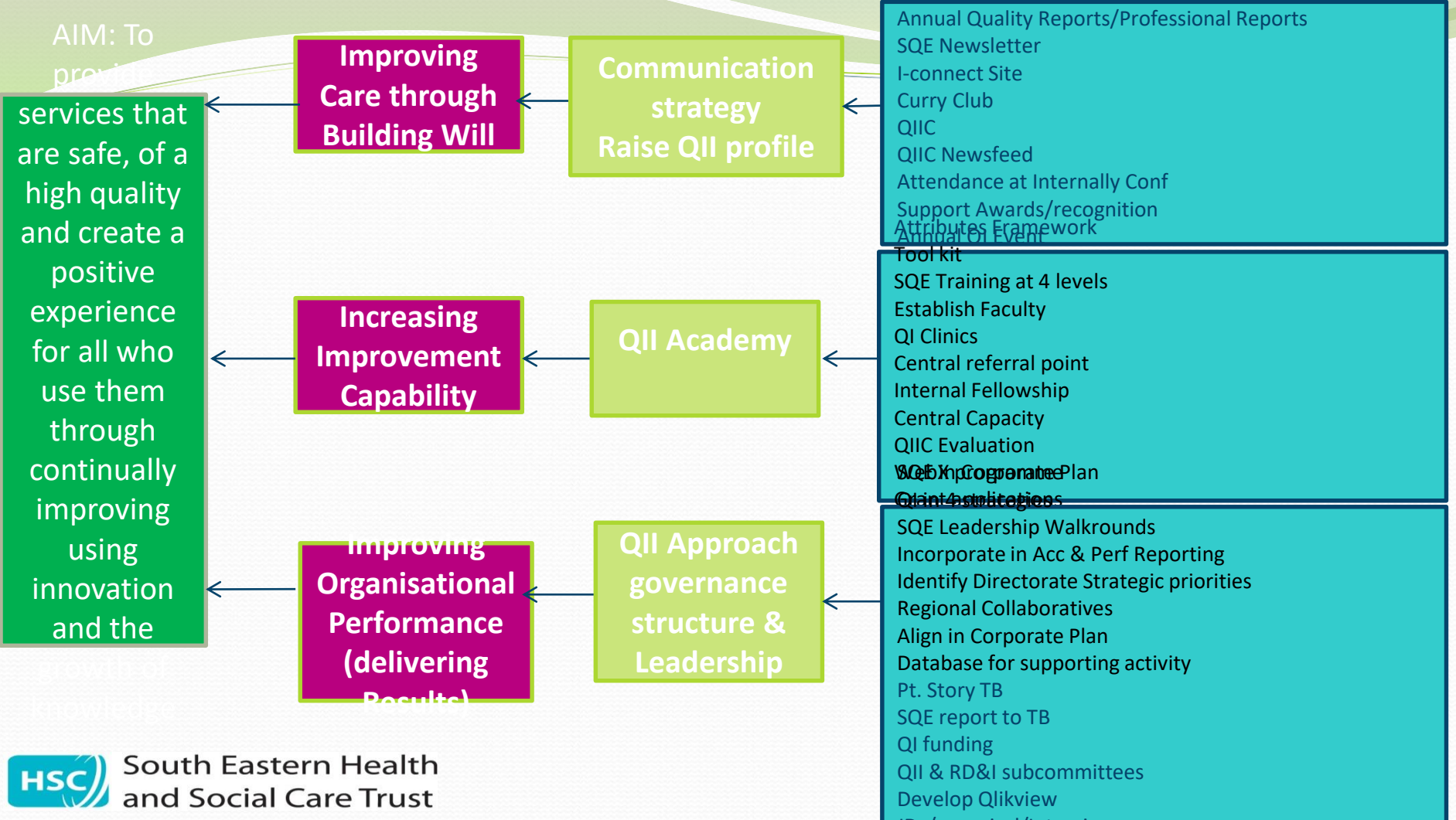
- Lowest Reference costs in NI
- Less staff....higher productivity
- Highest level of staff satisfaction
- High level of Performance
- “Can do” Culture

-10,000 minds; 10k pairs of eyes

SQE“Is it worth doing?”

- **Save Lives** ...Acute Kidney Failure Tracheostomy project; Sepsis 6
- **Reduced Risk** Wristband project; Single Unit transfusion; Recannulation; Use of Meds in Prisons
- **Improve Outcomes**...Engagement of LAC; Reduced Post Partum Haemorrhage; Speech therapy; Oral healthcare in Homes; Make it Count
- **Improved Experience**...Prison Choir ;Frail Elderly services;

Parents in Partnership



QI On the Floor:

HSC South Eastern Health and Social Care Trust

SQuEak



Issue 1 March 2016

Introduction

Welcome to issue one of **SQuEak** the QI newsletter for Acute Paediatrics and Neonatology.

SQuEak is YOUR newsletter. It is a forum where you can share stories, facilitate learning and celebrate achievements in all aspects of safety, quality and patient experience within WACH and across the Trust

Please email submissions to the **SQuEak** Coordinator at teresa.mungur@setrust.hscni.net or alternatively if you wish to **SQuEak** to someone please contact Teresa on extension 83123.

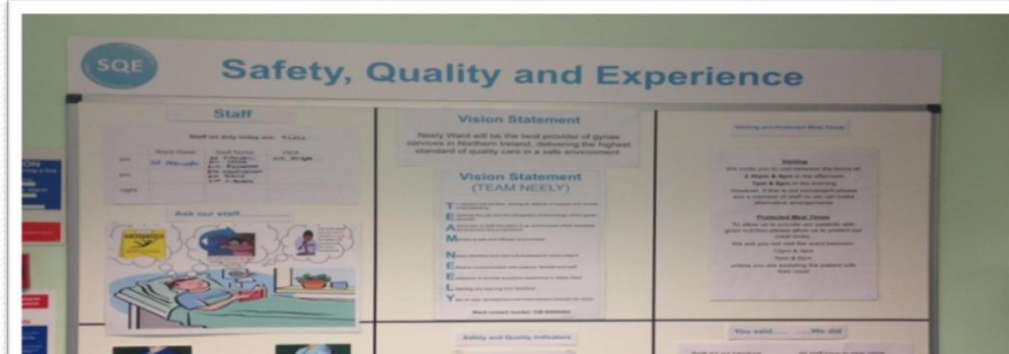
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Safety

KPI's in Craig Ward

Key performance indicators (KPIs) in nursing have developed over the past number of years and as a new manager I reviewed the current practice in relation to auditing the compliance to the KPIs and how the results of these were conveyed to staff. It was evident staff were not fully



Key Performance Indicator Report : NEWS

HSC South Eastern Health and Social Care Trust

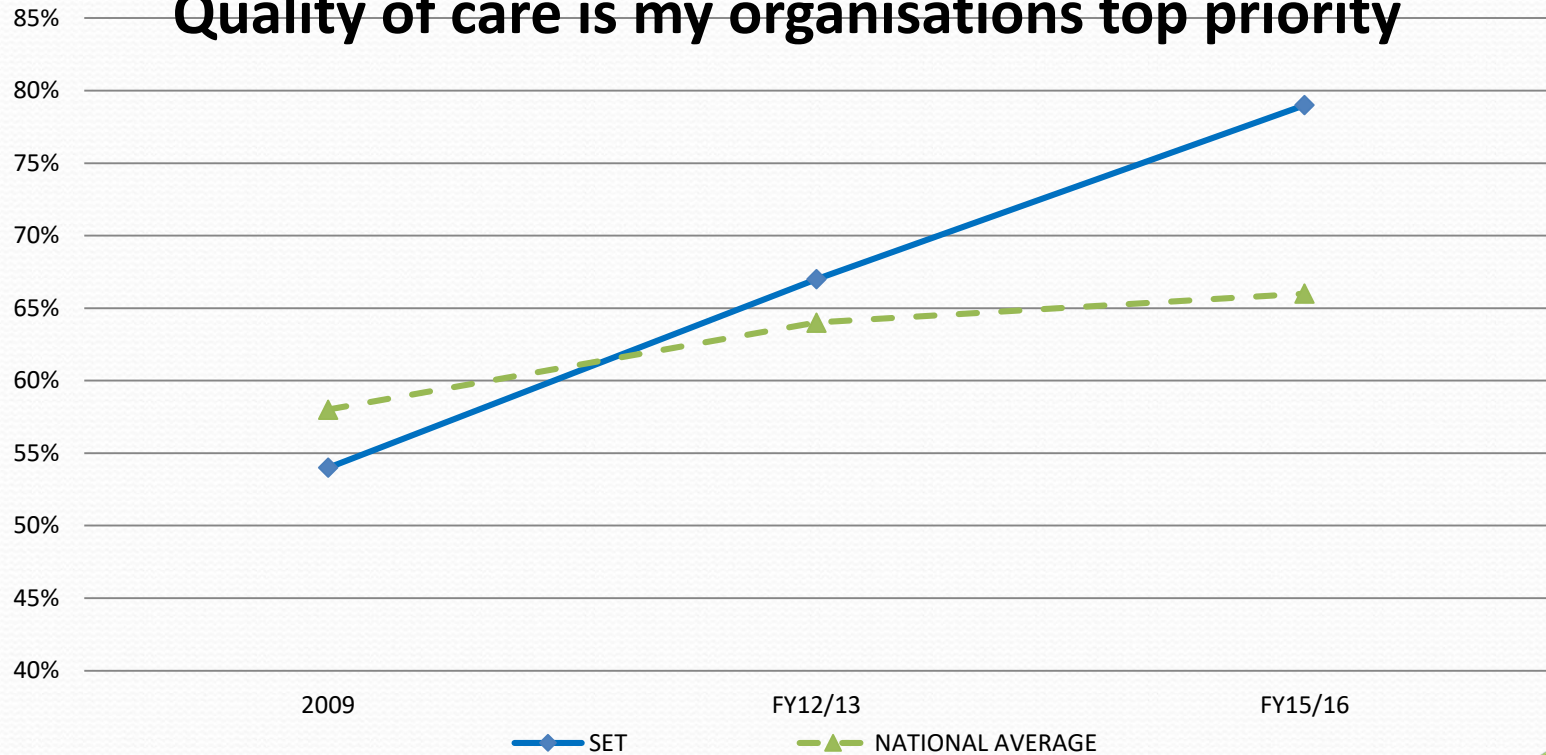
Overall Compliance

	All vital signs recorded?	Risk score totalled?	NEWS score correct?	Evidence of appropriate action?	Frequency of observations documented on chart?	Observations recorded to this frequency?	Compliance Rate
Actuals	20	19	19	2	20	20	100
%	100.0%	95.0%	95.0%	100.0%	100.0%	100.0%	98.0%



IS IT CHANGING OUR CULTURE?

Quality of care is my organisations top priority



OUR JOURNEY

some final reflections

3 Main Elements:

1) how well are we doing

- Audit; benchmarking

2) what should we be doing; what does good look like

- Standards; policies; Protocols; GIRFT

3) How do we change to get

Quality Improvement can be the vehicle

SQE and Quality Improvement



- You've read the book...
- now see the movie

- <http://www.health.org.uk/bottoms-up>

THANK YOU