



**Florence Nightingale Foundation Leadership
Programme**

Quality Improvement Workshop

Workshop pack v3



(please print me for the workshop)

I have been designed for double sided printing and you can print me in black and white



Contents

Coin spinning exercise

- Baseline review
- PDSA tracker
- Graph paper – to record how long the coin spins

Aims exercise

Run chart exercise

Planning for your change project



Coin spinning exercise: baseline data collection review

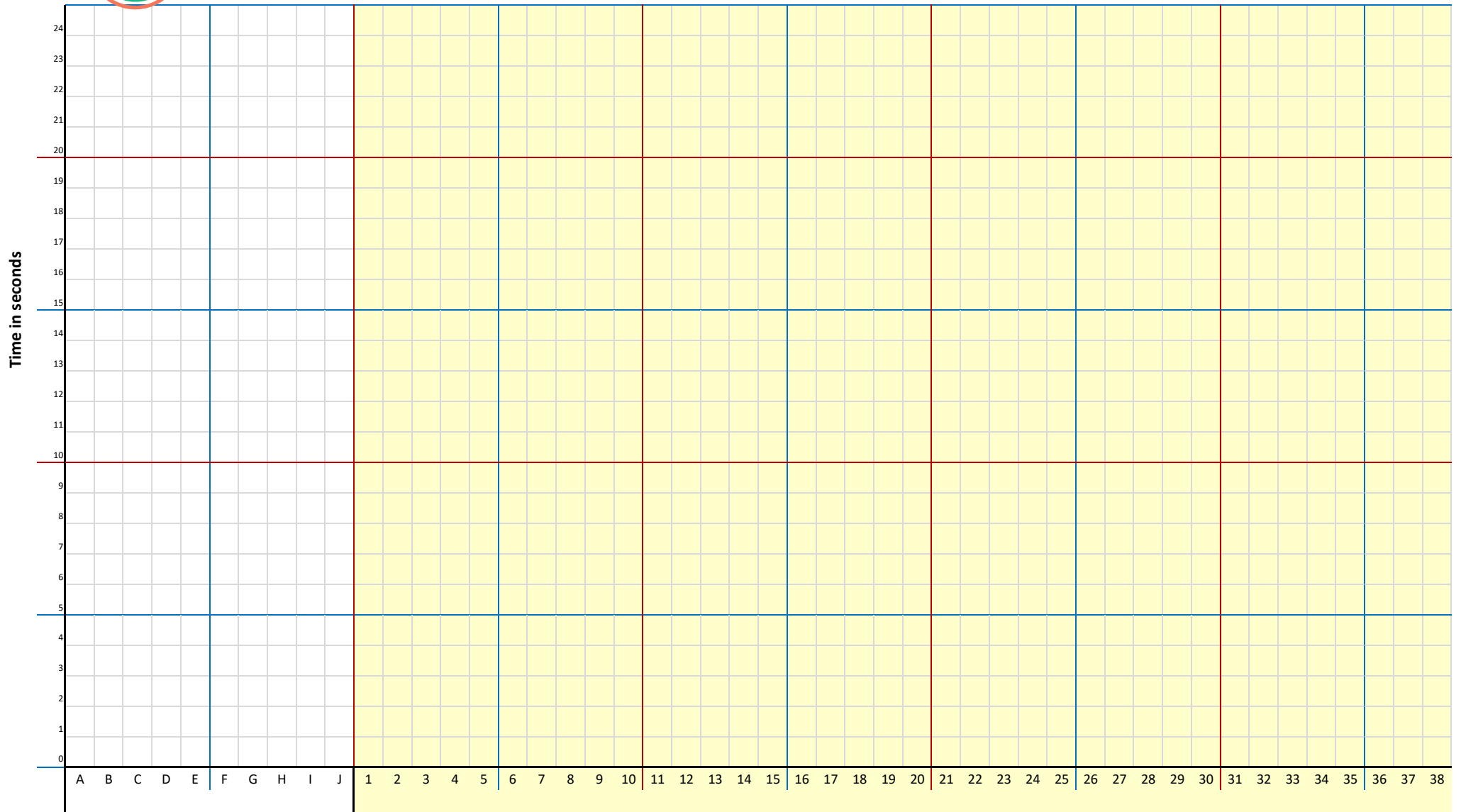


	How many data points did you collect?	How much variation did you see?	What are your theories about what is causing the variation?	What else did you observe?	How about the team and people on the team?



Record of how long the coin spins

(please feel free to annotate your graph)



Coin spins at baseline
(before making a change)

Coin spins for Plan Do Study Act (PDSA) Tests of Change



Plan Do Study Act (PDSA) tracker

	Plan		Do	Study	Act
Cycle	What are your current questions/theories?	What is your prediction?	What do you see? Measurement? Eg. How long?	How did what you see match with your prediction	What now? Adopt? Adapt? Abandon?
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

(blank page)



Aims exercise



Instructions

In your teams, discuss one aim statement – we will let you know which one you will focus on.

What do you like about the statements?

What do you think can be improved?

When you give your feedback, imagine the person who wrote this statement can hear what you say and can see your expressions. Think about how you can be constructive.

Please nominate someone to give feedback.

Features of a good aims statement

- A worthwhile topic
- Outcome focused
- Measurable
- Specific population
- Clear timelines
- Succinct but clear

Checks

Does it focus on a measurable outcome?

Avoid a “by”? Avoid a single solution when the reality is more complex

Avoid “weasel words”? Avoid terms that are not well defined/ambiguous

Check ... is it aligned? To your organisation/ department’s goals

Please remember to focus on the aim statement and not try to develop the improvement ideas. It is OK to seek clarification of the underlying problem.



Run chart exercise

Instructions

As a plenary the whole virtual room will talk through four run charts.

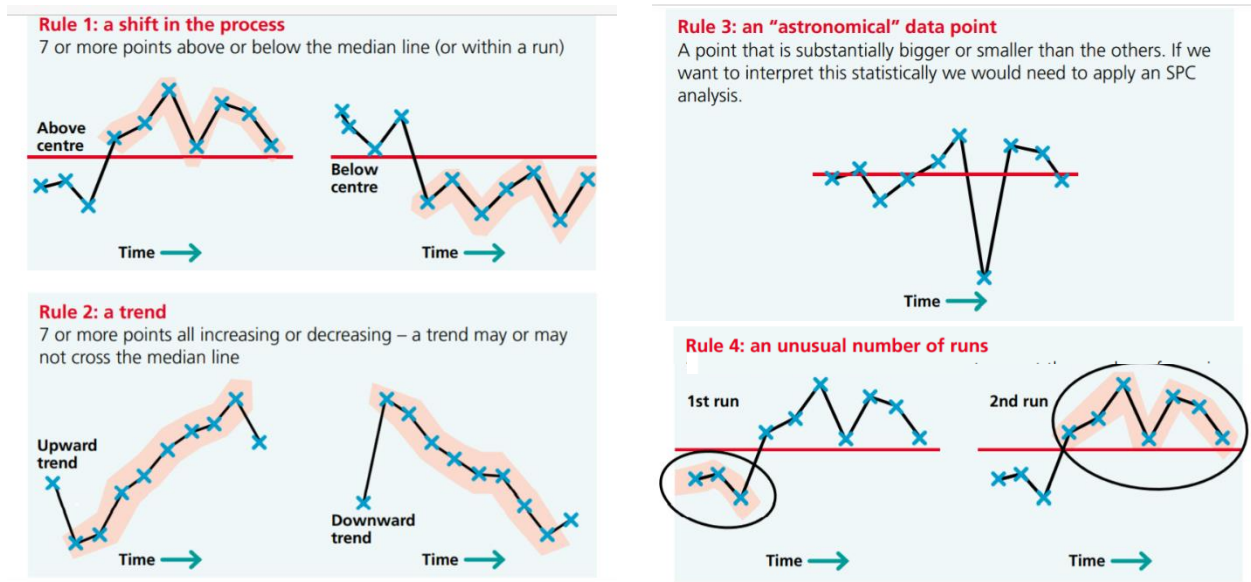
Together we will describe in words what you see. You will be seeking to answer the question:

Has the intervention / change that took place at the point of the arrow made a difference?

Reflect as a leader what would your decision / direction be?

Would you **Adapt, Adopt or Abandon** the intervention?

There are four rules that we can use to guide our interpretation of a run chart. We will be exploring the first two of these rules together in the session. As leaders it is important that you are aware that run charts and Statistical Process Control chart analyses exist and that your data is interpreted well to support decision making. You can either learn more about this and/or obtain guidance from analysts and quality improvement advisors who work in your organisation. There is more information in the guide below.



<https://www.nhselect.nhs.uk/resources/1314/Guide-to-Measurement-for-Improvement> - interactive pdf please see section on run chart rules



Planning for your change project in your clinical area

Describe the problem.

Current aims statement

Current measures: outcome, process and balancing



Developing an aims statement

Think about the change you would like to see in your workplace or for your project.

What outcome would you like to see as a result of your improvement project? How would things have changed and what would be the tangible result.? What resources are available to achieve this change, what is a realistic goal, in what time frame?

These questions will help you to develop your aims statement

- 1 **Where will the change be implemented?**
E.g. a location such as a ward, clinic, or office, base _____ (A)

- 2 **What outcome are we trying to change?**
E.g. a tangible result such as an increase or decrease
in some factor _____ (B)

- 3 **By what amount are we trying to change it?**
Should be a numerical amount or a percentage _____ (C)

- 4 **When do we want to see this result happen?**
An amount of time or by a certain date _____ (D)

Then put together your response to complete the aim statement for your improvement project

In (A) _____ *We will (B)* _____

By (C) _____ *Within (by) (D)* _____