



South West
Academic Health
Science Network



Making quality improvement a way of LIFE



The SW AHSN has created a software system called LIFE to support quality improvement (QI) activity at the frontline.

The system provides a platform for individuals, teams, organisations and whole regions to run quality improvement projects whilst being able to share their work and learn from the work of other teams. The system includes an interactive driver diagram tool, full statistical process control (SPC) analysis, reporting capability and the ability to connect and explore QI projects from around the UK.

Challenge identified and actions taken:

An important aspect of the Patient Safety Collaborative is to help people to develop their quality improvement skills and support them to use those skills on practical improvement projects.

We have found that, despite enthusiasm and dedication, many people with these skills rarely get to use them and often spend a lot of time completing project administration rather than completing tests of change.

None of the existing electronic platforms met all our requirements and consequently we are working with SeeDATA Ltd, a software design company, to create a bespoke solution called 'LIFE'. The LIFE system walks a person through an improvement project, allowing

them to create and keep all the materials in one place including driver diagrams and SPC charts. It also simplifies the reporting process and has many other important functions designed to make it as easy as possible for frontline staff to do an improvement project.

A key benefit for us is that we can use the system to track whether our training and support is resulting in genuine improvement activity without having to ask busy teams for reports and information. Latterly we have built in functionality that allows you to explore QI projects in other settings around the UK and build your own communities of shared interest.

We started work on the system in May 2015 and the final functionality went live in October 2015. The interest in LIFE has been very significant - recently East London NHS Foundation Trust adopted the platform to manage all of its QI projects across 13 directorates. LIFE has also been adopted by 10 of the 15 Academic Health Science Networks nationally and continues to see significant growth across the UK

Features

- A single electronic platform to help create and deliver improvement projects at every level and in every setting
- Simple system to access
- Provides overview of all QI activity without having to ask for information or reports
- Encourages sharing of learning

Impacts/Outcomes

- Over 1664 users (as at July 2016)
- 501 live quality improvement projects
- 7 different countries currently trialling the LIFE system

Plans for the future

The system will be provided free to all health and care teams in the South West. We will encourage people undertaking training with us to use the system to continue to develop their skills and we will ensure that we use the system to register and share all QI projects that the SW AHSN is involved in.

We are also in discussion with the wider AHSN network and NHS Improvement about making the system more open for UK wide use.

This would deliver massive benefits as members would be able to learn from and connect with quality improvement teams across the whole of the UK.

Tips for Adoption

The system is currently live and being tested by people all over England. If you would like to see the system please contact us so we can help you to set up an account and get started. We are really keen to get feedback from as many different people as possible so please do contact us if you are interested.

Which national clinical or policy priorities does this example address?

- This work supports all quality improvement and patient safety work being led by the AHSN Network.

For more information call 01392 247903 or email info@swahsn.com