



South West
Academic Health
Science Network



Building the capability for improvement



Working across all levels of the health and social care system with the Institute for Healthcare Improvement (IHI)

A central aim of the South West Patient Safety Collaborative (PSC) is to develop the patient safety and improvement capability of health and social care teams across the region. In delivering this objective the South West PSC and the SW AHSN, commissioned the Institute for Healthcare Improvement (IHI) - an internationally recognised healthcare organisation, to provide three patient safety training programmes.

Challenge identified and actions taken:

The SW AHSN commissioned the IHI to deliver three five-day Patient Safety Officer Training Programmes that equip frontline staff with the skills they need to improve quality of care and safety for patients.

As part of this, the IHI also delivered a two day executive programme aimed at supporting leaders in healthcare organisations to develop the capacity and infrastructure for quality improvement. The programme, which was free of charge to delegates, had three clear aims;

- Supporting participants to develop actionable strategies, skills, and practical tools that they need

to become leaders of strong, effective patient safety programmes.

- Offering the chance to work with an expert faculty to develop or refine detailed, customised strategies and implementation plans.
- Providing insight into how to co-ordinate plans with the support of the senior leadership from within their organisations.

The three programmes have been attended by 292 participants from over 30 organisations in the region, representing doctors, nurses, managers, pharmacists, commissioners, analysts and patients. The feedback from the first two programmes has been overwhelmingly positive resulting in a diverse range of quality improvement projects. In the first programme that was delivered, 100% of delegates rated the course as 'excellent' in feedback and said unanimously that they believed it had improved their ability to lead change.

Impacts/Outcomes

- Over 292 participants from within the region have undertaken the training across three training programmes.
- Improvement projects in the region are underway as a result of the training programmes.

Plans for the future

Following the IHI three five-day programmes the SW AHSN team has been engaging and supporting participants to develop their quality improvement projects. Clinical advisors are offering support to the boards of

our member organisations around the development of quality improvement and patient safety. In 2016/17 we are evaluating the impact the training is having on patient safety culture and implementation.

Tips for adoption

A critical part of building capability for improvement and patient safety is to gain the sponsorship and support of executive teams, in support of sustainable long term impact. By engaging executive leaders in a two-day programme which runs alongside the five day residential programme, we are supporting the development of this approach.

Which national clinical or policy priorities does this example address?

- 1) Patient Safety: The Patient Safety Collaboratives are designed to improve the safety of patients and ensure continual patient safety learning sits at the heart of healthcare in England. The Patient Safety Collaboratives were borne out of Professor Don Berwick's report into the safety of patients in England, published in August 2014. The report, A Promise to Learn – a commitment to act, made a series of recommendations to improve patient safety; and called for the NHS "to become, more than ever before, a system devoted to continual learning and improvement of patient care, top to bottom and end to end."
- 2) Spreading best practice, collaboration, innovation and adoption.

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