

Improvement methods are indispensable to service recovery, long-term population health and the reduction of health inequalities. They provide a structured, collaborative and inclusive approach to both sustained transformation and continuous improvement.

A common approach to improvement at system level can integrate the varied improvement approaches from service transformation, lean six sigma and quality assurance, to cultural change, and help to further embed improvement approaches into everyday practice and culture.

***“Healthcare delivery is a complex system that is constantly evolving, and its improvement is a journey, not a destination” Don Berwick, IHI***

We believe that it is important to take a thoughtful and tailored approach to quality improvement, informed by evidence of ‘what works’. We are committed to working closely with the Health Foundation’s Q community, bodies such as THIS Institute and academic partners to build further evidence about ‘what works’.

## How we can help

### At system and/or national level

#### Strategy support for systems

Organisations can commission HQIP to:

- Develop a common improvement approach for your region, tailored to your needs, (and in line with NHS Impact guidance and CQC approaches)
- Design and roll out regional ‘Improvement Collaboratives’ as a key means of driving sustained change in national priority areas such as maternity care, primary care and emergency care.

#### Improvement insight projects

We can be commissioned to explore design and deliver bespoke projects. This might include:

- Assessing the complex landscape of improvement activity regionally or nationally, identifying and creating a clear picture of improvement efforts to date, and providing recommendations for improvement
- Identifying areas of good practice regionally or nationally, then generating case studies for sharing of learning and/or synthesising examples to identify commonalities
- Generating new knowledge about ‘what works’:
  - how change happens in complex systems
  - the barriers to the uptake and effective delivery and spread of improvement
  - how disparate improvement efforts can be joined up for enhanced impact
  - what needs to happen to shift improvement to the mainstream of healthcare
  - how improvement principles and approaches can be further embedded in healthcare policy / regulation.

*Note: Insight projects may be delivered with an academic partner organisation*

#### Collaborative problem-solving (see also [Convening, collaboration and stakeholder liaison](#))

We can provide expert facilitation to:

- reconcile the disparate and sometimes conflicting views of different stakeholder groups
- build consensus about the pace at which meaningful improvement is possible, the scale of impact that is achievable and the support required to drive change
- develop a bespoke organisational approach to improvement, bringing in a variety of best-practices.

## NHS provider organisations

### Organisational QI Strategy development

We know that placed-based and system working are increasingly important to you. Helping healthcare organisations to develop effective quality improvement and quality assurance strategies for improved patient outcomes, including:

- Co-designing with you an organisational strategy to integrate assurance, control and assurance mechanisms into an effective 'Quality Management System'
- Creating an organisational quality improvement strategy that draws upon best practices from improvement science and is tailored to your specific requirements, culture, and aspirations
- Support and/or partnership to design complex or large-scale improvement projects or collaboratives (local, regional or national).

### Improvement training

With expertise across the range of improvement methods, we can be commissioned to provide:

- Support to develop a bespoke improvement capability-building strategy with you in order to develop:
  - a consistent level of improvement skills and understanding across your organisation
  - a critical mass of engaged and supportive staff at all tiers
- Bespoke support including upskilling around:
  - Quality Improvement models and methodologies
  - Quality assurance and clinical audit techniques
  - Using data and measurement to support quality improvement
- Executive support
  - Board level training e.g. *Leadership for improvement* or *Culture for improvement*
  - Advice, guidance and executive 'leadership for improvement' coaching.

### Improvement delivery partner

We can operate as part of a blended team or work in partnership with you to implement your overall improvement strategy by providing:

- Training, development, constructive challenge and advice that helps to build executive, senior team and board capability, building to aid strategic decision-making and problem-solving
- Support to set up your own programme management arrangements
- Recruitment, training and mentoring local quality improvement facilitation
- Coaching and mentoring of your local QI team and/or leaders to help build improvement capability and sustain improvement efforts over time.

### Get in touch

Contact us for a free, no-obligation conversation about how we can help; simply email: [communications@hqip.org.uk](mailto:communications@hqip.org.uk).

### Related resources

You may also be interested in:

