



Structured, Supported Engagement

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Previous rejection

Fear of criticism

Permission

Ownership

Confidence

Team
unhappiness

Time

Skills, experience, knowledge

Learning on Approach

- Management approach that prioritises quality improvement
- Negotiated, clear QI priorities
- Structure to support large scale improvement
- Team primacy in improvement events
- Service users partners
- Training to support locally identified team level improvement
- Ability for team to pull in more intensive support if required





Vision / Medium
Term Plan





Vision / Medium
Term Plan

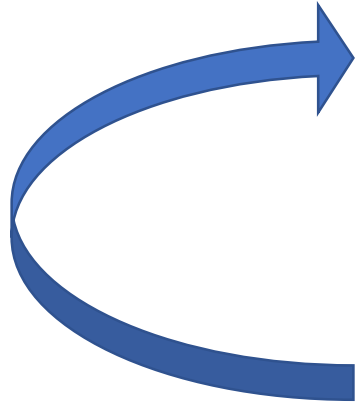


Annual Corporate
Priorities





**Annual
Review**



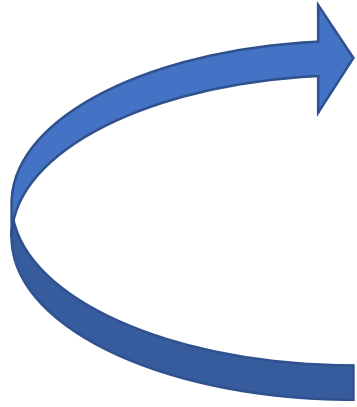
Vision / Medium
Term Plan



Annual Corporate
Priorities



**Annual
Review**



Vision / Medium
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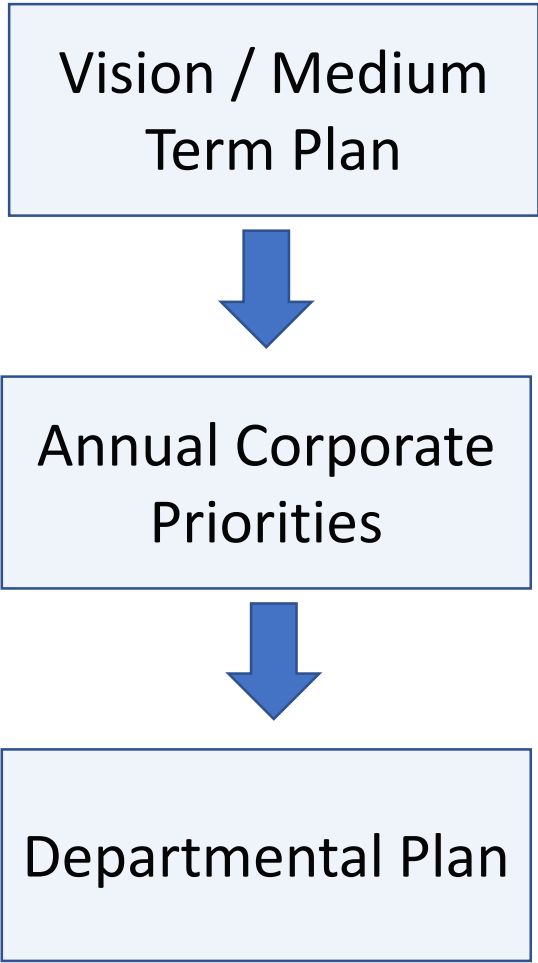
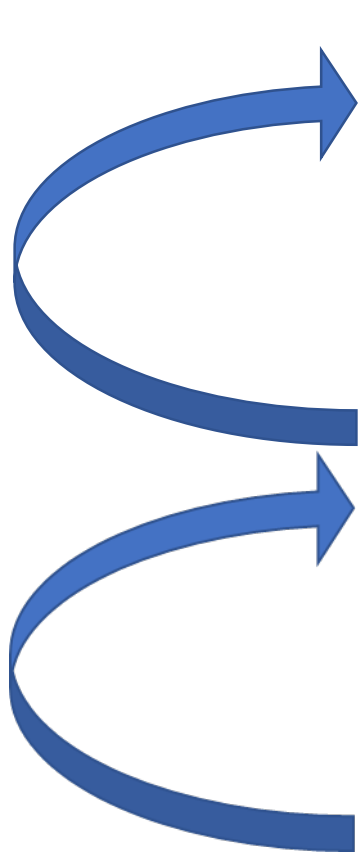
Annual Corporate
Priorities



Departmental Plan

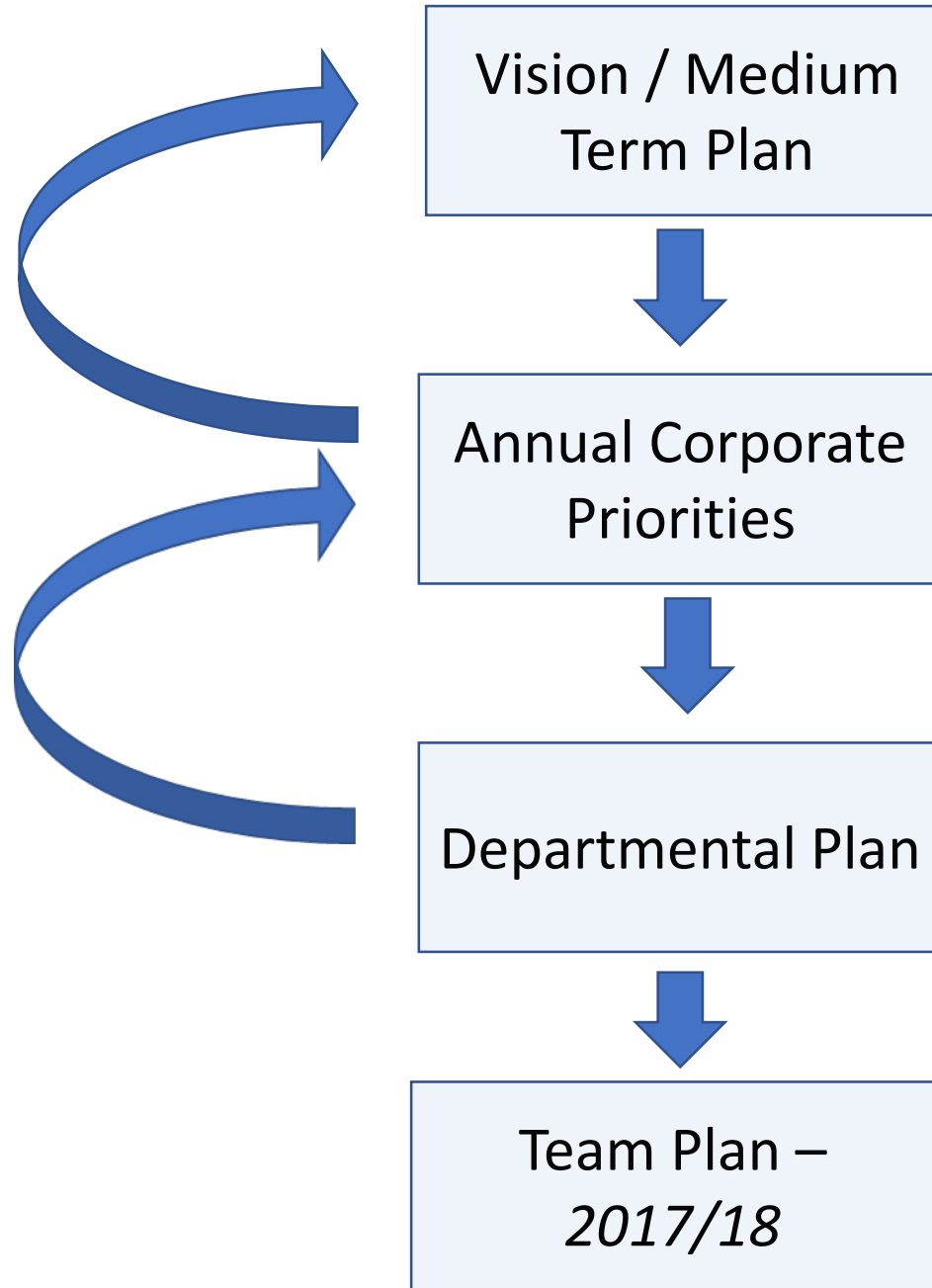
Annual Review

Catchball



Annual Review

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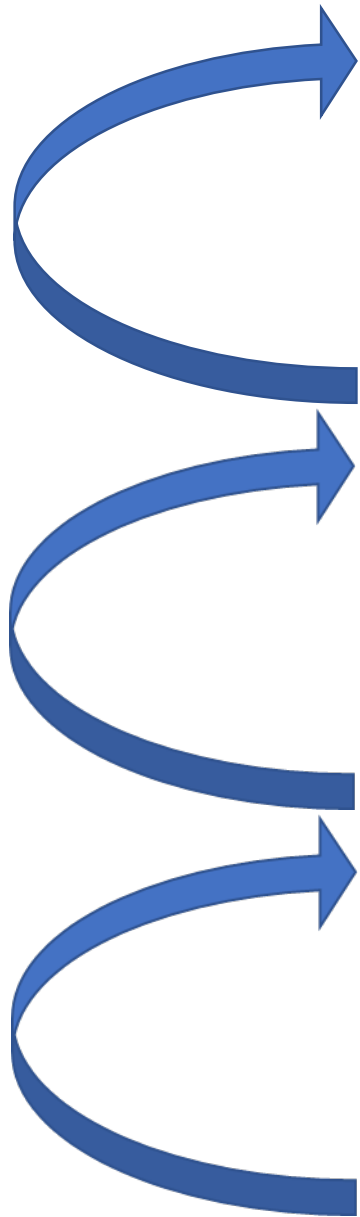
Catchball

Vision / Medium Term Plan

Annual Corporate Priorities

Departmental Plan

Team Plan –
2017/18



Annual Review

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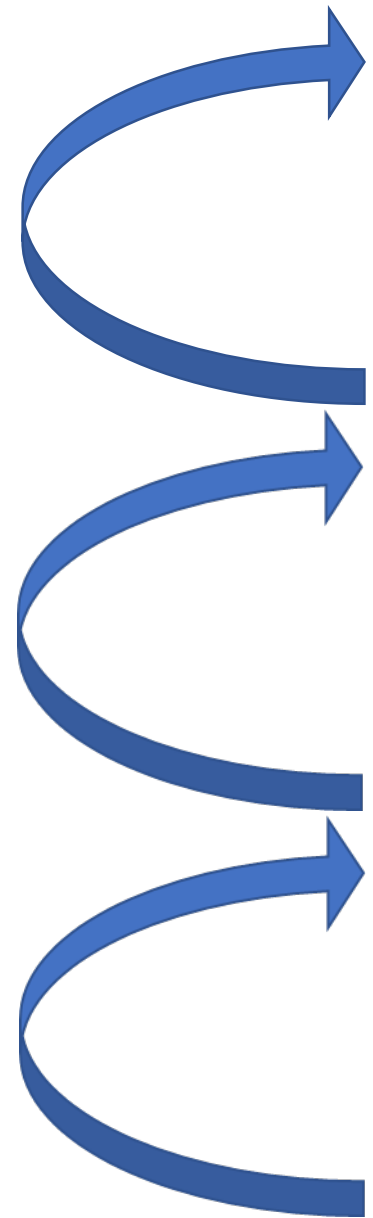
Vision / Medium Term Plan

Annual Corporate Priorities

Departmental Plan

Team Plan –
2017/18

High Level
'Value Streams'



Annual Review

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Vision / Medium Term Plan

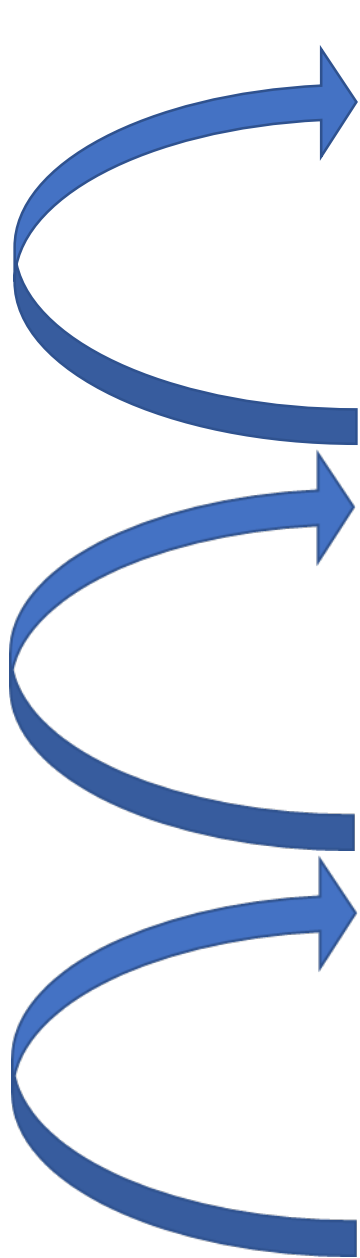
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2017/18

High Level
'Value Streams'

Improvement
Events



Annual Review

Catchball

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Vision / Medium Term Plan

Annual Corporate Priorities

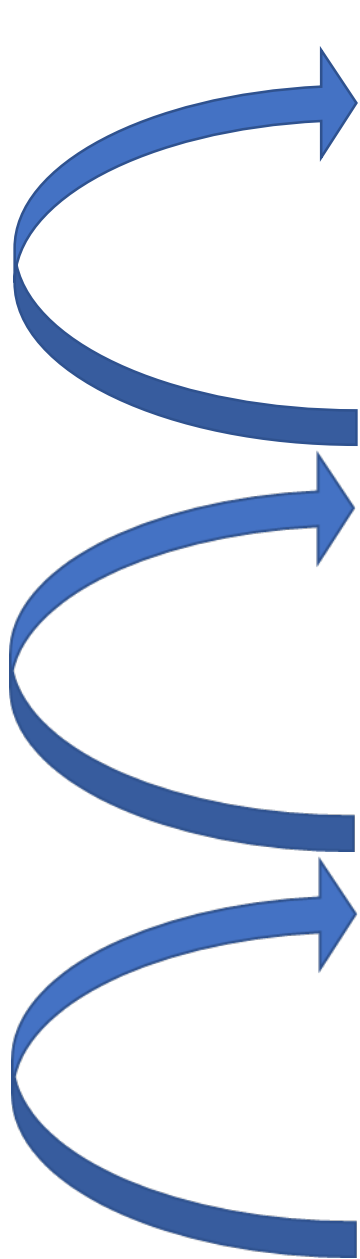
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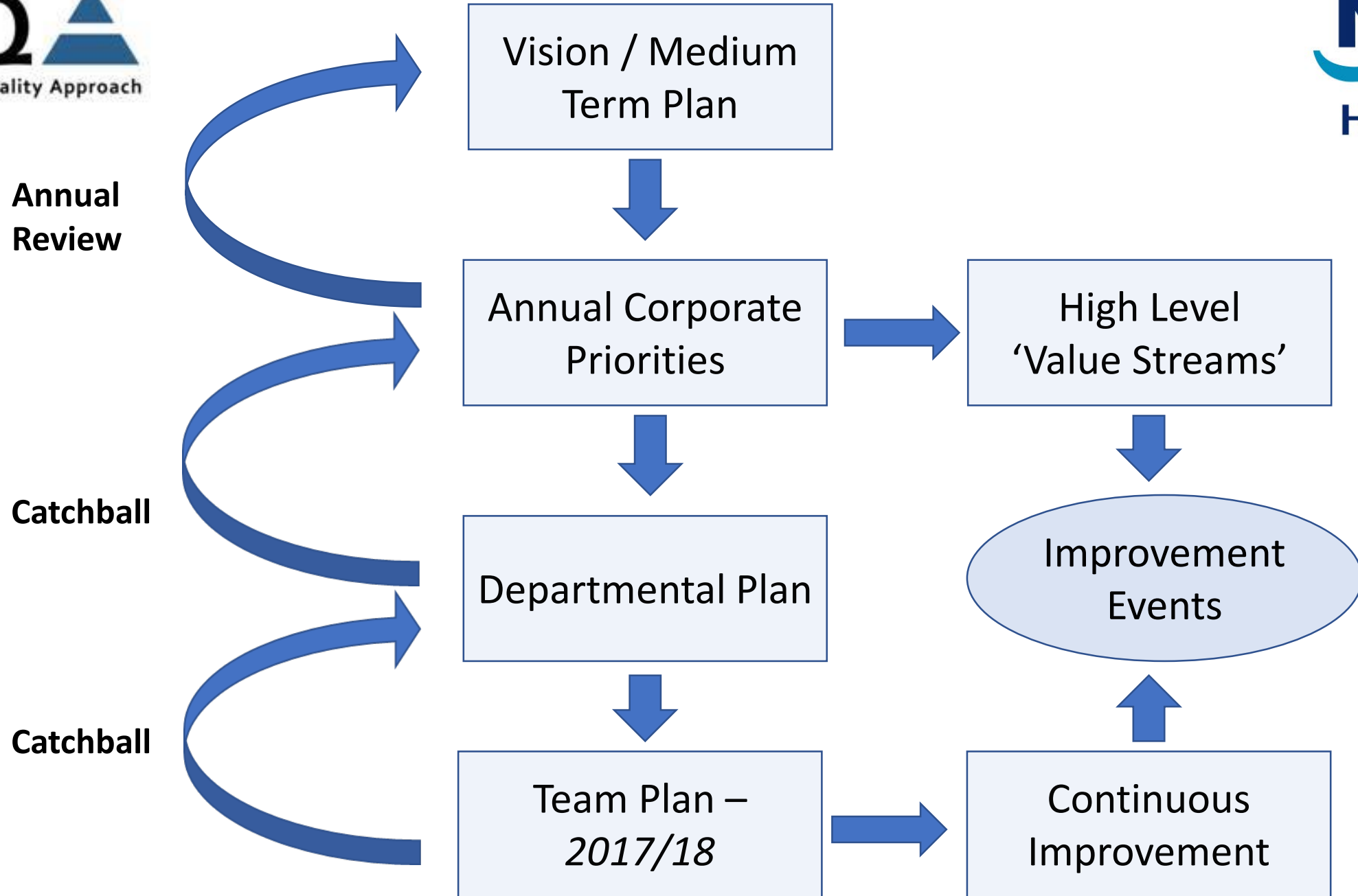
Team Plan –
2017/18

High Level
'Value Streams'

Improvement
Events

Continuous
Improvement







Learning: Improvement Events

- Most useful where processes cross team or organisational boundaries
- Industry standard methods
 - 12 week preparation
 - Emphasis on team involvement, moving to ownership
 - Patient / service user members
 - Workshop Lead and Team Lead supplied by the organisation
 - About 8 – 12 participants
 - One year structured follow up

Learning: Continuous Improvement

- Best results when teams have ownership
- Coaching on problem identification, root cause analysis, prioritisation
- PDSA cycles with clear metrics
- Linked to management processes – huddles, visual control, leader standard work, accountability

