

AIM / BACKGROUND

We are determined to continue our relentless focus on providing the best quality services for the people we serve. This includes reducing harm and variation and transforming our services, making best use of new technologies.

Our new and innovative Trust continuous improvement (CI) programme amalgamates human factors and patient safety concepts and tools with Improvement methodology (The Model for Improvement), pushing CI beyond its traditional boundaries to offer a more diverse spectrum of methods to explore everyday work and help develop collaborative solutions.

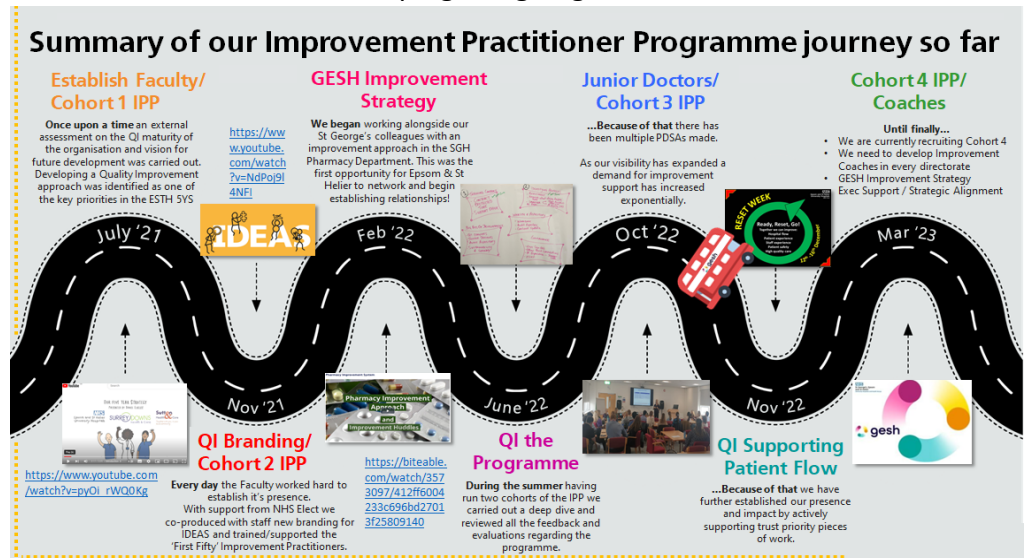
Here at ESTH we have been incorporating human factor principles to optimise system and human performance, and enhance staff wellbeing across many stands of work, including simulation-based education and patient safety investigation.

Our continuous improvement approach "IDEAS" was launched in 2020 as part of the Trust 5 year strategy; more recently it was rebranded collaboratively with trust staff to encompass our continuous improvement principles. It is already having an impact, encouraging creativity, innovation and learning.

METHODS / JOURNEY SO FAR

In order to develop improvement capacity and capability within the Trust we have developed the Improvement Practitioner Programme. The Improvement Practitioner Programme is open to all professions and inclusive to all trust staff.

Working closely with our library we have also been able to develop a website to support staff to finding out more about improvement and offer a range of tools and resources to support this. We also encourage staff to write up projects and capture these in a repository to share and spread learning. As a small team we are also supporting Trust priorities, utilising improvement expertise in exiting areas of work such as Patient Flow, Discharge, Fundamentals of Care and helping designing Workforce Models.



BITEABLE VIDEO

Signposting To Improvement Resources



View video using QR Code:





Quality Improvement Advisor and Improvement Practitioner Programme Lead, Deborah Gouveia and Improvement Faculty Implementation of a unique blended Quality Improvement and Human Factors Programme, Epsom & St Helier NHS Trust

RESULTS

We now have over 120 Improvement Practitioners across the Trust in clinical and non-clinical areas. The principles of the course have also been shared with junior doctors and nursing groups undertaking improvement projects. The Improvement Practitioner Programme links to the wider national patient safety strategy and syllabus, as proactive exploration and learning around areas of identified risk, as well as good practice and successful improvement projects can be shared across the Trust.

Outcomes from the Improvement Practitioner Programme include developing effective ways to: Communicate; celebrate; share; spread and sustain awareness of good practice and care for patients with major health conditions, a few examples include;

- **Fundamentals of Care:** Reduction of falls in AMU by ensuring AMTS scores are completed and monitored: <https://biteable.com/watch/3372033/5a4d6150f937b6e019fd537b4fb43968>
- **Fundamentals of Care:** Raising awareness of the importance of protecting skin from pressure sores: <https://biteable.com/watch/3907470/bed6fb5eb04d864b957468bbe0a1733c>
- **Fundamentals of Care:** Improving Dementia and Delirium screening in 3 wards in Epsom, and sustainability: <https://biteable.com/watch/3829168/94c812d6cc6539547f9650b31c64b4fa>
- **Patient Flow:** Implementation of electronic patient tracker to reduce length of stay: <https://biteable.com/watch/the-patient-tracking-system-pts-2752062>
- **ICT supporting Patient Flow:** Implementation of an electronic Joint Assessment Form: <https://biteable.com/watch/3863275/4e577b05dccb5e8c2d4613b87510a1>
- **Fundamentals of Care:** Raising awareness of the importance of use of the Catheter Passport: <https://biteable.com/watch/3855814/3a4a9480d47e6155b68be403072d973c>
- **Fundamentals of Care:** Raising awareness of the importance of signing for Venous Thromboembolism (VTE) prophylaxis administration treatment: <https://biteable.com/watch/3843628/441d97b35c540e7f390a2c884216e3b9>

Mid-March saw Cohort 3 Improvement Practitioner Programme Celebration event. 75 members of staff joined the celebration including; Group Chair, Gillian Norton; Group Medical Director, Richard Jennings; Site Chief Operating Officer Alex Shaw and Non-Executive Directors Chris Elliot and Aruna Mehta. Group Deputy Chief Executive, James Marsh, warmly welcomed all attendees and congratulated all of Cohort 3 Improvement Practitioners on their graduation. It was great to celebrate and share the quality improvement projects that are happening across the Trust, thanks to our recent cohort of Improvement Practitioner Graduates.

SUSTAINABILITY AND SPREAD

Locally at ESTH we are currently in the process of creatively planning the next phase and development of Improvement Leaders, whom of which shall be based within the directorates to support our rising numbers of improvement practitioners, thus, the sustainability and growth of the Improvement Practitioner Programme.

Since becoming part of the wider St George's, Epsom and St Helier University Hospitals, GESH Group we have been exploring how we can collaborate with our St George's colleagues to develop our programme further, using the scale and spread opportunities the group model affords; whilst exploring how improvement can support the creation of a continuous improvement culture across the GESH Group.

We are also currently working collaboratively with regional improvement colleagues to co-produce a South West London ICS QI Conference. This entails hosting a free three day online Quality Improvement (QI) Conference for up to 500 staff from health and care partners across South West London. We aim to showcase some of the excellent work our Improvement Practitioners have worked hard to produce; to enable more staff and patients to benefit from this shared learning and continuous improvement.