HSCQI NETWORK UPDATE

Update
from Dr Aideen Keaney
Director HSCQI Network and Hub

We find ourselves in unprecedented times. Family lives and work lives are unrecognisable and after several months of massive change and demanding and challenging work we in HSC are taking stock of what change has resulted in improvement whilst planning for an unknown future.

We want to keep the exceptional innovation, improvement and learning that has helped us to cope with the challenges of Covid to date and to be able to demonstrate how using a QI approach has developed and reshaped services in this new era.

HSCQI moved into 2020 with a major focus on the four regional scale up projects : Sepsis, Towards Zero Suicide Safety Planning, the Safer Connections for Children Safeguarding project and the Antimicrobial Stewardship in Nursing Homes project. Innovative work and engagement on these was evidenced at several regional learning events facilitated by the IHI in January and February and there was no doubt that HSCQI was gaining momentum on this important work, which was endorsed further by senior leaders at an HSCQI/IHI regional workshop in February. Contd....

DRAFT PROJECT CHARTER

This has been shared with Department of Health. It's a "Live " document. Thanks for your feedback received to date. It was incorporated, so we will keep you posted.

YOU HAVE BEEN AWESOME!

Thanks to Brenda and the SET team for hosting the Zoom calls and workshops. Thanks also to Claire and Rebecca at Eastern Federation Support Unit for hosting some of the calls too. HSCQI should have their own Zoom licence soon.

THANKS TO YOU

A massive thank you to the QI leads and colleagues for taking part in the calls over the last lot of weeks, contributing to the workshops in person or virtually and for giving your time and expertise. The Hub team really appreciate all you do. We had Primary Care and 4 out of the 6 Trusts represented at the most recent workshop.

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**Update from Dr Aideen Keaney,
Director HSCQI (Network and Hub)**

Also in the earlier part of this year HSCQI was involved in a series of events that highlighted the tremendous skills, dedication and innovation that exists across the system. In February we hosted the IHI Health Improvement Alliance Europe (HIAE) Conference in Belfast for two days and showcased some of our best work to an international audience of improvers who left NI knowing that QI was very much at the centre of Health and Social Care in the region.

As normal we continued regular engagement across the network with the valuable input from the Trust's QI Leads . HSCQI shared our recent experiences of improving patient care with our National QI and Health Service Executive (HSE) colleagues in Dublin in February at the joint QI Conference and again confirmed that we are all focused on providing safe and effective care for those who need our health and social care services and we all face similar challenges in doing so.

Our links with the IHI and the Health Foundation also are important pillars in our partnership working and provide us with national and global learning and connections to help us develop our regional work.

Then just before Covid-19 became our new reality we celebrated the HSCQI Awards recognising the often ground breaking work in Quality Improvement that is going on in all professional disciplines in acute, social and primary care. Sharing learning, networking and encouraging our HSCQI colleagues to keep improving were celebrated at the Awards.

HSCQI is in the business of building relationships, creating partnerships and developing QI learning and expertise. There is no stronger demonstration of this now as we move forward to establish a Regional Learning System based initially on learning from Covid-19 to date and linking with the Service Delivery Innovation Implementation work stream.

This work stream which reports to Dr Anne Killgallen, has now identified areas of change and innovation that have improved patient/service user care. The work stream is now taking forward two areas with analysis ongoing to provide supporting evidence and data to illustrate this. The areas are:

- Staff Well-being at Times of Redeployment
- Virtual Visiting and Virtual Consultations.

This priority work stream within the Department of Health's Programme to Rebuild HSC Services involves the HSCQI Alliance, Network and Hub. We are all in this together and I thank you all for your input and support in this work.

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web qi.hscni.net

Share your Covid story

10,000 More Voices is an initiative which explores the experience of patients, relatives and staff through a wide range of projects, supporting people to share their experience in the form of a story. Through analysis of the narrative and application of computer software known as Sensemaker®, key messages and areas for reflection are highlighted. It is the overarching mandate of the initiative that through sharing experience, patients, relatives and staff will make a difference to our services across HSCNI.

On 1st July 2020 a staff project was launched to explore the experience of all staff in direct contact with patients and clients during the COVID-19 pandemic. Probing questions include a focus upon personal impact on staff health and well-being and various coping mechanisms engaged during the pandemic. The survey is aimed at all professions and roles across the Health and Social Care System as a whole, including staff within the independent sector. All stories are anonymous and coded to support deep analysis of the experiences shared.

Through exploring the staff experience there will be rich insight into how to best support staff and improve practices adopted during the pandemic.

Anyone wishing to share their experience can access the online survey at www.10000morevoices.hscni.net/home/you-your-experience-of-working-during-covid-19-pandemic

NEW COVID-19 LEARNING SECTION ON HSCQI WEBSITE

We have a new section on the HSCQI website to capture relevant learning information on Covid-19. See https://qi.hscni.net/covid-19-learning/

Please save us in your favourites!

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web qi.hscni.net

Service Delivery Innovation Implementation during Covid-19 Workstream Update

At the workshop on 15 July themes were agreed to take forward:

Staff Wellbeing at Times of Redeployment (HSCQI Hub rep is Dr Mark Roberts and Dr Jackie McCall)

Virtual Visiting and Virtual Consultations (HSCQI Hub rep is Levette Lamb)

Work is ongoing in these areas and representatives from the HSCQI network will be presenting their learning and lived experience of these areas at the workshop on 19 August. It is hoped that following this workshop prototypes can be agreed for sharing and potentially for scale up. The work was mentioned at the Assembly Health Committee sitting on 23 August 2020.

The HSCQI Improvement Hub team and HSCQI network are continuing to share and progress this important regional work in the challenging timeline. Thanks to all who are contributing.

Virtual Workshop Q All-Ireland COVID-19 Learning 26 August 2020

Our Q All-Ireland COVID-19 Learning: Visioning for the Future
Wednesday 26 August 12.30-2pm workshop on rapid learning and improvement during COVID-19: Visioning for the Future is now full! A waiting list is in operation.

Q and the Health Foundation will be delivering this workshop in partnership with Health and Social Care QI (HSCQI) Northern Ireland and the HSE National Quality Improvement team. HSCQI and National QI are country partners of Q. Through a mix of presentations and interactive, collaborative group sessions, the workshop will provide you with ideas and inspiration for how to make sense of the learning generated through the COVID-19 pandemic, and how to use this to enable good decision-making now and in the future.

This opportunity is open to anyone who would like to connect with others to explore and take a QI lens to look to address key challenges at this time. To add your name to the waiting list go to : https://thehealthfoundation.zoom.us/meeting/register/u5Mqf-Cqpj4jHtGEhKw_yFNkDmwqQr7jQEax

If you would like to find out more about the Q Community, please see https://q.health.org.uk/about/

Q Exchange: It's that time of year again!

Q Exchange will be launching soon. Q Exchange is Q's £600,000 funding programme, funded by the Health Foundation and NHS Improvement. The programme offers Q members the chance to develop project ideas and submit bids for up to £30,000 of funding. Applicants refine and developed their ideas with the help of the Q community through a collaborative online process. This year's theme is embedding positive changes that have emerged through COVID-19.

We thought we would remind you of two innovative projects from HSC who made the cut last year and secured their funding. The region is really punching above our weight on Q Exchange and how fabulous to see the projects get that recognition. Well done to all who entered and congrats again to Northern Trust and South Eastern Trust on their two winning projects.

Gamification for Human Factors led by the NHSCT

This project aims to extend the reach of access of Human Factor training, through the use of a 'gamification' approach.

The Game will be accessible by App via mobile phone devices. Quality Improvement and Agile design methodologies have been adopted; along with multi-disciplinary team input. Phase 1 of the project has carried out in partnership with the School of Computing, University of Ulster, and has involved the development of the gamification strategy, requirements specification and characters and stories which form the basis of the design. Phase 2 of the project will commence in August 2020 and will seek to convert the development work to date into an App suitable for commercial release.

The learning from the App is based around the journey of a patient called 'Joe' and his interactions with the health and care system. As 'gamers' travel through the different levels of the game, they complete 'missions' and follow Joe's experience. As Joe's journey unfolds it exposes 'gamers' to learning centred around Dupont's Dirty Dozen – the 12 most common human factor elements which degrade a person's ability for them to perform effectively and safely, which can lead to errors. To progress to each new mission of the game 'gamers' must answer a series of questions to test their knowledge and reinforce their learning of human factors. On completion of missions/levels 'gamers' will be awarded badges. The App also provides links to additional learning resources and useful human factor references.
Contact: Gill Smith, Innovation & Quality Improvement Lead
In our next newsletter we will update you on the South Eastern Trust's winning 2019 Q Exchange Project on QI Training and Project Support for Support Services and and Ruth Gray will also share on 2018 winning Q Exchange project on QI Training for Impact.

We hope you find this newsletter useful. Please email Tracey.White@hscni.net if you have any comments on, or ideas for future newsletters.