QUALITY IMPROVEMENT

BEFORE THE FORUM...

IMPROVING QUALITY TOGETHER
1000 LIVES INFO

EXPERIENCE

* WHAT DOES IT MEAN/INVOLVE?
* WHAT DOES IT LOOK LIKE?
* WHAT IS MY ROLE IN IT ALL?

INTERNATIONAL FORUM:
QUALITY & SAFETY IN HEALTHCARE

EXCITED TO BE 1/3300 & PART OF THE ‘QUALITY IMPROVEMENT MOVEMENT’
@QUALITYFORUM #QUALITY2016.

@DONBERNICK

USES THE BEAD GAME TO ILLUSTRATE THE IMPORTANCE OF TEAMWORK & PROCESS MODIFICATION IN QI.
HE REFERRED TO A ‘VESSEL’...
"Liking @donbervick's 'vessel' idea; everyone on board having a role for the successful functioning of a system."

Engaging patients in their own health:

- Small changes make a huge difference
- 1) What is important to you? 2) What can we do to help?

"If you go to their bowl, they are more likely to come to yours!" #quality2016.

"Mobile technology: keeping up with catapulting change."

Smart goals:
- Specific
- Measurable
- Achievable
- Relevant
- Timely

An African group in Malawi trialled a mobile app using PDSA cycles to help improve community follow-ups of low-weight births.

→ 40% follow-ups with low-birth-weight babies.
→ 189 phones in action.
Supporting People with Dementia

* We cannot cure dementia yet but we can cure the stigma.
* Person-centred approaches & strength-based assessment
* Changing perceptions in order to change practice

"People are icebergs, you may only see the top, but consider what is underneath." #WMTY16

After the Forum...

Innovation & Change

@LoisKelley challenged us to be a "rebel" to have the ability to "see the system" and challenge it with new and innovative ideas.

1) Never go it alone
2) Turn conflict to curiosity
3) Know when to quit.

* Non-conformity is not a bad thing... we need more!

Action Points:

* Suggest IQT/QI to be part of uni curriculum
  ✔
* Feedback to cohort
  ✔
* Suggest to student chair for CSP to fund some Physio student places for London 2017
  ✔
* Put new learning into action on first job!