

QUALITY IMPROVEMENT

BEFORE THE FORUM...



"IMPROVING QUALITY TOGETHER"
1000 LIVES + INFO
EXPERIENCE



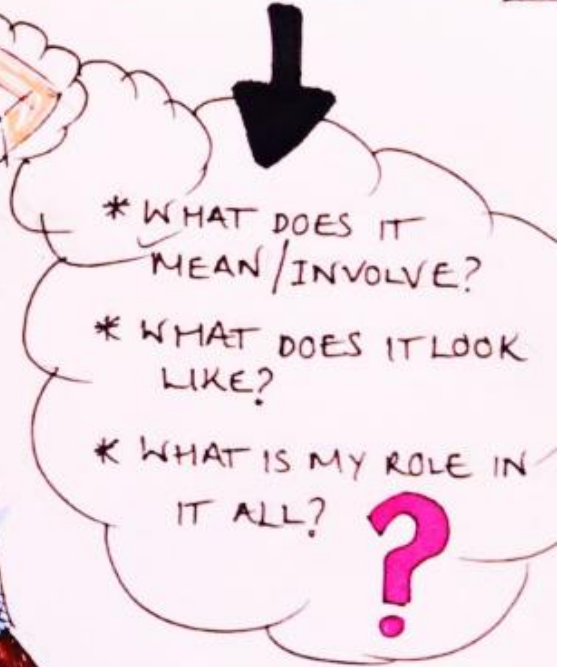
INTERNATIONAL FORUM:
QUALITY & SAFETY IN HEALTHCARE

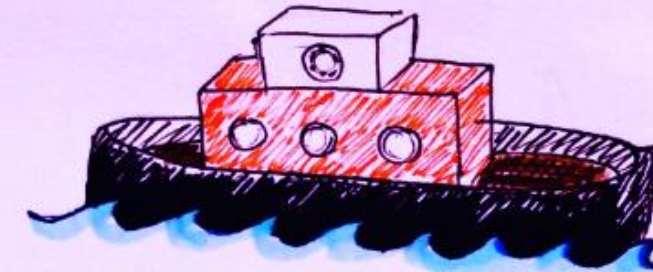


"EXCITED TO BE 1/3300 & PART OF THE 'QUALITY IMPROVEMENT MOVEMENT'"
@QUALITYFORUM #QUALITY2016.

@DONBENWICK

USES THE BEAD GAME TO ILLUSTRATE THE IMPORTANCE OF TEAMWORK & PROCESS MODIFICATION IN QI. HE REFERRED TO A 'VESSEL'...

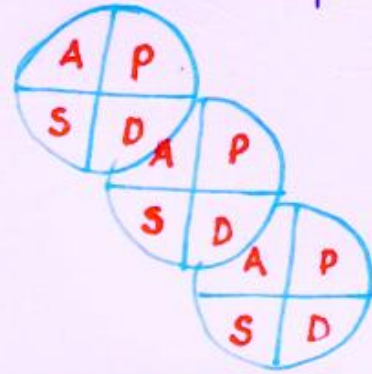




MOBILE TECHNOLOGY: KEEPING UP WITH CATAPULTING CHANGE



"LIKING @DONBERWICK'S 'VESSEL' IDEA; EVERYONE ON BOARD HAVING A ROLE FOR THE SUCCESSFUL FUNCTIONING OF A SYSTEM"



* EMPHASISED THE IMPORTANCE OF

SMART GOALS
S PECIAL I M P O R T A N T
M E A S U R A B L E
A C H I E V A B L E
R E L E V A N T
T I M E L Y

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.

- ↳ ↑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

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!

@LOIS KELLEY 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!

