Episode 17
Season Finale

QPS TalkTime

A community of quality and patient safety improvers

5th December 2023 | 1pm to 2pm

"Together, to improve health and care"

Join the Q Community!

An Stiúrthóireacht um Ardchaighdeáin agus Sábháilteacht Othar
Oifig an Phriomhoifigigh Cliniciúil

National Quality and Patient Safety Directorate
Office of the Chief Clinical Officer

To get started … we invite you to

Share using the chat box

- Your name, work and where you are joining us from …
- Think about the below statement….

The word that comes to mind when I think about networks is…

NQPSD Resources

Join the Q Community

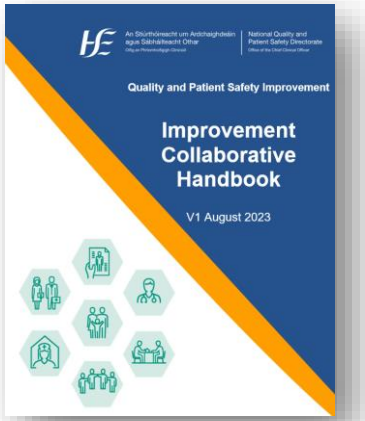
Apply to become a member of Q Community – find out more via the Q Website

For information on how to apply contact:
qps.improvement@hse.ie

November edition of Quality and Patient Safety Matters

Improvement Collaborative Handbook

Find out more about our latest resource, scan the QR Code below



Listen to our podcast series

Listen to seven podcasts based on the Patient Safety Strategy themes.

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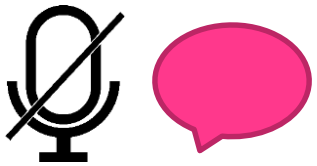
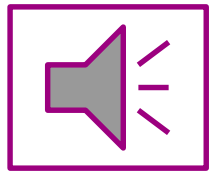
How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.



- Audio is available via your PC or dial in:

  +353-153-39982 Ireland Toll
  Access code: 2732 055 5205

- Please help us to improve our QPS TalkTime Webinars by completing a short feedback form (pop up window before you log out)

- You will receive an email from QPS TalkTime confirming your attendance

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What is the session about?

- **Learn about the membership organisation called the "Q Community" and how its network is growing in Ireland and the UK to improve health and care.**
- **Join the conversation with Q members on the how the Q Community can benefit you.**
- **Learn about Q's recent insight project: understanding, measuring and improving the engagement of staff in major change.**
- **Discover how to apply to become a Q Community member which is free for individuals.**

The word that comes to mind when I think about networks is....

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Today's speakers

Dr. Maureen Flynn

Director of Nursing, QPS
Connect Lead with the National Quality and Patient Safety Directorate and ONMSD

Stacey Lally

Deputy Director, Q

Miriam McCarthy

Health Sciences Academy Manager, University of Limerick & UL Hospitals Group

Clifford Mitchell

Senior Improvement Advisor, HSCQI

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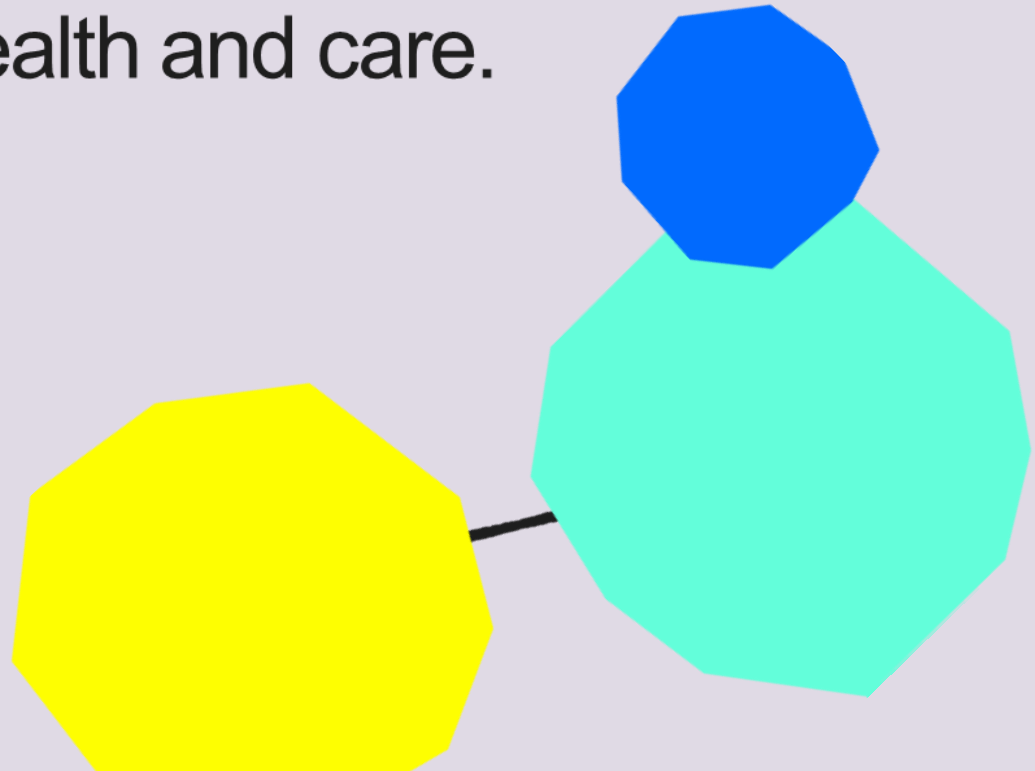
The Q Community

We are a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care.



Supported by

NHS England

Healthcare Improvement Scotland

HSC Health and Social Care

GWELLIANT CYMRU IMPROVEMENT CYMRU

HSE An Stiúrthóireacht um Ardchaighdeáin agus Sábháilteacht Othar | National Quality and Patient Safety Directorate

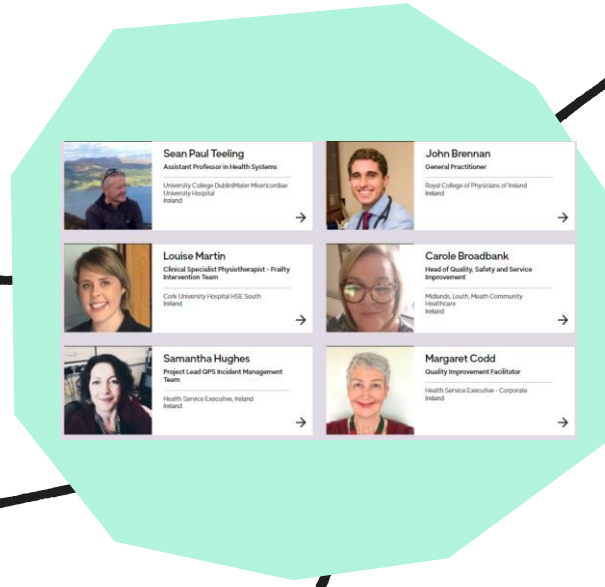
What is the Q Community?

About Q

- Over 5,500 members across the UK and Ireland, collaborating to improve the safety and quality of health and care.
- Share knowledge and support to tackle challenges and make faster progress to change health and care for the better.
- Inspire and support each other to deliver improvements to health and care.
- Led by the Health Foundation and supported by partners across the UK and Ireland. Ireland became a country partner in 2020

As a Q member, get free access to:

- Lifetime membership, with no joining or ongoing fees.
- Webinars, guides and toolkits.
- Networking opportunities and events.
- Member directory - get listed and connect with others.
- A range of Special Interest Groups to connect with peers.
- The chance to learn from other organisations through in-person Q visits.
- The opportunity to develop your project ideas and bid for up to £40k funding.



Connect. Grow. Contribute. Join Q to drive sustainable improvement in health and care.

Q Community in Ireland

Membership Activity and Promotion

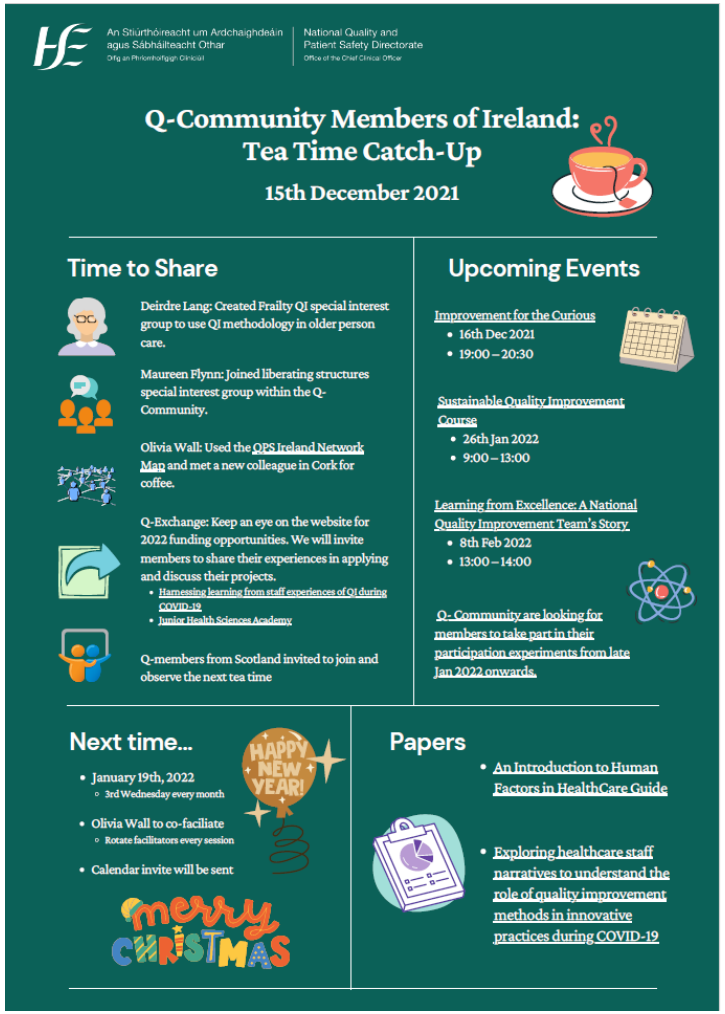
- 152 members in Ireland and growing. 270 in Northern Ireland.
- Q Exchange – awards (Up to £40,000) received by Q members in Ireland 2020 and 2022.
- Q Programmes - network weaving series, community of practice leadership development, sketchnoteing
- Q Special interest groups (81) – patient safety community, liberating structures, psychological for improvement
- Publications in BMJ Open Quality
- Ongoing involvement in the country partner programme – embedding a systems approach to QI

152+

A Growing Community in Ireland

Bi-monthly tea time catch ups to connect Q members in Ireland

Buddies welcome



More info here: https://www2.healthservice.hse.ie/organisation/qps-connect/tea-time-qps-connect/

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Measuring and improving your engagement with staff in major change

Led by

The Health Foundation

Supported by

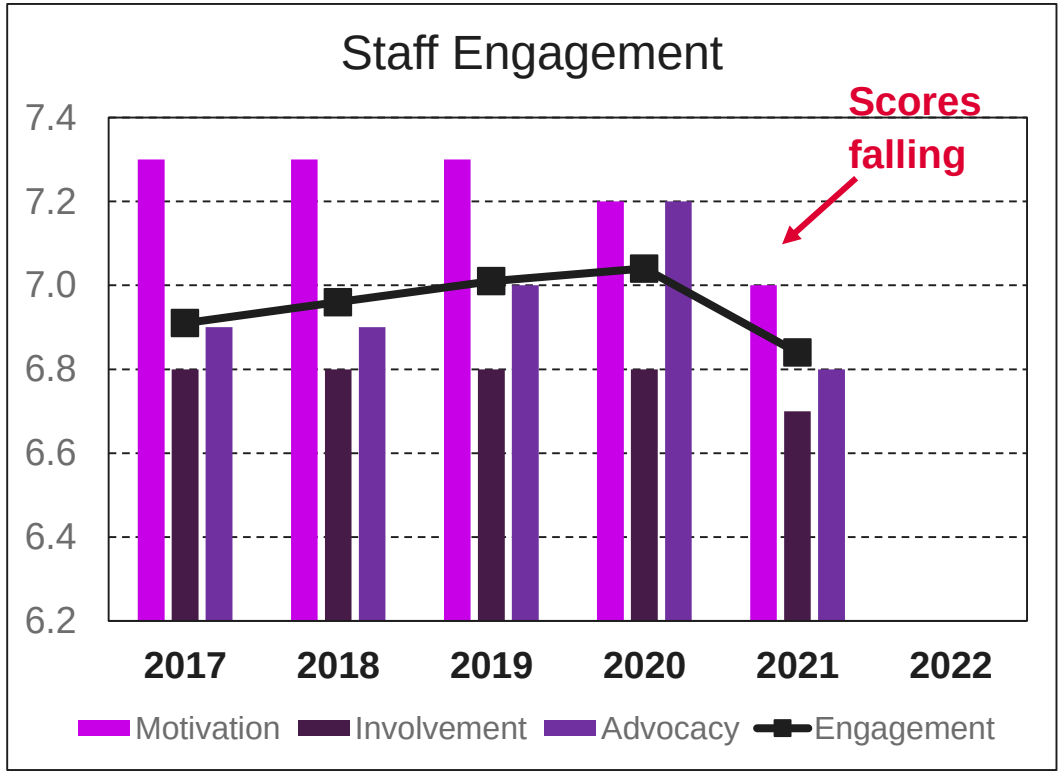
NHS England

Why staff engagement?

- Broad changes are needed within the health and care system with the challenges it faces

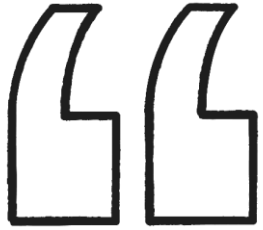
- Many change projects fail because they *neglect 'the human dimensions of change'.*

- Engaging staff well can improve both staff experience and the success of changes



Engagement in change resources

- 10 principles for how to engage staff well in major change.
- A survey of staff tool.
- A planning and reflection tool.
- Guidance on the key considerations underpinning a good measurement approach.
- Guidance on moving from data to analysis and action.
- Equity, diversity and inclusion (EDI) considerations when measuring engagement in change.
- An insight report with greater detail on the project, methodology and findings.



I've really enjoyed engaging with the "engaging staff well" change tools the Q community recently published.

This year I'm focusing on strategy to embed a “culture of continuous improvement” within Oxford Hospitals.

I think the insightful work your organisation produces will be a good reference for the networked learning approach I intend to facilitate during my strategic placement.”

10 principles

Figure 2: 10 principles for engaging staff well in major change

Principles		Descriptor
Foundations for change	1 Clear rationale	The purpose of the change and its connection to staff and patient experience are clear.
	2 Shared ownership	Staff can shape and influence the change, including defining the problem.
	3 Capacity and capabilities	Staff have protected time and are given the skills and knowledge they need to engage in change.
Culture and context	4 Honesty and transparency	Challenges, limitations and risks are acknowledged and there is no hidden agenda.
	5 Psychological safety	Engagement enables staff to share opinions and voice concerns without fear of judgement or consequences.
	6 Appreciative and compassionate	Engagement builds on staff achievements and recognises emotions.
	7 Inclusive and non-hierarchical	There is a core belief that everyone has a valid point of view, and something to contribute, and that no one person has all the answers.
Processes and methods	8 Structured	There is a plan for how and when to involve staff, which is followed and made widely available.
	9 Clear and consistent communications	Engagement includes regular two-way sharing, including different formats and channels.
	10 Continuous learning	Staff are involved in open, ongoing reflection, testing and assessment of the change, including its outcomes and any unintended consequences.

Find out more

Reach out to the team

Sinead Phelan
Marketing and Communications Manager (Q)
sinead.phelan@health.org.uk

Read the resources

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Why join Q?

- Membership of Q is free, and there’s no minimum time commitment. You can participate in ways that fit with your life and improvement priorities.
- Through networking and events, topic-focused groups and collaborative funding programmes, we support members to develop and deliver their day-to-day work.
- We bring people together through the Q Lab network to learn about specific topics, uncover new insights and develop and test ideas.
- Our insight and resources are available for anyone to learn, share and support each other.
- Q provides a flexible way to boost the resilience, capacity and impact of people working throughout health and care where it’s needed most.

- Find out more about Q on the following slides!

Joining Q

- Q is free to join, and you can apply at any time.
- We welcome applications from across the health and care sector in the UK and Ireland. If you are interested in applying, you will need to demonstrate knowledge and experience of using different approaches and methodologies to improve the quality of health and care and reflect on how you may benefit and contribute to the community.

- You will need to complete an online application that will be assessed by people experienced in improvement.

- The application should take no more than one to two hours and you can save the application and return to it later.

- Once you submit your application, you'll hear the outcome within six weeks.

Tips for applying

2. Your experience, knowledge and commitment

The information in this section will be visible to the assessors and will be considered in the assessment of your application.
For further information, read our How to apply to Q guide.

2.1 Tell us about your experience of improvement. Please include an example where you played an important role in work designed to deliver improvement that involved collaboration across more than one team. Describe what you did and what you learnt?

Before you respond to the question, it's very important you read the applicant guidance .

2250 character limit including spaces (approximately 375 words).

I am passionate about patient and staff care. In all my roles (over 37 years), clinical practice, clinical education, research, and policy development I have always looked for ways to improve, develop and expand services. In the last ten years, I have had the opportunity to focus on quality improvement full-time, working with the Health Service Executive (HSE) National QI Team (formally Quality and Patient Safety Division/Directorate). I have been part of the publication of the national HSE "Framework for Improving Quality in our Health Services" (2012), "Improvement Knowledge and Skills Guide" (2017), and "By all, for all with all: a strategic approach to improving quality 220-2024" (2020)

In 2014/15 I had the privilege of undertaking the Scottish Patient Safety Fellowship programme (Cohort 6). During the fellowship a colleague and I partnered with the CEO, executive and board members of the Mater Misericordiae Hospital, in Dublin, for a "Board on Board with Quality of Clinical Care" Quality Improvement Project. This resulted in the board of directors individually and collectively getting a comprehensive picture of the quality of clinical care, having an understating of same, and acting to hold the hospital accountable on the quality of clinical care. A case study report and toolkit (2015) was published to demonstrate and champion the approach, see details at https://bit.ly/2UfI3t8

The experience and learning from the Mater lead to the spread and a further QI project with the Board of Directors and CEO of the Children's University Hospital Temple Street. A case study and toolkit was published in 2018, "Bringing the Board of Directors on Board with Quality and Safety of Clinical Care. In 2018/19 we then partnered with the HSE Directorate (national body) for a Directorate Quality Agenda QI projects. All three projects built on the previous, used the Model for Improvement and a co-design approach. Paying attention to sustainability and spread was key to success particularly as there are frequent changes in roles and structure

In 2019, I expanded my knowledge and experience of QI methods by completing a Lean Green Belt Project Co-designing a Virtual Decontamination Community of Practice with a college.

2.2 Why do you want to join Q?

Before you respond to the question, it's very important you read the applicant guidance .

750 character limit including spaces (approximately 125 words).

I want to become a Q member as I know this will be an enormous assistance to me in my role. The National QI Team strategic approach places a focus on QI connections. I lead this programme which aims to help people to communicate, connect, collaborate and network to further QI development and learning. This will help sustain the improvement work of those interested in and trained in QI. Networks benefit people who use & deliver services, commissioners, regulators & policy makers. This is exciting for me personally & for everyone in Ireland. The Q community will connect existing local, national network members with those across the UK. We will use the on-line member directory, specialist groups, resources, reading, visits as members.

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Episode 18

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We're back on 23 January 2024

| 1pm to 2pm |

Scan me!

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Let us know how we did today….

Thank you for your support!

Please help us improve future QPS TalkTime episode by completing a short 2 minute survey as you sign off.

Thank you!

Scan the QR Code to join the mailing list!

or email

Kris.kavanagh@hse.ie

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