Quality Improvement Projects for FRCEM

A Rough Guide

Why do it?

- Better patient experience and outcomes through changing provider behaviour and organisation through the use of a systemic change method and strategy

What to improve through change?

- Start with a problem
- Do not start with a solution
- Not a big problem
- Lots of changes are made by knee-jerk reaction to a single datix incident
- You need to care about it and "own" it
- Audit looks at why we are failing as quality assurance

Examples

- Improve pain relief at paediatric triage

- Reduce the time elderly people are immobilised

- Improve handover between AMU and ED

- But first define the problem

How to do it

- "Every system is exactly designed to deliver the results it gets"
- Redesigning the system
- Start with an aim
- Be specific in time and population
- Who are the stakeholders and providers? Have they agreed?

How to do it-practical points

- Write it with the mark scheme next to you
  - Acceptable or unacceptable
  - Can only get 1 unacceptable
- Keep a project diary and note reflections as you go along
- Evidence
  - Not a CTR
  - Phone a friend/ look on line
- Use a change tool
- Visual stuff like GANTT and driver diagrams

Marksheet

	Unacceptable	Acceptable
Measuring Outcomes	Limited measurement or assessment of impact of QIP	Develops tools to assess outcomes, implements the tool effectively
Reflection	Limited reflection on process	Reflection on both personal and institutional learning - suggestions for how this might be shared, or how might have done things differently

PDSA Cycle
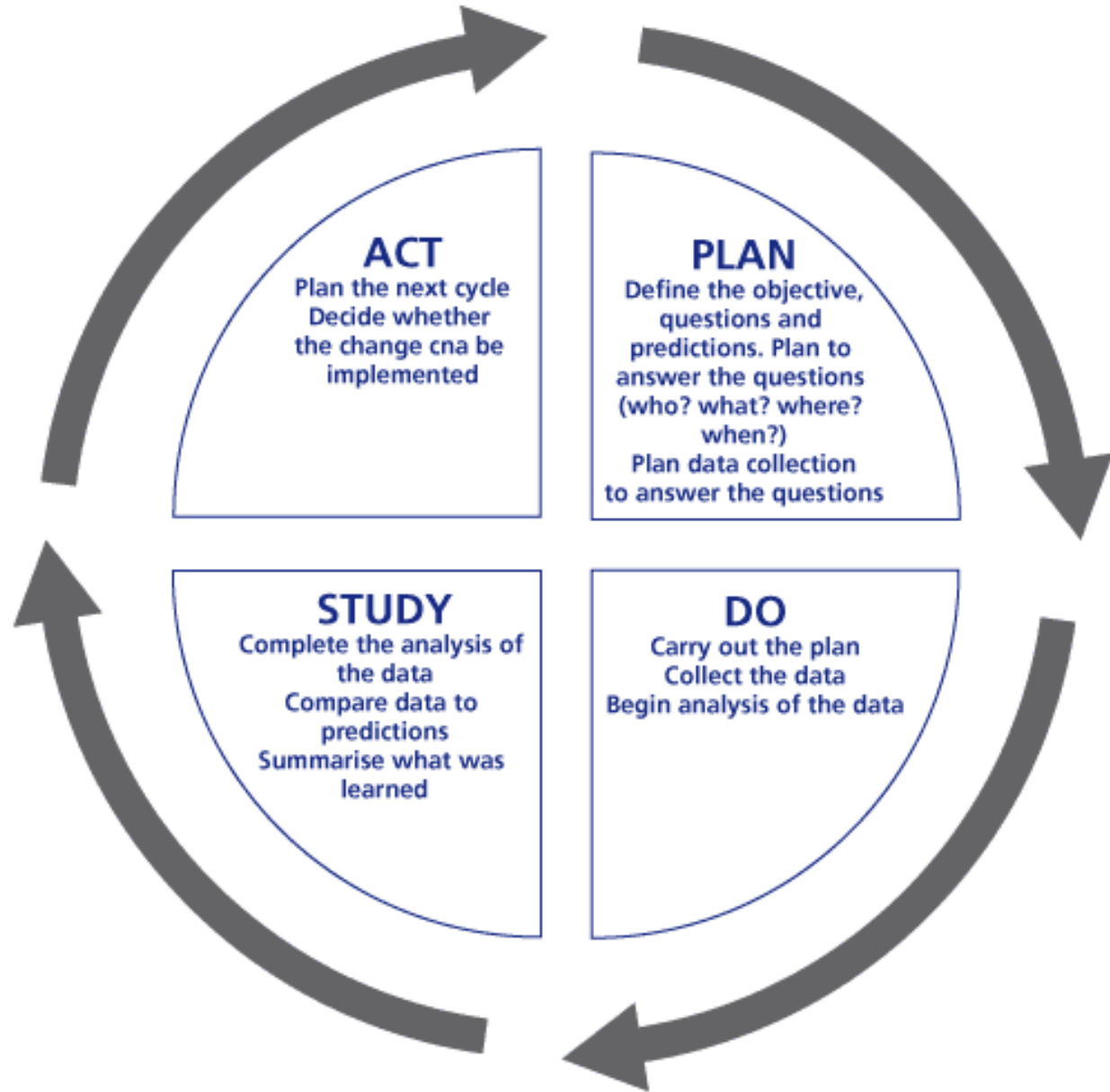
Measures

- Intended and unintended outcomes
- System outcomes, KPIs
- Customer outcome
- Understand variation. Did the change cause the variation or was it "fluke"
- Use small audits along the way to see if making a change

When to do it

- ST4
- Start at the beginning of the year with an idea
- It takes 12 months

Success

- Does not have to be a success
- The process is important

Helpful websites

- RCEM

- Institute for healthcare improvement

- Future Learn- Bath University. Free 6 week online course

"This really is an innovative approach, but I'm afraid we can't consider it. It's never been done before."

Summary

- Start with a problem not a solution
- Start early enough
- Remember your trainer may not have done this before either