

## Quality Improvement 'in Action' Programme (EoE 2025 – 2026)

Quality improvement has long been an important theme within healthcare professionals but doctors and senior nurses have often lacked the knowledge to make the link between everyday challenges and being able to generate change in their work area. This is often further compounded by a lack of development in the tools to facilitate such a change.

This **programme** utilises an initial workshop, handout pack of tools/resources and a combination of action learning sets and individual online coaching to enable to delegate to identify a QI project and then take it through a series of clearly defined steps to the point of delivering a business case to their trust. Research by The Healthcare Foundation in 2012, has proven that the impact on participant learning in relation to quality improvement is most effective where interactive seminars and small group work that includes practical components are included. This programme has been developed along these principles and as it runs **over a period of time**. It is suggested that it is suitable for multi-disciplinary teams in a single Trust or for doctors and nurses to support a wider clinical development programme.

By the end of the programme, delegates will be able to:

1. Identify opportunities for improvement in their own work area
2. Develop a quality improvement project, including demonstrating an understanding of how to apply a QI tools and methods successfully

### Outline Programme:

#### **One Day Launch Workshop**

- Context
  - The NHS today; the sustainability and transformation agenda
  - How the NHS defines quality improvement
  - Strategic plans and money flow
  - Links to medical competencies
- Defining Quality Improvement: Tools and approaches
  - Domains in NHS Outcomes Framework
  - Common Healthcare Quality Improvement Tools Overview
  - PDSA cycle
- Process Mapping
  - Definition and examples
  - Mapping clinical flow and the patient perspectives
  - Using Patient Stories
  - Tips for patient involvement

### Half Day Workshop

- Making the case:
  - What is a business case? Why is it necessary?
  - Focus on scoping your business case
  - Business Case Small Capital Template
  - Popular improvement themes and the six quality domains
  - Ideas, viability matrix and the five-case model
  - The three-phase model in a business case
  - Current case: well-known tools
  - Option appraisal
  - Positioning ideas in financial terms, including return on investment
  - Authorship Tips and Final Checklist

**9 guided learning hours**  
**9 CPD Points**



### *BLENDED LEARNING PROGRAMME ELEMENTS*

#### **Half day Action Learning Set One (at point of 'issue identification')**

Action Learning Sets are a structured method enabling small groups to address complicated issues by meeting regularly and working collectively.

#### **Half day Action Learning Set Two (at point of 'research completed' and prior to business case development)**

Action Learning Sets are a structured method enabling small groups to address complicated issues by meeting regularly and working collectively.

#### **Individual Coaching Intervention**

The opportunity to have each 'draft' business case to be reviewed electronically followed up by a one to one remote reflective feedback session lasting up to 30 minutes.

**+7 guided learning hours (total 13)**  
**+7 CPD Points (total 13)**