Involving Board members in quality improvement
Leading for Improvement

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#qiforboardmembers
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The Improvement Hub (ihub) is a part of Healthcare Improvement Scotland.
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Scoping work

- Understanding
- Advisory group
- Many conversations
- Structured scoping activities
- Learning from previous experience

- All boards in Scotland contributed to scoping
## Design principles

| Who | Involve Board Members in the development and delivery of sessions.  
Learn from international leaders. This can be inspirational and valuable but consider carefully the transferable learning potential. |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What | Focus on building upon existing strengths: we are not starting from scratch. Be asset-based rather than deficit-focused  
Balance opportunities for ‘Once for Scotland’ with local ownership and contextualisation  
Use clear language. Include specific examples as well as theory |
| How | Ensure delivery plans are sustainable.  
Engage in discussion on complex issues; avoid didactic lecturing.  
Create opportunities for board members to learn within their own board and for boards to learn from other boards. |
| When | Be respectful of Board members’ time.  
Acknowledge predictable and unpredictable turnover of board members in design.  
Get on and start – don’t wait for perfection on paper. |
### Learning Outcomes

<table>
<thead>
<tr>
<th>Board members will:</th>
<th>in order to</th>
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<tr>
<td>understand changes to national policy that may impact on your organisation's approach to quality</td>
<td>formulate strategy</td>
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<tr>
<td>understand how to influence national thinking and programmes in relation to improving quality of care</td>
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<td>understand the core components of successful strategies for Quality Improvement</td>
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<td>be able to ask the right questions to ensure you support and provide oversight of Quality Improvement in your Board and understand the answers to these questions</td>
<td>ensure accountability</td>
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<td>be confident and skilled in critically evaluating data (numbers and narrative) to support continued improvement in services</td>
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<tr>
<td>model leadership behaviours that enable a culture of continuous improvement and understand those that hinder</td>
<td>shape culture</td>
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NHS Board development proposal
Approved by Quality Portfolio Group

Published QI for NHS Board Members brochure
100+ opens
44 retweets on Twitter

Board session with NHS Lothian
21 Board members attending
QI topics:
1) Seeing, listening and engaging
2) Data

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Autumn newsletter
21 Board opens
124 subscribers

Board session with NHS Dumfries & Galloway
20 Board members attending
QI topic: organisational habits which support improvement

Summer newsletter
14 Board opens
85 subscribers

Masterclass 1
Murrayfield Stadium, Edinburgh
100 Board members
QI topics:
1) Leading for improvement under conditions of constraint
2) Data for decision making

Masterclass 2
Murrayfield Stadium, Edinburgh
122 Board members
QI topics:
1) Leading for improvement under conditions of constraint
2) Data for decision making

Thought it went extremely well
Executive Board member

“This was an excellent event which fearlessly explored the road to improvement, and also demonstrated some of the barriers that exist in Scottish healthcare”

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“Fresh common sense thinking leading to good discussion around the table and some useful practical improvement sessions”
Don Berwick, Leading for improvement (6 min video)
Engagement

120 Board members

90+% “this event met my expectations”

95% “I would recommend...”

262 subscribers

Boards are making clear commitments at each Masterclass
Next steps

Testing online connections

Masterclasses 3 & 4

Continuing and refining bespoke sessions
Questions
Discussion

What is the appetite in England? Who would be key decision makers?

What does good look like for Board Members in England?

What suggestions do you have for England?
The Improvement Hub (ihub) is a part of Healthcare Improvement Scotland
Let’s focus on what’s really important!
Lunch

Activities:
• The red bead game – London Wall
• PDSA Ping Pong – London Wall
• Improvement cinema
• Q networking lounge