A CULTURE OF CURIOSITY AND CREATIVITY

At Ashford and St Peter’s NHS Foundation Trust (ASPH) we are aiming to have a culture of ‘curiosity and creativity’ that is fair, open and supportive.

One of the ways we are creating this culture is to have an approach to quality improvement (QI) that develops capacity and capability for individuals and teams to make improvements for themselves.

ASPH is a caring and compassionate organisation and our approach to QI reflects these strengths and harnesses these—by encouraging experimentation and innovation in the pursuit of delivering better care for patients.

A SOCIAL MOVEMENT

‘Be the Change’ launched in February 2014 as a programme conceived by junior doctors, based on social movement theory and inspired by the national NHS Change Day. In this first year the junior doctor team distributed postcards throughout the organisation allowing all staff to submit their ideas for improvement. Hundreds of proposed changes were collected and teams were brought together to work on implementing the best ideas.

Over 40 improvement projects were completed in the first year, in each case by a combination of junior doctors and local ‘Change Champions’.

Since 2014, the ‘Be the Change’ programme has spread to support organic improvement activities throughout the Trust – by ‘going where the energy is’ and supporting teams to make improvements in quality and patient safety.

CHAMPIONING BOTTOM-UP CHANGE

We have developed an approach to ‘bottom-up’ change that:

- Builds a broad knowledge of improvement methodology that is simple and repeatable.
- Teaches measurement, problem-solving and PDSA skills at all levels.
- Develops people focused improvement skills, through coaching of teams.

THE MODEL FOR IMPROVEMENT

To support the ‘bottom-up’ change efforts that make ‘Be the Change’ successful, we aim to build a broad-base knowledge of quality improvement methodology that is simple and repeatable.

We aim to teach measurement, problem-solving and PDSA skills at all levels within the organisation and we focus on the Model for Improvement as developed by the Institute for Healthcare Improvement (IHI). The IHI Model for Improvement is a simple but powerful tool for making improvement in healthcare. The model has two steps:

1. Three fundamental questions that must be answered before we start an improvement
2. The Plan-Do-Study-Act (PDSA) cycle to test changes in the real world

We are passionate about spreading the learning and sharing a simple but effective approach to quality improvement. Bespoke teaching sessions and online tools are combined with coaching and mentoring for those teams using the model in practice.

‘BE THE CHANGE’

SUPPORTING ‘BOTTOM-UP’ QUALITY IMPROVEMENT AT ASHFORD AND ST PETER’S NHS FOUNDATION TRUST

An A Study of Climate and Creativity

Get involved

BE the change

A successful ‘Be the Change’ project can take many forms, such as ‘Change Champions’. Our aims:

- To continually improve the care given to our patients
- To contribute to an organisational culture of ‘curiosity and creativity’
- To strengthen teams and build collective leadership for improvement

We are embracing QI not only because it is the right thing to do, but because it will help us achieve the culture of ‘curiosity and creativity’ where we all feel empowered and confident in looking for improvements for the benefit of our patients.

If you are interested in finding out more about ‘Be the Change’, we look forward to hearing from you.

THE CHANGE PORTAL

Both the microsite and the app include the change portal which provides all staff with a simple way to submit their ideas for improvement and suggestions for QI projects.

The app is available on all mobile devices and is free to all users. In addition to the tools and tips for QI, there are a growing number of blogs, articles and project updates as well as short videos to help inspire our teams.

THE HUMAN SIDE OF CHANGE

We strongly believe that improvement is all about people, and that sharing learning about the human factors that make improvement successful will help us all on our QI journey. We invest time and energy with staff at all levels in:

- Helping others to understand and create the conditions that need to be in place to allow QI to flourish
- Carrying out team and individual coaching
- Helping leaders to develop their ‘leadership for improvement’ skills

GET INVOLVED

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THE HUMAN SIDE OF CHANGE

There are lots of ways to get involved and to find out more about the ‘Be the Change’ programme. If you have an idea for improvement, or a change you would like to make, you can contact the team through the ‘change portal’ online or using any of the contact methods here. Alternatively, you can download the app for your mobile device.

We look forward to hearing from you!