

Stakeholder engagement in Quality Improvement

- Top Tips

Allow time to identify who to involve - who are your stakeholders?

Remember - a stakeholder is an individual or group that has interest in or could be impacted by a change in a service or organisation. They can be internal (employees) or external (customers).

Projects are more likely to succeed and be sustained with the right people actively engaged and involved. Involving life experience, lived experience and learnt experience improves the focus and broadens the thinking

Engage with all from the start.....

You are much more likely to overcome fear or resistance to change if you take those likely to be impacted by a change along with you to help shape the improvement together

Give time and space to communicate

Be flexible

Make your project accessible for all

- If a person expresses a wish to be involved - what approach is preferred (f2f, virtual, in writing)?
- Ensure reasonable adjustments are implemented
- Be prepared to adapt as you go

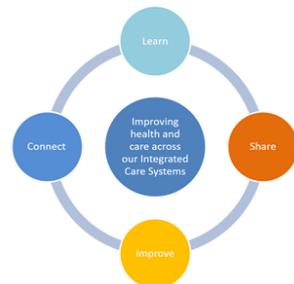
Are all stakeholders showing 'team readiness'?

- Are teams open to improvement ideas?
- Is this the right time are there other challenges that need over-coming first?
- Invest time in ensuring all stakeholders have had the opportunity to develop a baseline knowledge of Quality Improvement approaches through some foundation training

Feedback - you said/we did ...

Communicate to all stakeholders throughout and at agreed intervals after completion. This encourages engagement and helps to ensure improvements are sustained. Closing the feedback loop demonstrates the value and impact of stakeholder participation.

- Where did we start?
- What did we do?
- Who helped us to get there?
- What are the outcome measures to show that a change is an improvement?
- How will we know an improvement is sustained?



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