CASE STUDY - Continuous Quality Improvement
************* Project Title**************

Learn

Connect

Improving health and care across our Integrated Care Systems

Share
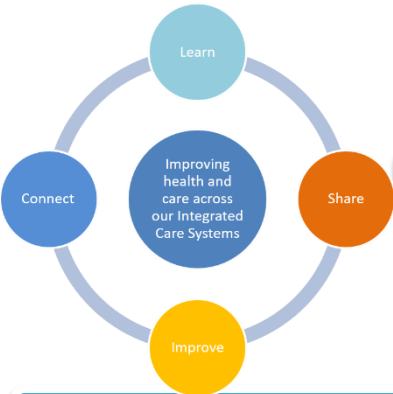
Improve

BACKGROUND……. WHO, WHAT, WHY?

Project led by: ???????   **Service/Team**: ?????

General back ground and context, what is the problem you are trying to solve?

AIM

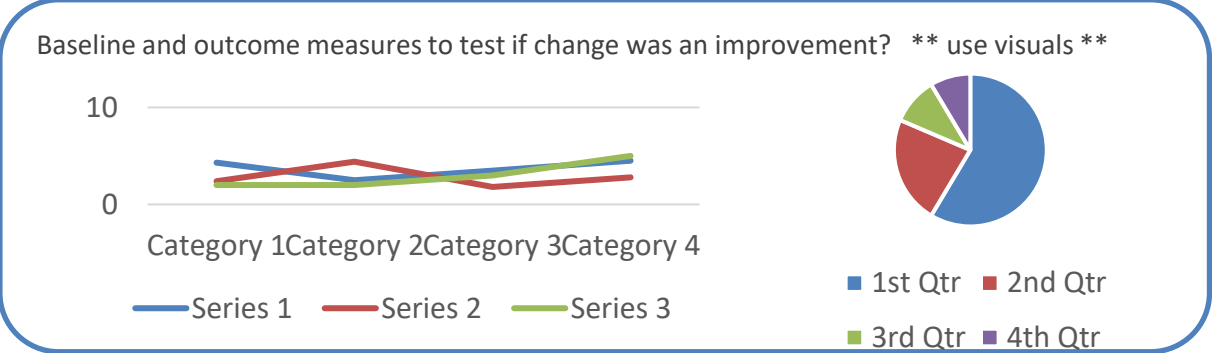Which cohort of patients/customers will this improvement impact on and how?
- Improved patient outcomes and/or experience
- Improved staff satisfaction
- Savings through time/reduced risk/financial and environmental

APPROACH

Demonstrate changes introduced against each QI principles:
- PDSA
- Process/standard work introduced
- Reduced waste
- Add value
- Increase flow
- Mistake proofing
- Engagement – voice of the customer

MEASURED OUTCOMES

Baseline and outcome measures to test if change was an improvement? ** use visuals **

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Category 1 Category 2 Category 3 Category 4

— Series 1   — Series 2   — Series 3

■ 1st Qtr   ■ 2nd Qtr
■ 3rd Qtr   ■ 4th Qtr

NEXT STEPS

1. Re-measure at ?date?
2. Communicate outcomes to ???
3. Engage wider teams for adopt/adapt of approach

CHALLENGES

Ie. lack of engagement/technology

OPPORTUNITY FOR SHARED LEARNING

Can we identify opportunities for scale and spread into other services within our organization and/or wider opportunities for quality improvement across the integrated care systems? Can we learn from the challenges experienced?

Get in touch with your system QI ideas, to share your QI story, general QI queries or to join us at our quarterly system Quality Improvement Network events
Email us: systemCQI@mpft.nhs.uk

Case Study No: 0000