

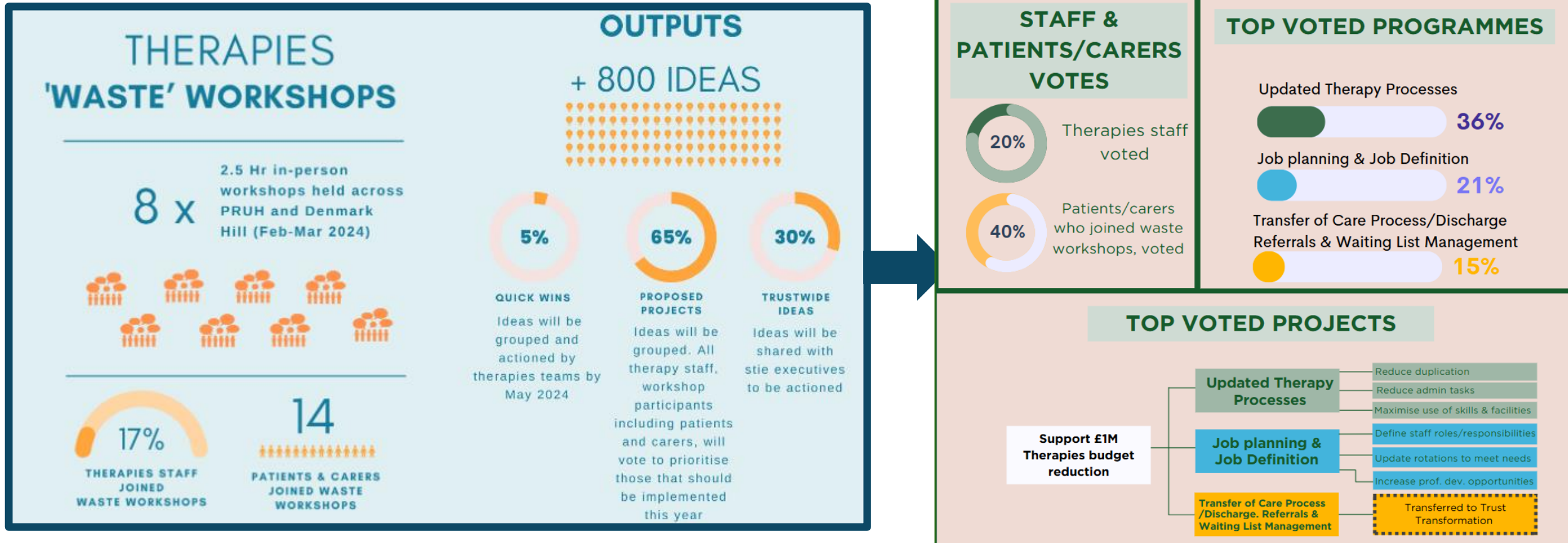
Efficiency & Innovation Workshops & People Promise Staff Survey Outputs

June 2024

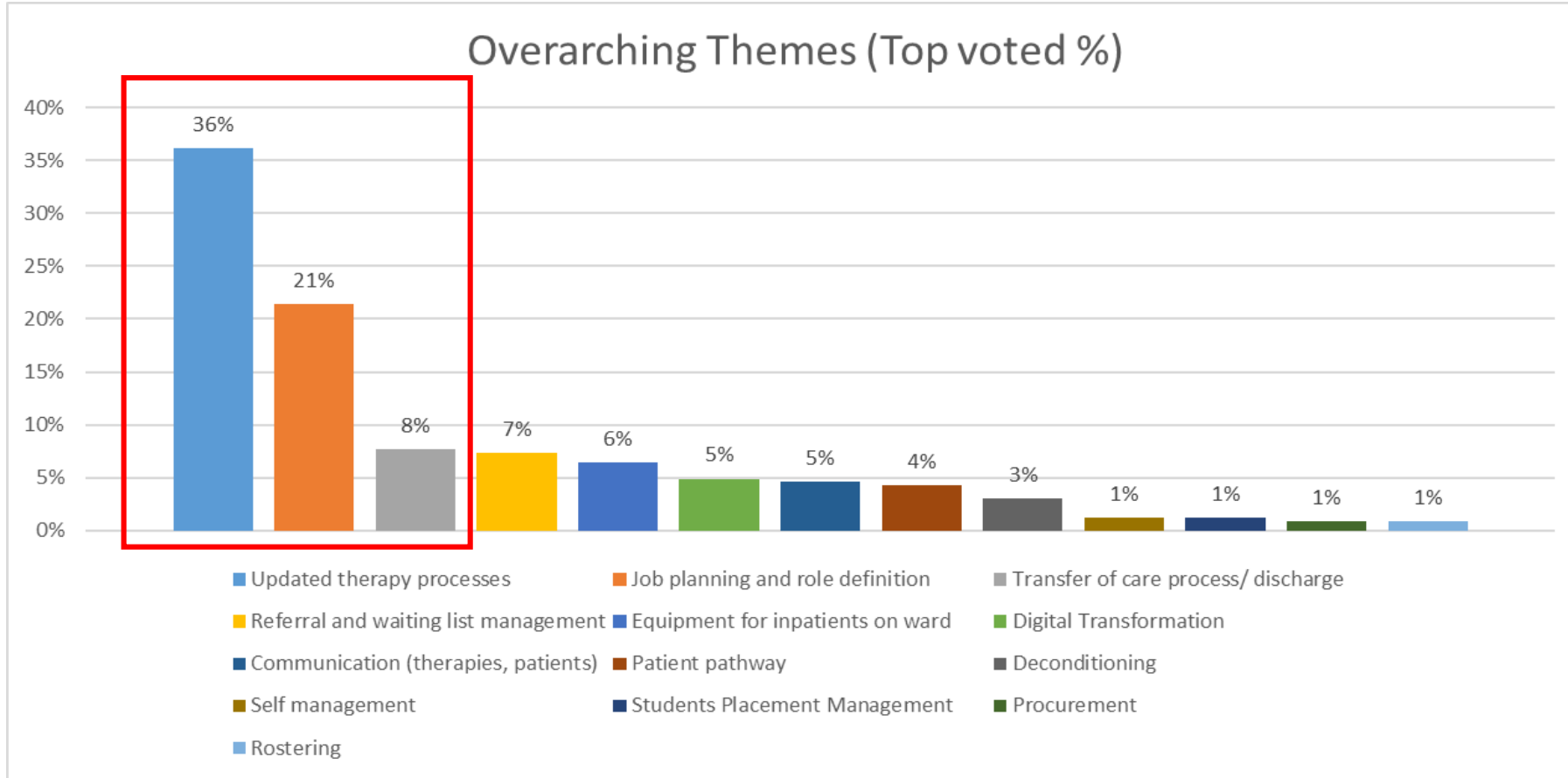
Contents

- Background
- Therapists' workshops feedback & alignment with the Staff Survey
- QI methodology at King's
- A taste of QI: PDSA cycle
- What it means to get involved in QI and boarding staff

Goal: Agree on top initiatives to support £1M Therapies budget reduction



Overarching themes – voted preferences

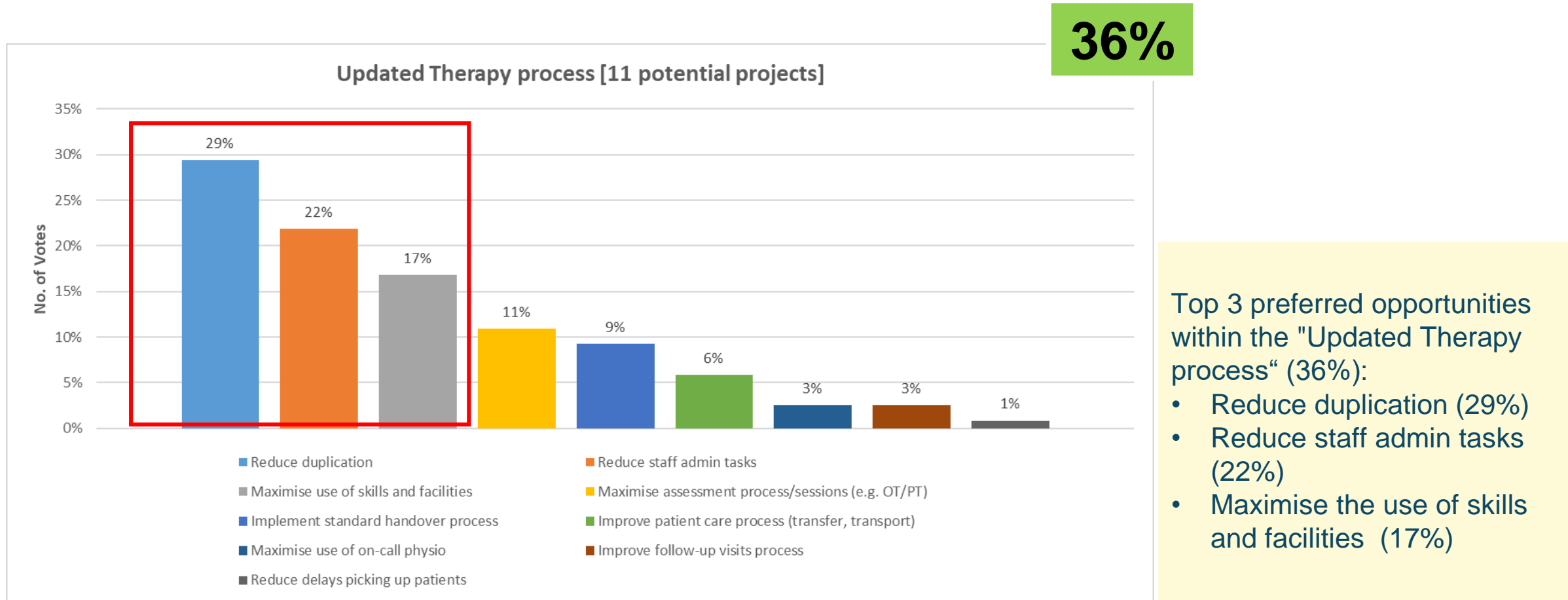


This slide show all the **overarching themes** of the ideas from 8 workshops with Therapies staff across the Trust.

- Top 3 priorities identified* as opportunities for improvement were:
- (36%) Updated therapy processes
 - (21%) Job definition and roles
 - (8%) Transfer of care process / discharge & (7%) Referrals and waiting list management

*Job planning and role definition also includes features related to wider MDT working, rotations, skill mix and training preceptorship

Focus on top voted theme 1: Updated Therapy processes

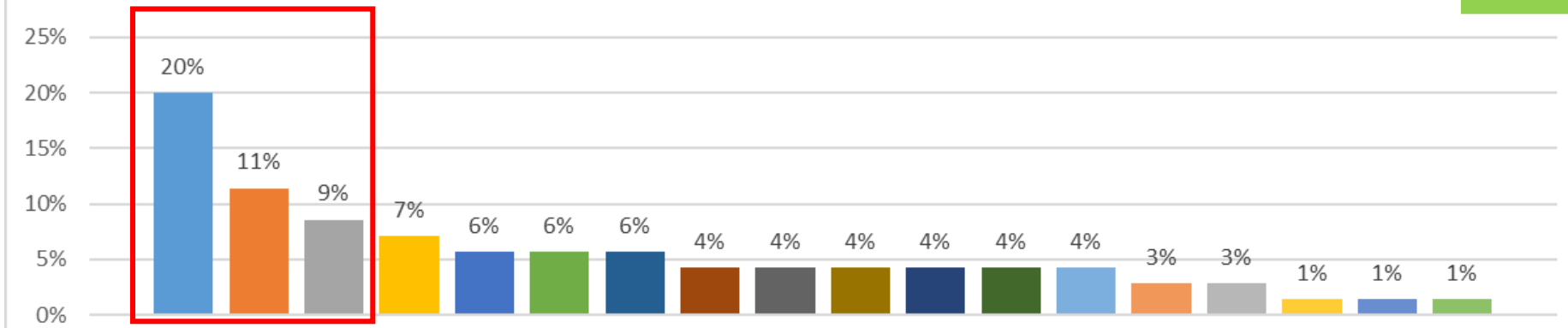


Of the 11 projects that could be voted within the Updated Therapy Process, no votes were cast on 'Implement process to adhere to meetings etiquette (join on time, start/finish on time, etc.)'.

Focus on top voted theme 2: Job planning and Role definition

Job Planning and Role definition

21%

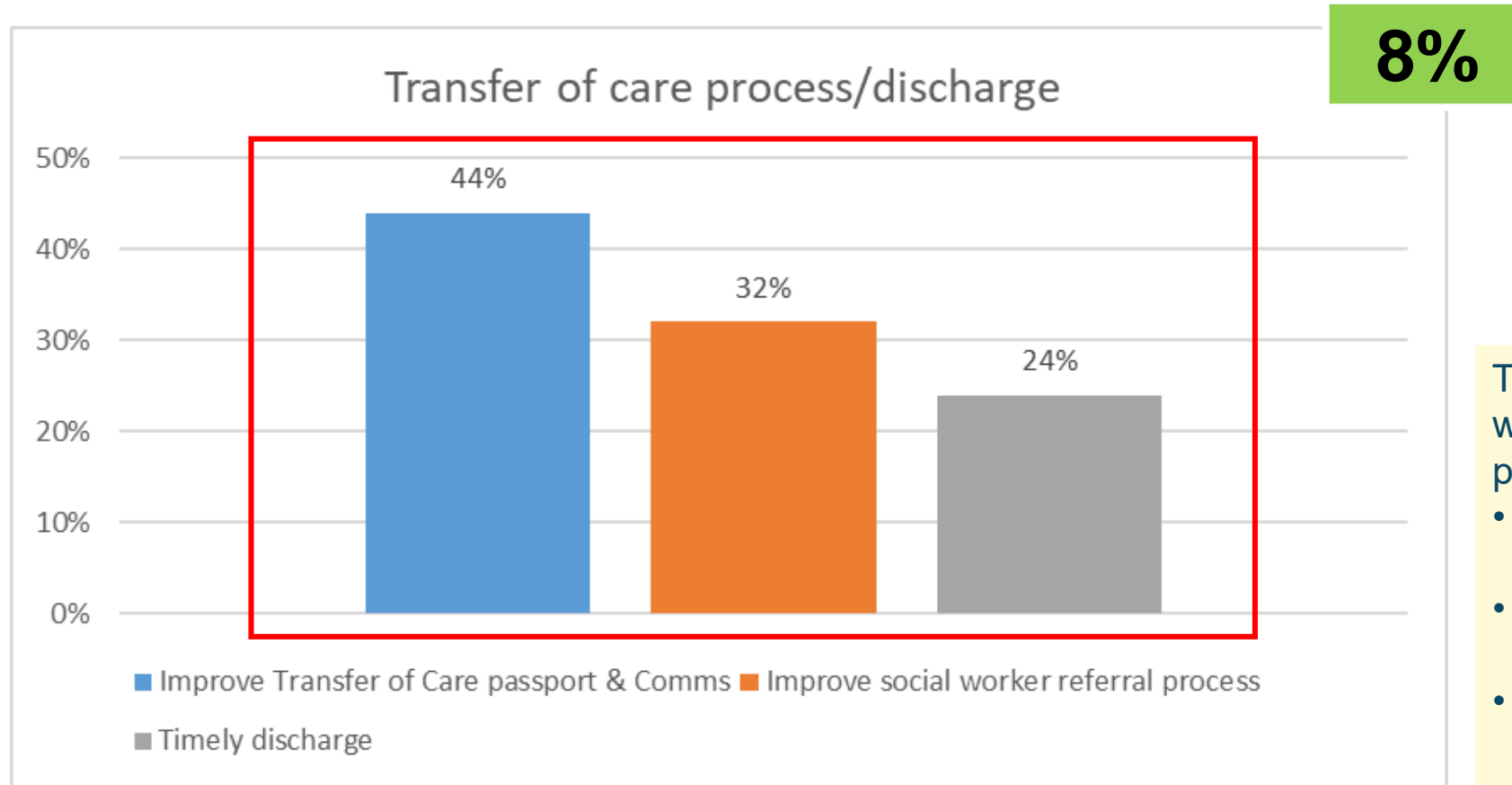


Top 3 preferred opportunities within the "Job planning and role definition" (21%):

- Define, agree and communicate staff job roles and responsibilities (20%)
- Add or remove rotations in specific areas (11%)
- Increase professional development opportunities across all bands (9%)

- Define, agree and communicate staff job roles and responsibilities
- Add or remove rotations in specific areas
- Increase professional development opportunities across all bands
- Produce timely and accurate documentation (histories, admission, etc.)
- Getting patients out of bed and discharged at the right time
- Establish processes to gather background information without duplication.
- Develop clear staff progression plans to retain staff and avoid staffing gaps
- Decrease time waiting for other MDT members eg. waiting for xray reports
- Improve process to support job planning
- Eliminate admin tasks
- Review staff mix/role qualified vs unqualified
- Increase the use of the right skills for the right job
- Ensure protected time for staff to develop their skills
- Implement in-house mentoring programme
- Improve rotation induction & training and length to make a standard
- Implement efficient pain prevention programme
- Train staff in learning disability and autism patients
- Educate nurses/doctors in therapy

Focus on top voted theme 3: Transfer of Care Process / Discharge



Top 3 preferred opportunities within the “Transfer of care process/discharge“ (8%):

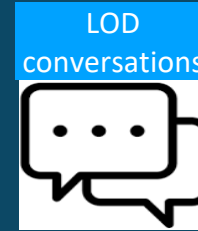
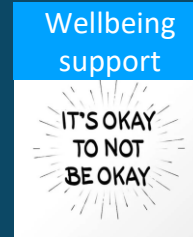
- Improve transfer of care passport & comms (44%)
- Improve social worker referral process (32%)
- Timely discharge (24%)

Of the 4 projects that could be voted within the Transfer of care process/discharge but no votes were cast on 'Reduce manual handling (reports)'.

People Promise 3: We are Safe and Healthy

The ability for staff to openly address job pressures such as:

- Ability to meet all of the conflicting demands of time at work
- Having adequate materials, supplies and equipment to do work
- Having enough staff to do job properly



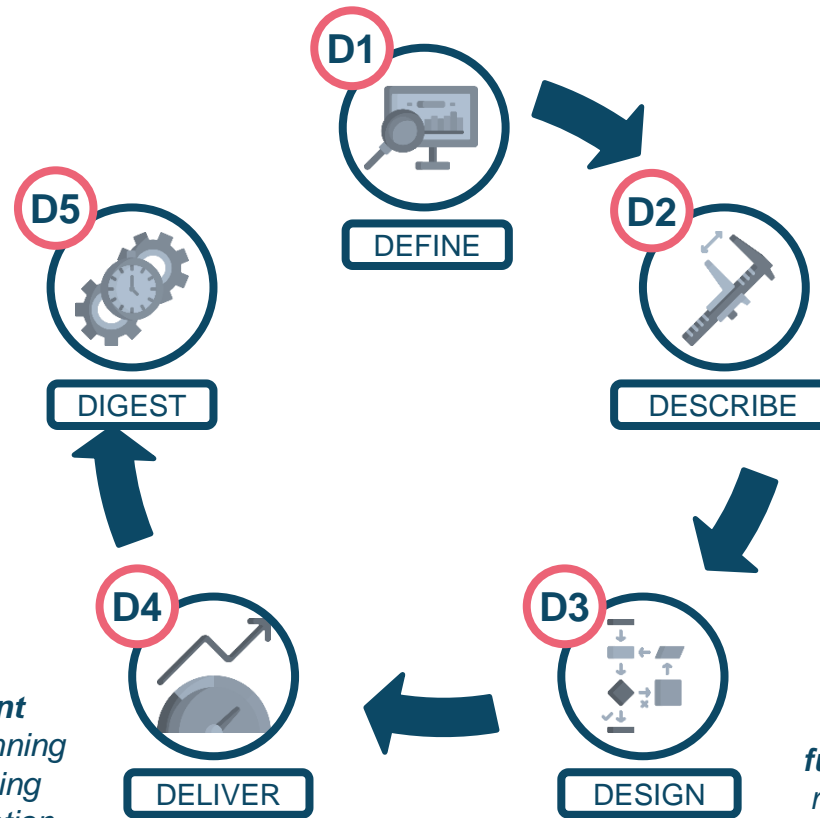
QI methodology at King's

Introduction to the D5 methodology

Defining the problem to be addressed, setting the scope and KPIs, planning the work, engaging with stakeholders to understand their view

Frequent review of improvement cycles, evaluating the outcomes of a project, identifying improvements and communicating success

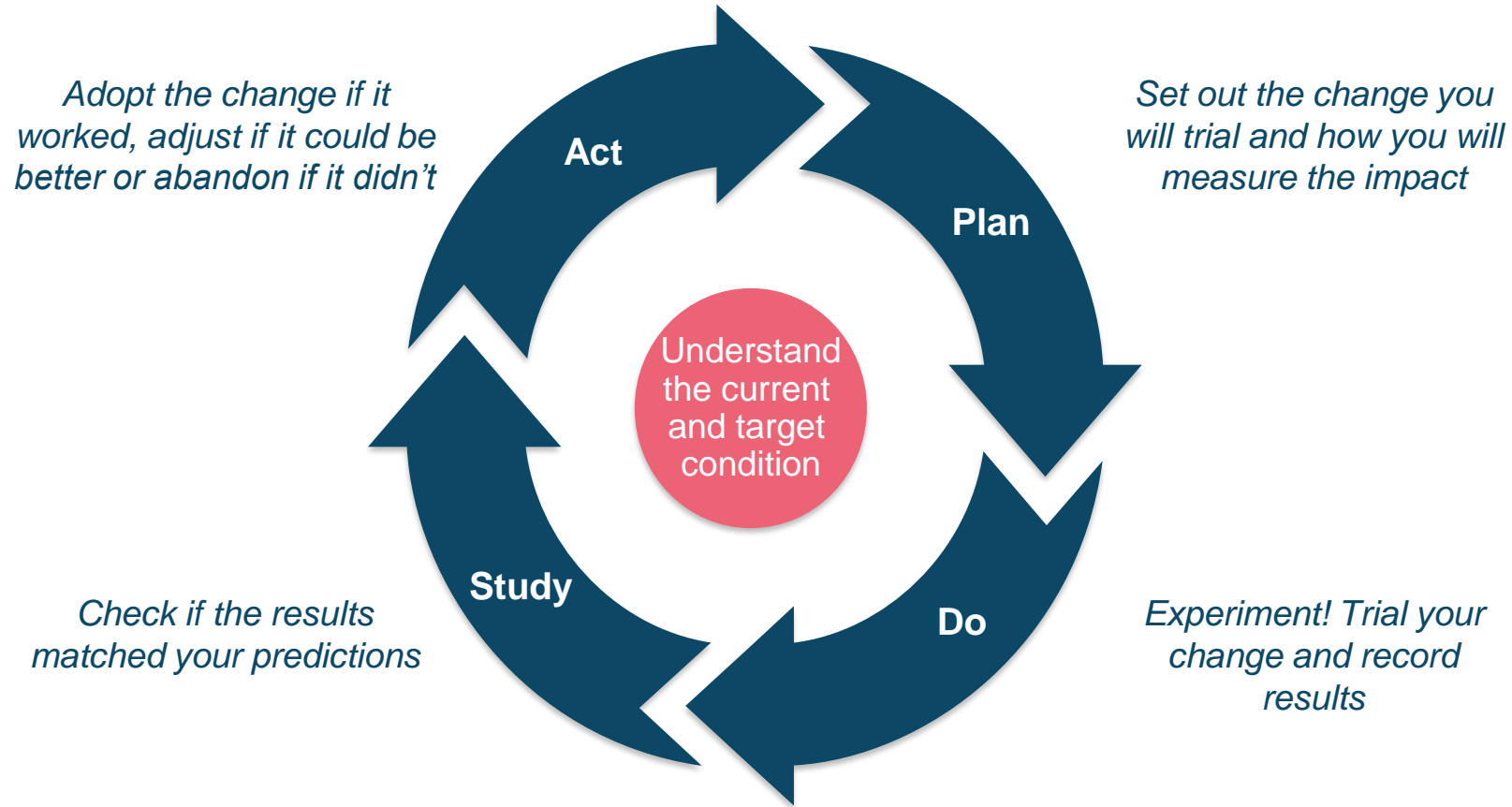
Using rapid improvement cycles to test changes, planning for implementation, engaging stakeholders in implementation and delivering a sustainable change



Using quantitative and qualitative data and tools to understand the current state of a process or service and/or the root causes of a problem

Establishing a vision for a future state: developing strategic recommendations and/or specific changes using design tools, options generation & evaluation

Testing improvements using PDSA



Ok let's do a quick simulation to show how PDSA's are used for improvement **but first.....**

PDSA Sheet		Cycle #: Date:
Specific Aim Statement		
Change Idea to be tested		
Plan		
Questions to be answered by test:	Predicted answers:	
1	1	
2	2	
3	3	
Planning the 'Do' (Operational Details)		
Measures: What will we measure? Specifics Who, What, When, Where		

PDSA Sheet

Cycle #:
Date:**Do**

What went wrong? What happened that was not part of the plan?

Study

Complete analysis of data. Summaries what was learned, include results of predictions:

1

2

3

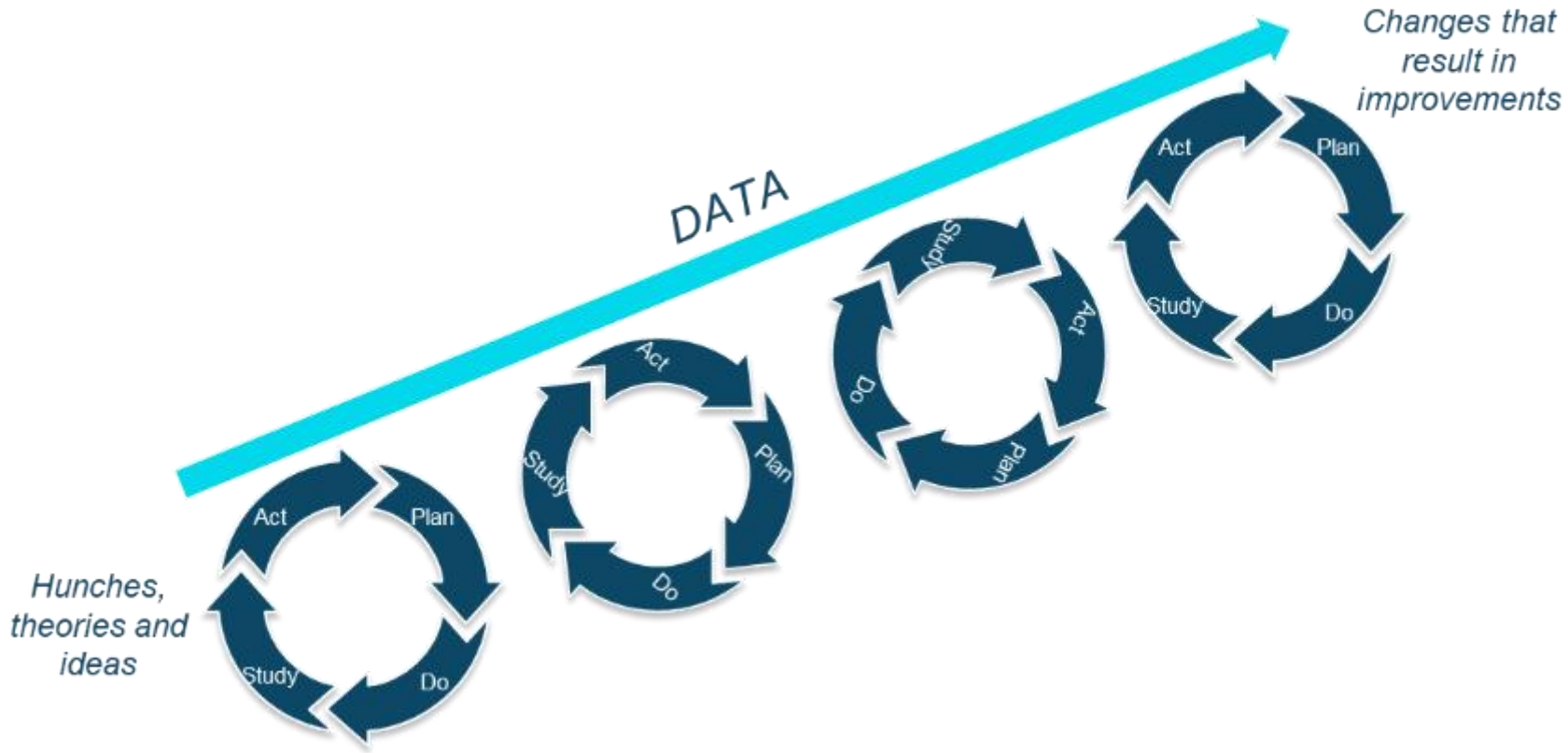
4.

Act (Abandoning/Adapting/Adjusting)

What decisions were made from what was learned?

What will be the next cycle?

PDSA cycles



What does it mean to get involved in QI?

First steps to kick off with your projects and benefits



Form your QI team & Map stakeholders

(Project Lead, Senior Sponsor, Colleagues, Patients, QI Coach)

Understand different point of views
MDT working



Define / Refine your aim and make it SMART

(Problem Definition Sheet)

Creating a common vision and shared purpose
Improve communication



Look at data for current state, root cause and criteria for success

Presentation skills
Making sense of "just enough" data



Frequency & clear structures of meetings

Record tasks & achievements
Involve the right people at the right time
(Kick-off meeting; Rapid Improvement Ws)

Leadership skills
Facilitation skills
Influencing others



Focus on Learning and (small tests for change), not perfection!
Make life easier for yourself and have fun

