

Developing the Walsall Improvement Programme (WIP)

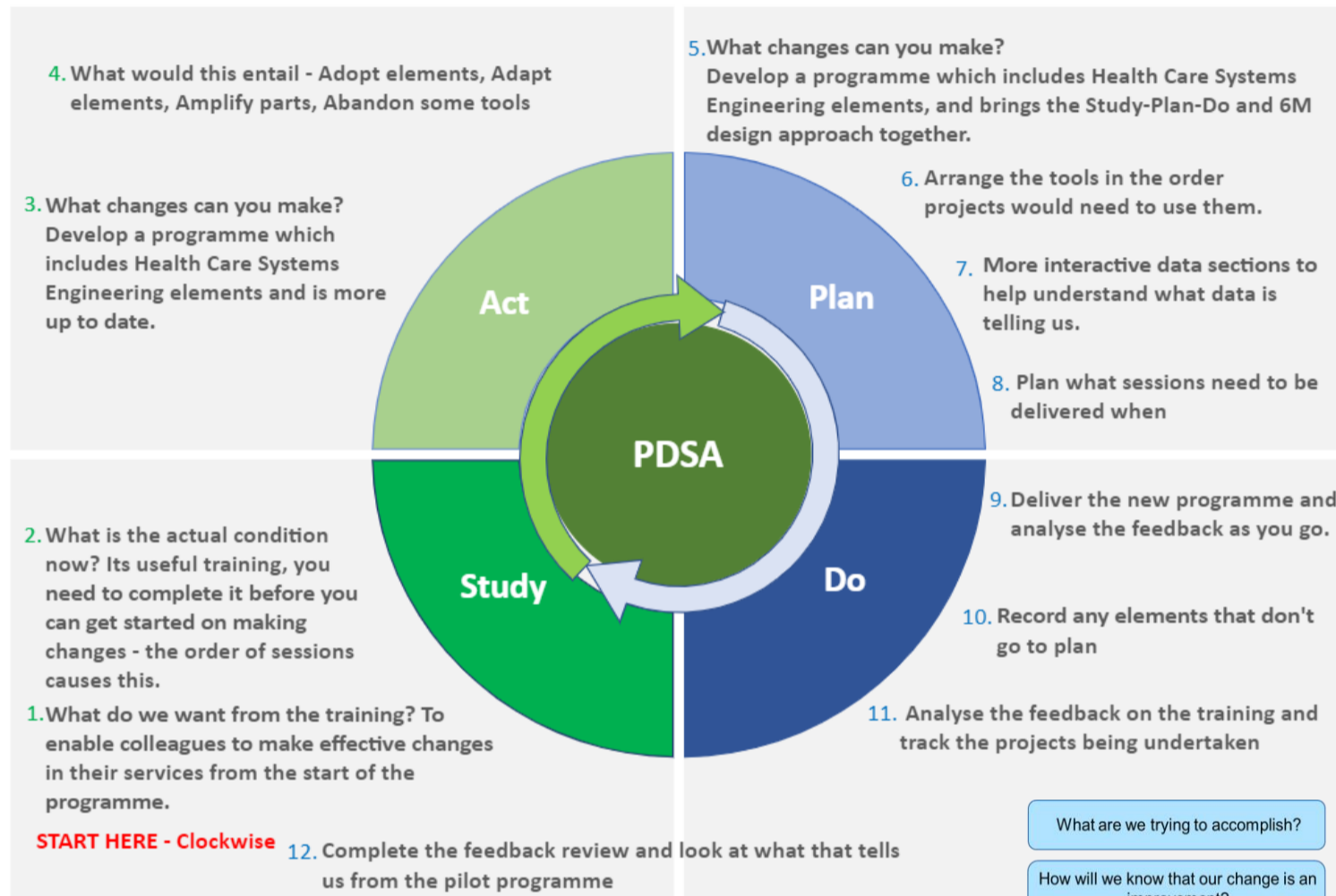
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The Quality Improvement Team



Aim: To develop a Programme of training which is practical, easy to apply and easier to embed.

Background: The Organising for Quality programme developed by The Modernisation Agency which became NHS Institute for Innovation and Improvement in the early 2000's. When NHS Improvement was established in 2012 it adopted the training with little updating and rebranded as Quality, Service Improvement and Redesign (QSIR) Practitioner programme. Throughout this time the programme was available for delivery at no cost to NHS organisations.

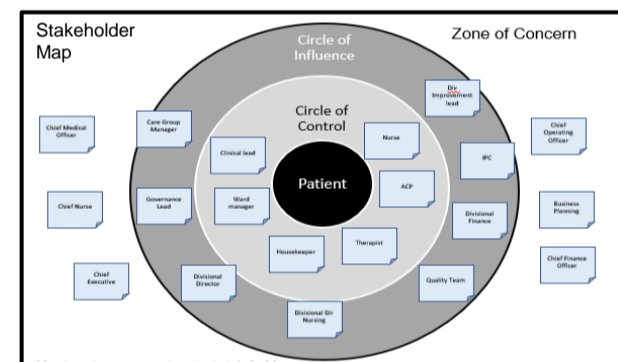
The recent alignment of NHS England moved the QSIR training to a not-for-profit organisation requiring the Trust to pay to retain accreditation to deliver. The QSIR Practitioner programme is 20+ years old and while the principles remain applicable, other industry developments have not been included in the content. The QI Team are undertaking Health Care Systems Engineering (HCSE) and wanted to adopt more of these principles into their training offer.



6M Design: HCSE follows the 6M Principles.

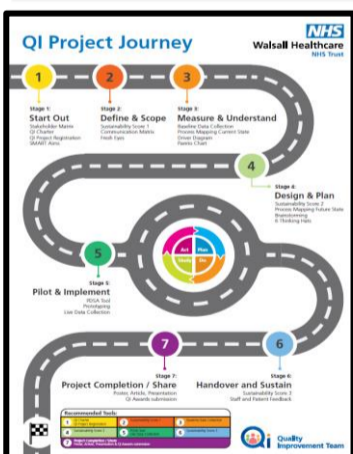
- Map** – set out what is happening and who is involved
- Measure** – what is the data telling us
- Model** – determine a new way of doing things
- Modify** – test the new way of working
- Monitor** – the progress being made
- Maintain** – with measurement over time

This approach aligns with the Model for Improvement establishing what the current condition is and starting any improvement from the "S" of a PDSA cycle – Studying what is currently happening. Making the principal approach to **Study-Plan-Do**. And we used our QI tools to help develop the **Walsall Improvement Programme**.

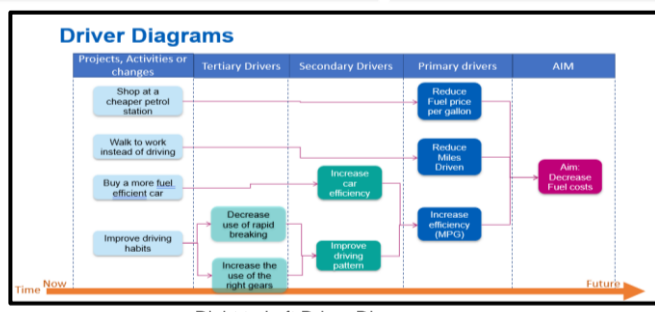


Progress round the PDSA Cycle

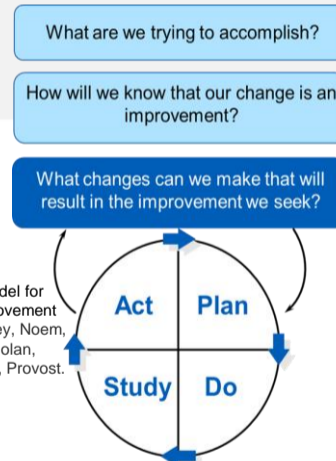
We have made it once round the cycle from **Study-Act-Plan-Do-Study** and are back to the Act part – we have reviewed the feedback, amended what we needed to and Plan to run the next cohort from September 2024.



QI Project journey graphic developed within QI Team



Right to Left Driver Diagram



The Walsall Improvement Programme (WIP)

Core Content: HCSE and QSIR – all together much more effective

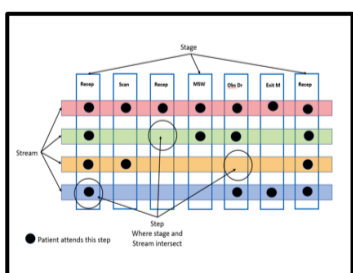
Day 1 Map – Stakeholder, Process, Driver Diagram, Left-to-Right and Spaghetti

Day 2 Measure – SPC, Flow measurement, 8 Wastes - TIMWOODS

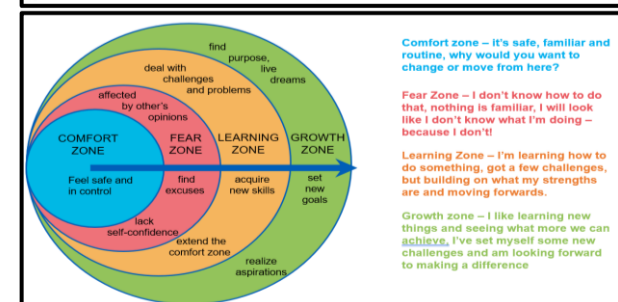
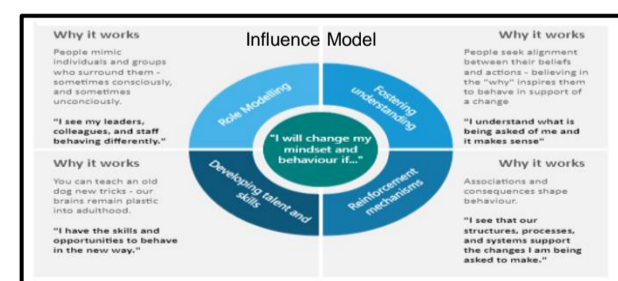
Day 3 Analyzing your data & Understanding people

Day 4 Modify – to the new way of working

Day 5 putting it together – During the session delegates, participate in a simulation of a clinic, where they produce – **Stakeholder, Process and Spaghetti maps, measure patient flow, model an alternative clinic flow and then modify the clinic and run their new model.**



Graphic demonstrating Stage, Stream and Steps in processes



Graphic for movement from Comfort to Growth zone

The Walsall Improvement Programme

Developing a comprehensive programme of training that enables delegates to apply what they learn to projects from the day they start the programme.

Practical applications easily transferrable into daily activities and opportunity to use real data to see changes.

Working in partnership
The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust