

# QPS TALKTIME



A community of quality and patient safety improvers

2 November , 2021

## QI and Large Scale Change – Reflections of the Deteriorating Patient Improvement Programme

CHAMPION PARTNER ENABLE DEMONSTRATE [www.qualityimprovement.ie](http://www.qualityimprovement.ie) @NationalQPS

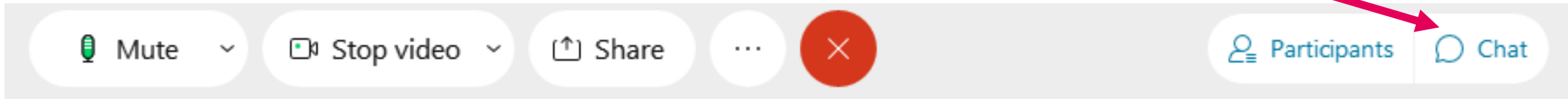


# Welcome

- **Sound:** Computer or dial in:
  - Telephone no:
    - Irish: 01-5260058
    - UK: +44-20-7660-8149
  - Event number: 2730 424 1156#
- **Chat box function**
  - Comments/Ideas
  - Keep the questions coming!
- **Recording**

- **Engage with the team**
  - Twitter: @QPSTalktime / #Qireland/  
@AvileneCasey/ @YYSepsis/ @djcribbin

- **New feature**
  - Short feedback form after the session, please help us to improve our QPS Talktime Webinars
  - A window will pop up before logging out



# To get started ... we invite you to

Share using the chat box

- Your name, work and where you are joining us from ...
- Tell us how you are feeling today...

On this sheep-scale,  
how do you feel today?



# Speakers today



## Avilene Casey

is the clinician lead for the Irish National DPIP (Early Warning Systems). She completed the NHS Education for Scotland (NES) Scottish Patient Safety Programme (SPSP) Fellowship (2014-2015). She has used her learning to direct the DPIP and guide service improvements for deteriorating patients in acute hospitals. She believes that collaborative co-design, co-production and co-delivery with service providers and users is the way to achieve transformational change in healthcare.



## Serena Brophy

is currently working in Clinical Design and Innovation as Performance and Planning Lead. In her role in DPIP, she led out on a QI partnership with colleagues to develop and deliver a bespoke QI learning set for acute hospitals. She developed and implemented the INEWS V2 Audit Tool. She is an advocate for using data to support transformational change in healthcare. She recently completed the RCPI Diploma in Leadership and Quality in Healthcare.

## In conversation with...



**Liz Casey**, Resuscitation and EWS Training Officer, Nurse Sepsis Lead, Mayo University Hospital, is responsible for the operational management of the Resuscitation Department, EWS, PEWS and Sepsis training ensuring a safe and efficient service for patients and staff.



**Derek Cribbin**, Nurse Lead National Adult Critical Care Programme is a member of the Guideline Development Group for INEWS 2 and has led the development of ANP Critical Care Outreach response teams for deteriorating patients across all Model 4 Hospitals and is currently working to expand this service to Model 3 Hospitals



**Dr Cyril Rooney**, Respiratory Consultant and academic officer, Mayo University Hospital. Completed Respiratory and General Internal medicine specialist training in Ireland, a fellowship in Pulmonary and Critical Care Medicine in the University of Iowa, and awarded MD from RCSI. He previously worked as clinical lead in Non-Invasive Ventilation and Sleep medicine in Sheffield Teaching Hospitals.

**Yvonne Young**, ADON Sepsis University of Limerick Hospitals Group is Group Sepsis Lead, Group INEWS Implementation lead and a Member of Magnet4Europe Working group. Yvonne is passionate about patient and safety and she is currently undertaking a MSc in Human Factors patient safety in the RCSI.



# DETERIORATING PATIENT IMPROVEMENT – USING QI FOR LARGE SCALE CHANGE

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# DETERIORATING PATIENT IMPROVEMENT – USING QI FOR LARGE SCALE CHANGE

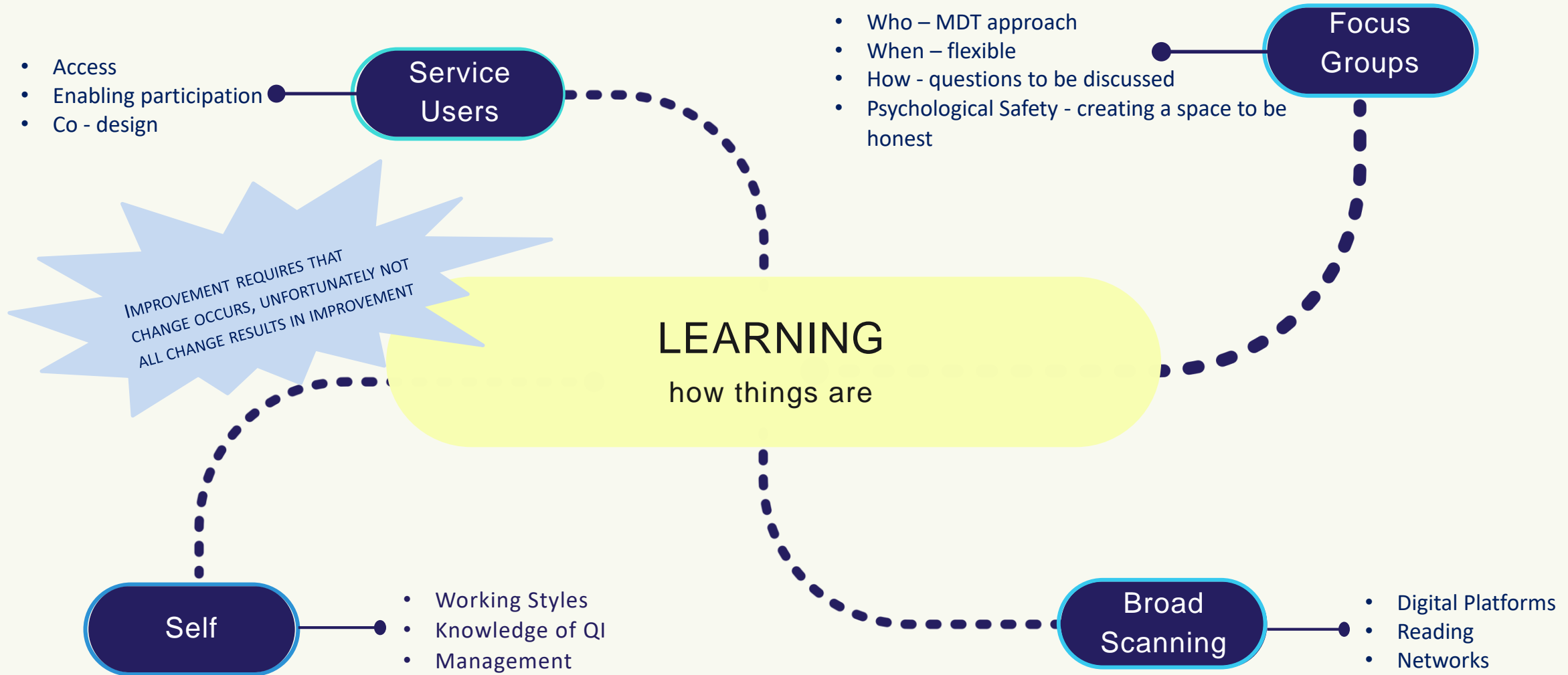
AVILENE CASEY – NATIONAL LEAD

SERENA BROPHY – PROJECT LEAD, SERVICE IMPROVEMENT

Thank you to our service users, volunteers, supporters, sponsors, and partners who answered the call of the Deteriorating Patient Improvement Programme (DPIP) to help impact patient safety in Acute Hospitals through the power of Co-design and delivery of

- Guidelines,
- Service improvement initiatives and
- Education





- Evidence based practice
- Summary of Evidence – HSE Library
- Research
- Critical Appraisal

## Literature Review

- National Service Plan
- National Patient Safety Strategy
- QI Strategy Plan
- Regulatory Bodies
- Legislation

## Strategy / Policy

Need to know the 'how' of change & improvement

- ✓ Process
- ✓ Relationships
- ✓ Methods

# EVIDENCE

Go Wide to Focus

## Implementation

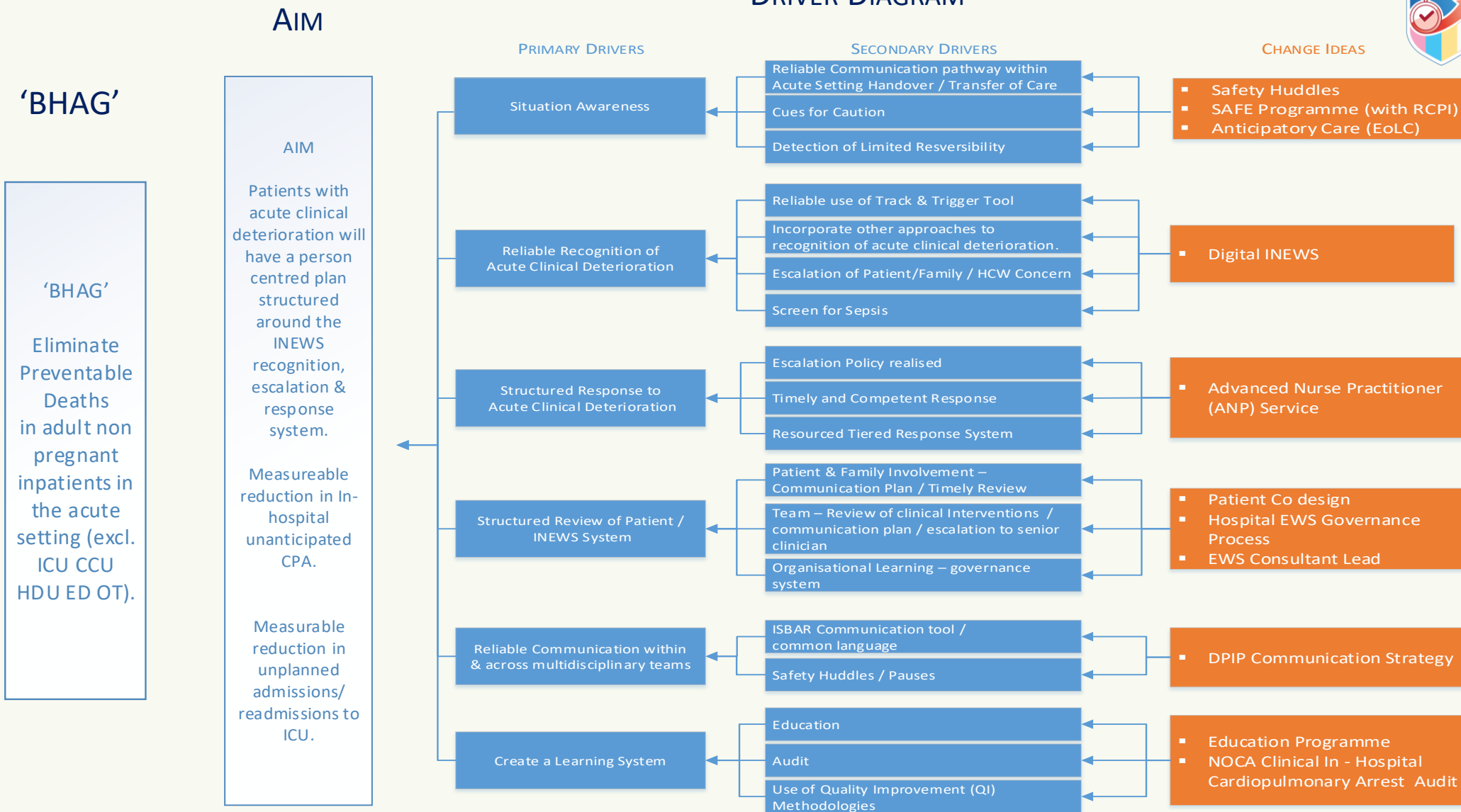
- Human Factor
- Psychological Safety
- Behavioural Change
- Project Management
- Educational Theory

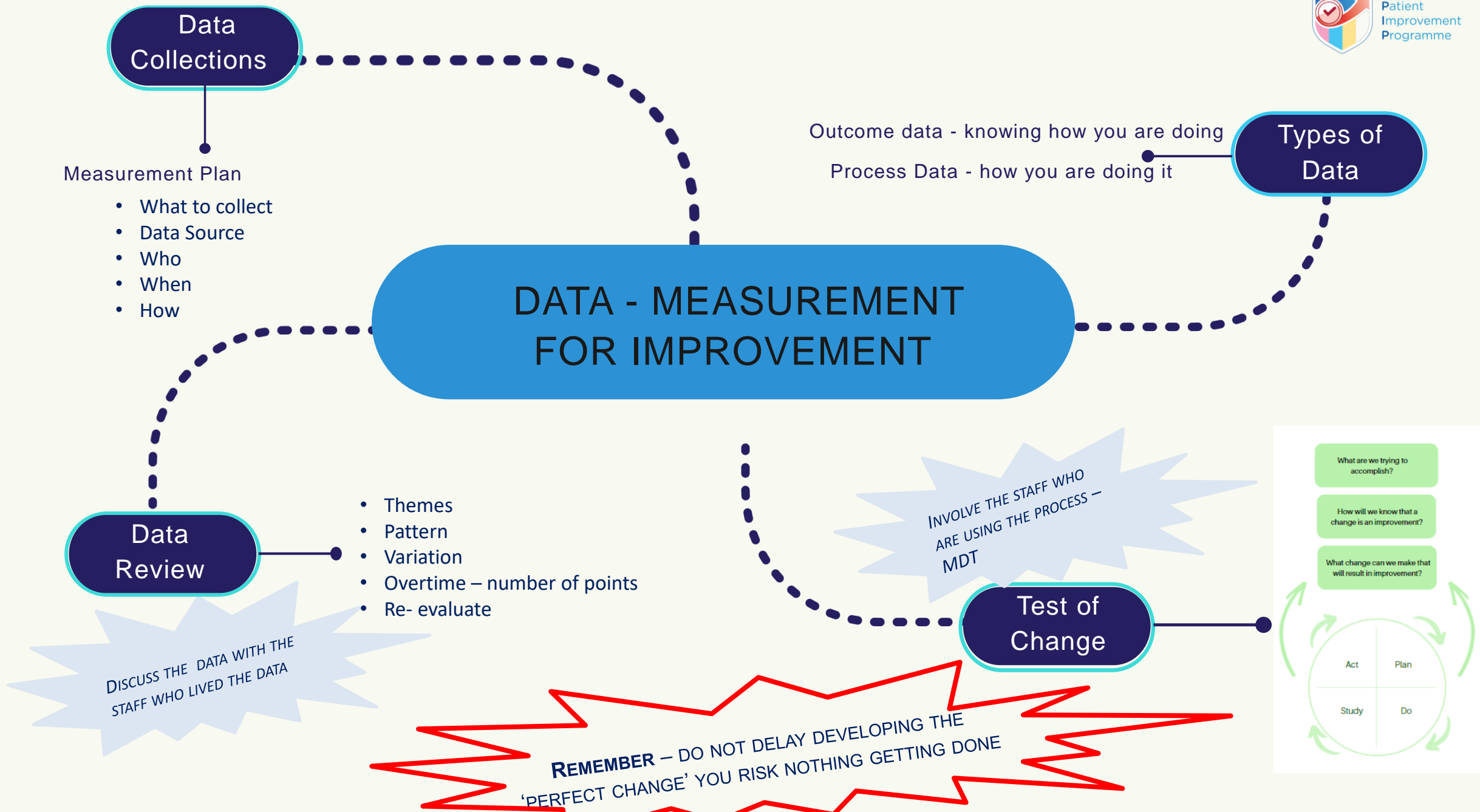
## Consensus

- Thought Leaders
- Clinical Leaders
- International Expertise



# DRIVER DIAGRAM





# “WITHOUT DATA, YOU ARE JUST ANOTHER PERSON WITH AN OPINION”

W. Edwards Deming

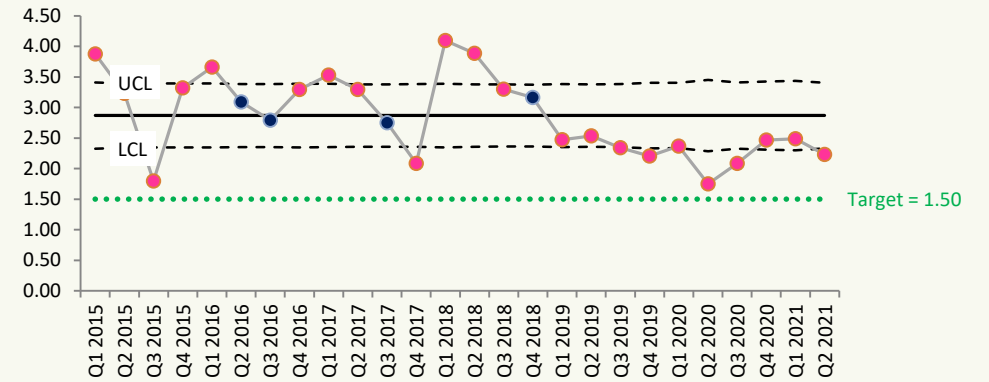
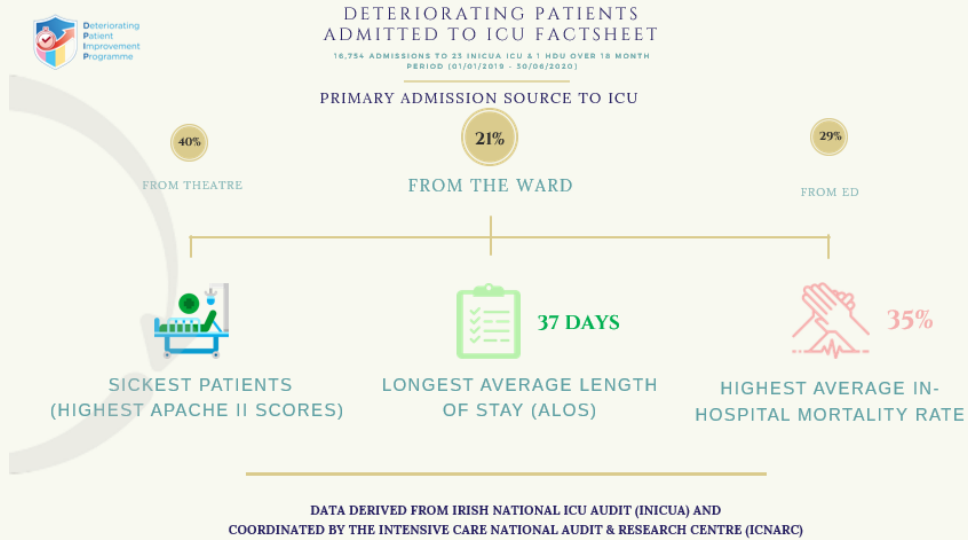
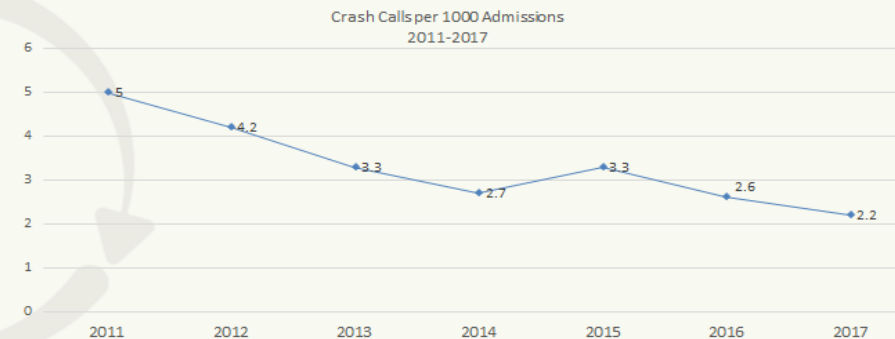


Chart produced from a National QI Team Template  
 Building a Better Health Service  
 Seirbhís Sláinte Níos Fearr & Forbairt  
 National Quality Improvement Team

TELLS A STORY



## CARDIAC ARREST RATE - TUH ↓ by 49%





## PARTNERSHIP

Creating shared ownership & responsibility



## DIVERSITY

Involving people from different backgrounds  
Accessing & respecting all view points



## TECHNOLOGY

Fostering the future



## COMMUNICATION

Listening to receive information  
Exchanging Information through a variety of  
mediums

COOPERATION RATHER THAN COMPETITION IS  
NECESSARY FOR SUCCESSFUL CHANGE

# BOUNDARIES CREATING COALITION



## EDUCATE

Develop thinking, behaviours, learning  
Enable other to act



## ENGAGE

To learn from others , problem solve & share  
Enlisting others in change



## ILLUMINATE

Model the way  
Sharing the vision and purpose



## ENERGISE

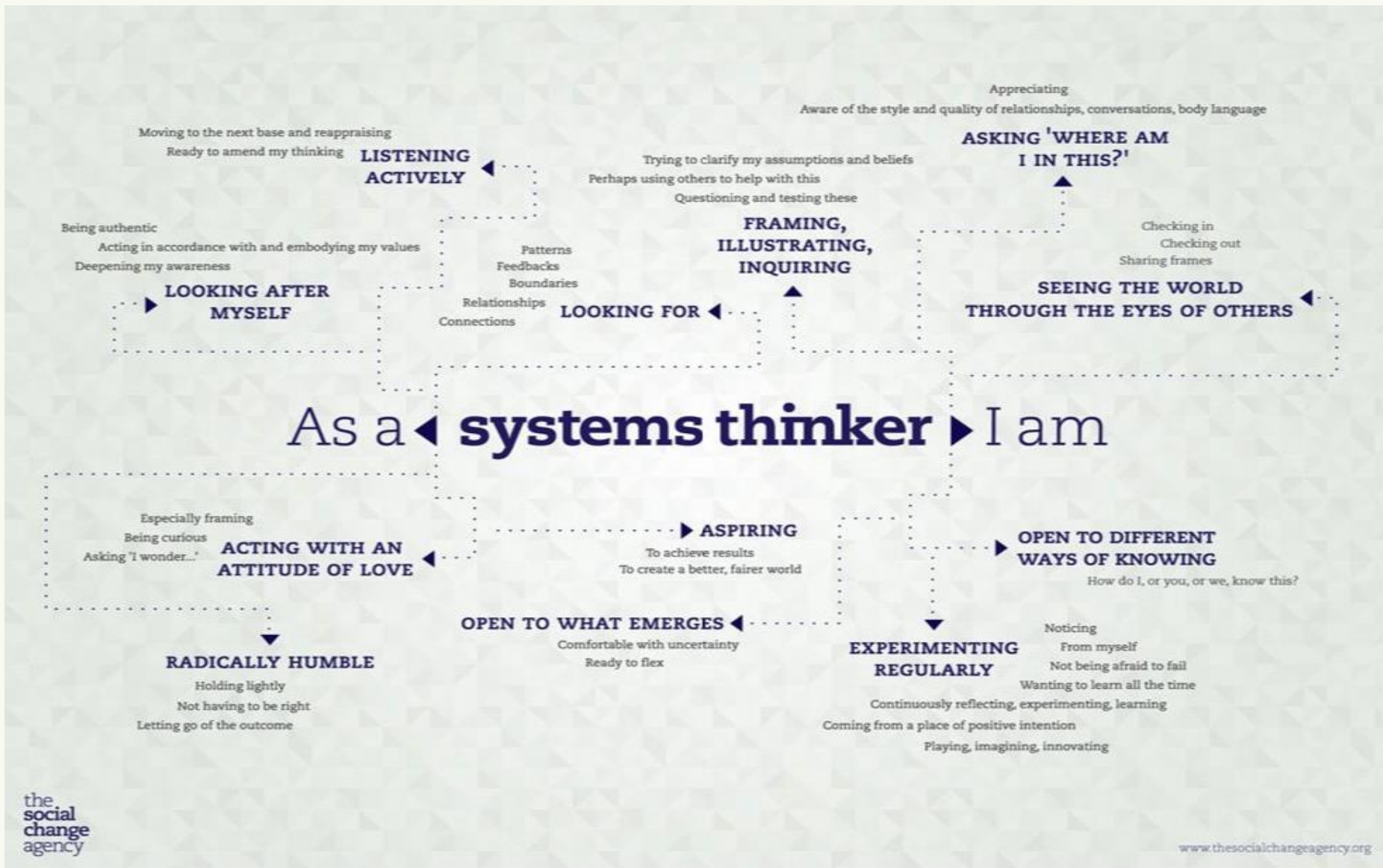
Create emotional connection & sustainability

CHANGE IS MORE TO DO WITH THE ABILITY TO INFLUENCE THROUGH A NETWORK AND LESS TO DO WITH HIERARCHICAL POWER OR POSITIONAL AUTHORITY

# INFLUENCING THROUGH NETWORK

*LANGUAGE IS IMPORTANT - DICTIONARY & SYNONYMS ARE YOUR BEST FRIEND*







## BEHAVIOURS

Develop thinking, behaviours, learning  
Enable others to act



## LEARNING

Sharing the findings  
Acknowledge good practice  
Adopt good ideas



## ORGANISATION

In a system everything effects  
everything else

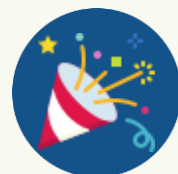


## GOVERNANCE

Governance to ensure accountability,  
transparency , responsiveness , decision  
making , funding

THINK ORGANISATIONAL , ACT  
PERSONAL

**GAIN**  
**NEEDS TO BE SUSTAINABLE**



**CELEBRATE**



# HEARING YOUR THOUGHTS AND COMMENTS

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# Thank you

Please do not hesitate to contact DPIIP if you have any queries, require guidance or support or want to participate in any of our further work streams.

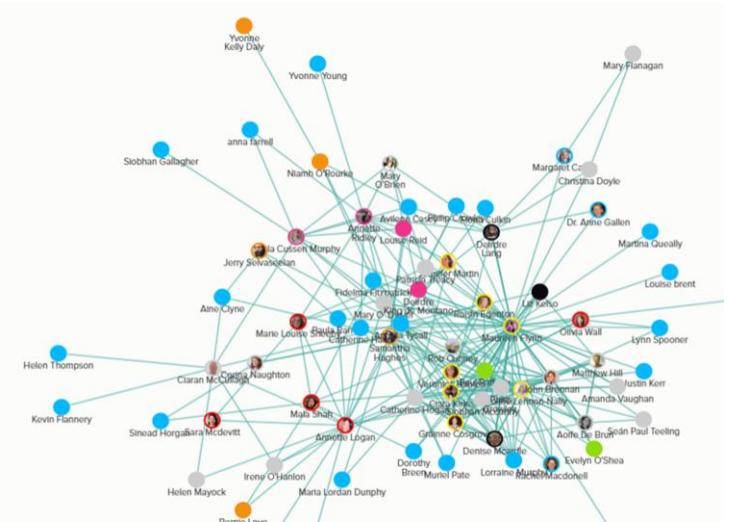
[DPIP.1@hse.ie](mailto:DPIP.1@hse.ie)

<https://www.hse.ie/eng/about/who/cspd/ncps/deteriorating-patient-improvement-programme/>

# The Q Ireland Network Map

To help build connections between those involved in healthcare quality improvement across Ireland

- How to join the map?
  - Visit the HSE website (see link in the chat)
  - Get sent your unique link to the map
  - Enter information about you, your professional characteristics and your interests
  - Log your connections
- How to use the map?
  - Filter the map by role, organisation, interests
  - View individual profiles
  - Connect and collaborate with others







# A connected community working together to improve health and care quality across the UK and Ireland

Delivered by



- All you need to know about applying can be found on the Q website
- You will be invited to complete an online application using the Q online portal
- If you have queries or require support, please contact our colleague via email

[Caroline.Lennonnally@hse.ie](mailto:Caroline.Lennonnally@hse.ie)

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# Upcoming Webinars: Dates for your diary ....

Dates	Topics	Speakers
16 November	Person-centred improvement in theory and practice (Sharing QI experiences with the Lean Academy)	Dr Sean Paul Teeling and Aileen Igoe
30 November	Innovation and Quality Improvement	Caitriona Heffernan, Innovation Champion

Follow us on Twitter  @QPSTalktime

Missed a webinar – Don't worry you can watch recorded webinars on HSE QPS Talktime page:

<https://www.hse.ie/eng/about/who/qid/resourcespublications/qitalktime.html>

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# Let us know how we did today ....



**Reminder:** Short questions (pop up) as you sign off, please help us to improve our QPS Talktime Webinars by sharing your feedback

We really appreciate your time, thank you

*Thank  
you*

