

QI Network Mapping Survey

Summary results

February 2020

hello
my name is...

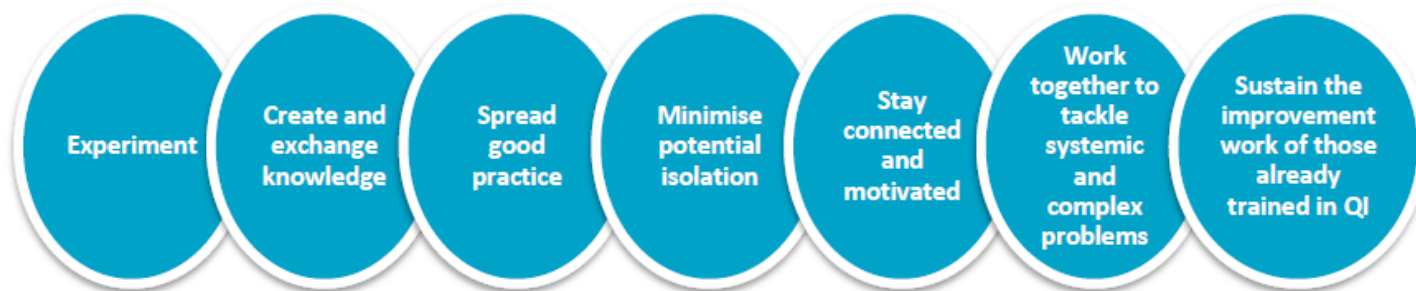
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and Maureen Flynn

HSE National QI Team

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Introduction

- The National QI Team strategic approach
 - places a focus on “QI connections” (1 of 7 programmes)
- Purpose of QI Connections Programme
 - Help people to communicate, connect, collaborate and network to further QI development and learning and sustain the improvement work of those interested in and trained in QI.



Overview of Survey

- This report sets out the outcome of a survey undertaken to inform the development of a QI Network mapping and thus connect and nurture the growth of QI networks
- **What is a QI Network?**
A supportive system of sharing QI information among individuals and groups having a common interest in improvement. Sometimes called QI Forum / meet up / lunch and learn /network / community of practice

Aim: Identification of QI networks nationally

Purpose: To profile and achieve a greater level of connection across existing and emerging QI networks

Objective: To use mapping to inform QI networks option(s) appraisal for National QI Team Operational Plan 2020 and 2021



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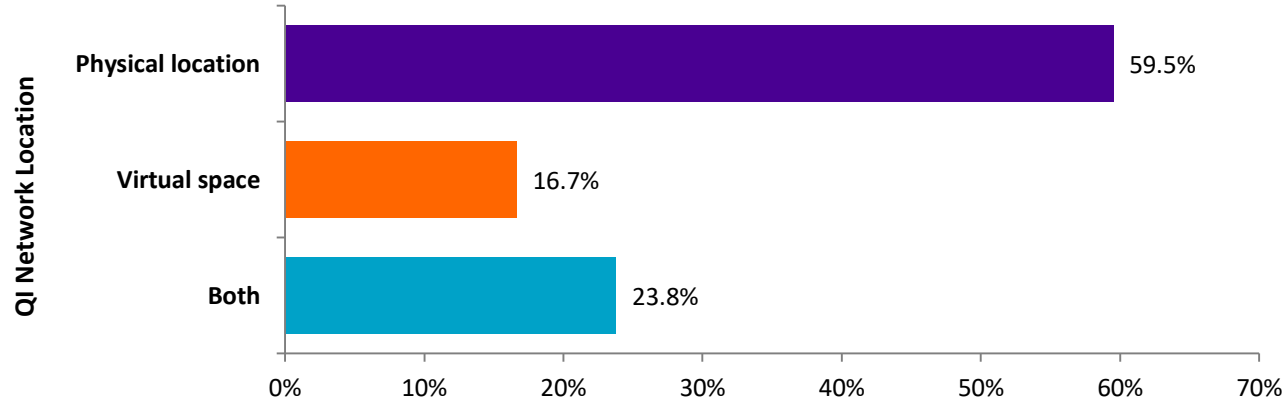


Survey method

- Survey (22 Qs) amended following desk top and meetings with two networks
- Email invitation to participate (2nd June 2019) to QI contacts and networks through:
 - Hospital Group, CHOs and National Ambulance Services QS leads
 - HSE Operations Acute and Community QS leads
 - National QI Team members
 - Quality Assurance and Verification (QAV) Team
 - Office of Nursing and Midwifery Services Director (to Directors of Nursing/midwifery)
 - Clinical Directors/Lead NCHDs (via CD programme)
 - Health and Social Care Professions Office
 - RCPI QI Department (Faculty, Students and Alumni)
 - RCSI (Faculty, Students and Alumni groups)
 - Scottish Quality and Safety Fellowship Programme Alumni members
 - Governance for QS Learning set
 - National Office for Clinical Audit (NOCA)
 - QITalkTimers
- Follow up email reminders two weeks later, closing date Friday 2nd August, extended for further inclusions

Responses

- Additional invited responses Nov/Dec 2019
- Complete Responses: 42 responses



Network locations

Area F

- Saolta Group - QUALSEC reviewing QI
- Saolta Group Portfolio Management Office
- PC Safer Better Healthcare Committee (CHO2)

Area E

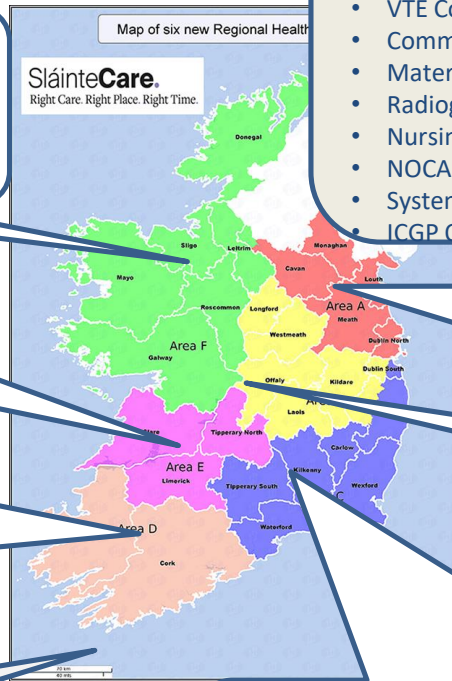
- Qualnet (UL Hospitals)
- QI /IGO Support clinics (UL Hospitals)
- QI Committee (UL Hospitals)

Area D

- Cork and Kerry CHO QI Committee (CHO4)
- @CUH Improvers
- Quality Improvement Committee (St. Finbarr's Cork)

International

- Scottish Patient Safety Fellowship (Cohort 6)
- ISQua FELLOWSHIP



www.qualityi

National

- Lunch and Learn (CHI Temple Street)
- Governance QS Acute Learning Set (National QI Team)
- QITalkTime (National QI Team)
- Decontamination Network Acute and PC Dental (National QI Team)
- VTE Collaborative (National QI Team)
- Community Infection Prevention and Control network
- Maternity Dietitians Collaborative Group
- Radiography Services Managers
- Nursing and Midwifery Quality Care-Metrics Project Officers
- NOCA Support Groups / Major Trauma Audit MTA Governance
- System wide QI Training & Coaching (RCPI)
- ICGP Quality Care Improvement Group

Area A

- FEAST..... Food & Eating As Treatment (Connolly Hospital)
- Better Beaumont Lunch & Learn
- Education journal club (St. Mary's Hospital)
- CoP Change & Improvement (CHO8)

Area B

- MPBE ISO Process (St. James Hospital)
- Quality Day (Naas General Hospital)
- Quality & Safety Governance Group (CHO8)
- CoP Change & Improvement (CHO8)

Area C

- Quality Accreditation Steering Committee (SVUH)
- Lunch and Learn (CHO6)
- Safer Better Healthcare Committee (CHO5)
- QI / QI Project Clinic (National Rehabilitation Hospital)

[illegible]

QI Network Planning and Co-ordination

	Yes	No	Total
Planning group for your QI Network	31 (73.81%)	11 (26.19%)	42
Lead contact person/s or coordinator/s for your QI network	37 (88.10%)	5 (11.90%)	42

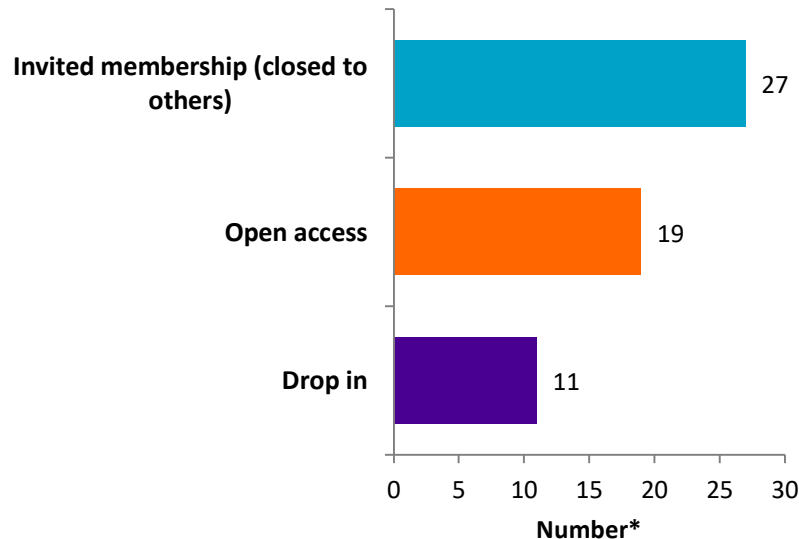
Examples

- Quality and Risk: QI Facilitator (x3), Quality and Risk Advisor (x2), Quality Coordinator (x2), Quality and Risk Coordinator, Audit Co-ordinator, Service Improvement Lead, Quality Standards and Patient safety
- Managers: Programme Manager, Head of Service, Dietetics Manager, Committee chair
- Consultant lead (x6), Clinical Nurse Specialist
- Educators: QI Faculty (x2), Clinical Placement Co-ordinator

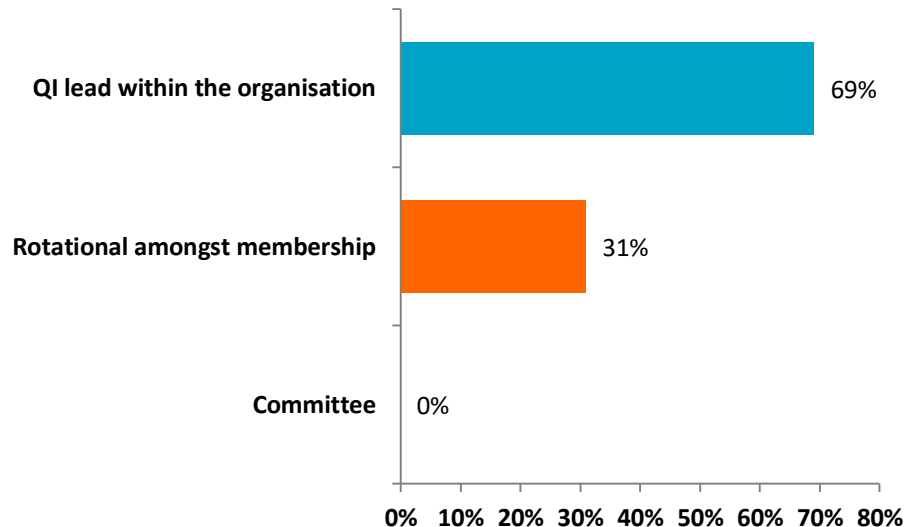


QI network sessions

How do people link into QI Network?



Who facilitates QI Network sessions?



* Note that data add up to more than 42 as it was possible to choose more than one option



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Building a
Better Health
Service
National Quality Improvement Team

Seirbhís Sláinte
Níós Fearr
á Forbairt

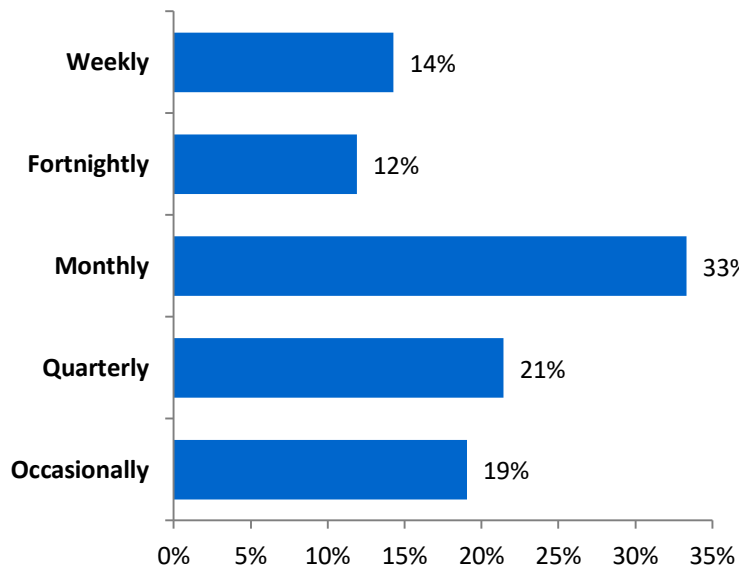
Source: Survey Q 5 and Q8



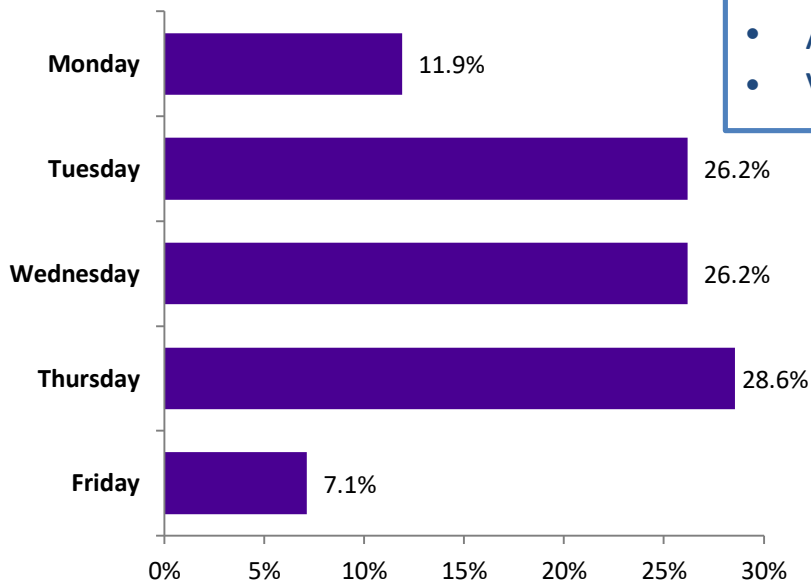
Framework for
Improving Quality

QI Network meeting arrangements

Frequency of meetings



Day of the week



Time

- Morning x 10
- Lunchtime x 12
- Afternoon x 7
- Varies x 13



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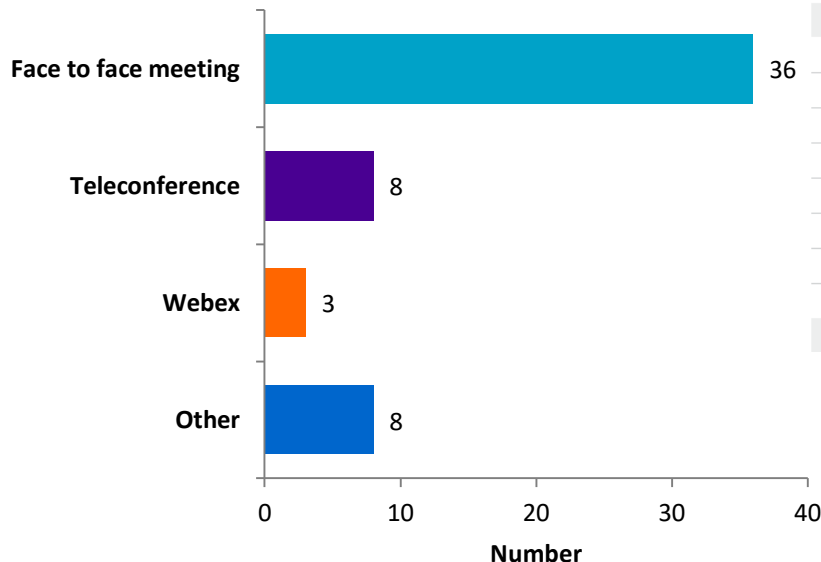
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QI Network gathering and activities

Gathering



Activities

ANSWER CHOICES	RESPONSES	
▼ Guest speakers	69.05%	29
▼ Individual/team project clinics	45.24%	19
▼ Lunchtime gathering to link into Qitalktime	16.67%	7
▼ Coaching sessions	21.43%	9
▼ Masterclass in QI	28.57%	12
▼ Sharing forum to spread good practice across the organisation	78.57%	33
▼ Innovation hub to explore new ideas	30.95%	13
▼ Other (please specify) Responses	19.05%	8
Total Respondents: 42		

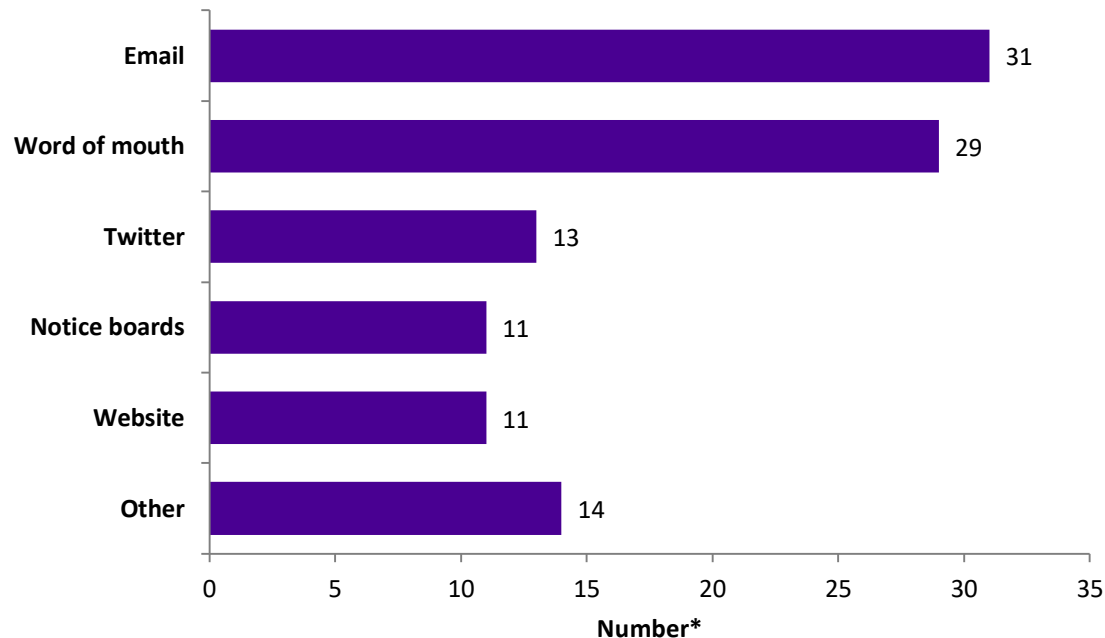
Toolkit used No 23 (54.70%), Yes 19 (45.24%),
Examples: Model for improvement, Framework for IQ,
 QID support, QA+I, Local Improvement toolkit,
 Imperial College

* Note that data add up to more than 42 as it was possible to choose more than one option

Email, talk time, whats app, yammer, skype calls

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QI network promotion



Other examples: Flyer, newsletter, committee/meeting agenda, induction, display screens, during courses, team talk

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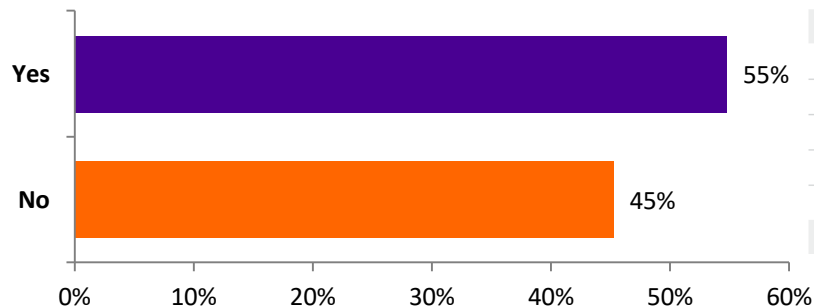


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QI network events

Does the QI Network host events



QI Network shares information via ...

ANSWER CHOICES	RESPONSES
▼ Email	83.33% 35
▼ Conference posters	33.33% 14
▼ Twitter	30.95% 13
▼ Whatsapp	14.29% 6
▼ LinkedIn	4.76% 2
Total Respondents: 42	

Examples

Q lunchtime (x5), annual QI conference (x3), launch and learn (x3), quality day, learning and sharing events, gatherings, summit, annual meet up, QI training days, promotional stands, walk in QI clinics



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Critical success factors and challenges

Survey respondents suggestions for consideration when setting up a QI Network ...

- Leadership
- Communication (wide)
- Interest/involvement/engagement/open access
- Resources : IT/Education/Human Resources/Facilities/Time
- Membership
- Positive and enabling culture
- Common and shared language and understanding
- Commitment
- Consistency
- Simple, accessible QI Tools available with examples
- Recognition of achievements
- Social element (food brings people together)



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What respondents would like to gain from a QI Network in Ireland

- Sharing: information and resources, learning, best practice, QI initiatives, successes and challenges
- Networking opportunity
- Recognition
- Progress
- Greater connectivity
- Participation
- Support
- Recognition
- Resilience
- Visibility
- Collaboration



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Introducing ...



New QI Network and specialist community of practice opportunities opening in Ireland in 2020



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About Q



- A connected community working together to improve health and care quality across the UK and Ireland
- Long term infrastructure supporting people in their improvement work: making it easier to share ideas, enhance skills and collaborate



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The Q community



- Over 4,000 members
- Diverse professions, including Clinicians, managers, QI professionals, patients, researchers, analysts, policy makers...
- ...from across the health and care sector (including the charity sector, social care, academia) in England, Scotland, Wales, Northern Ireland and Ireland



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Why join?



- Connect, share and learn with people from across the UK and Ireland
- A source of innovation and practical problem solving
- Develop your improvement skills and help lead and develop others
- Participate in ways that fit with your improvement priorities
- Enjoy benefits including learning resources, Q visits and inspiring events scheduled throughout the year

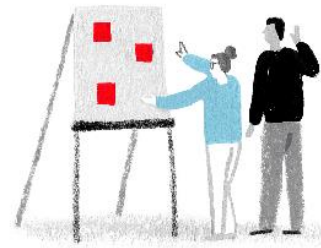


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The Q community



- HSE and The Health Foundation's Q team are working in partnership to launch Q in Ireland
- Applications from people in Ireland (with experience of improving quality) is opening for membership:

1st May 2020

- Watch out for further information from National QI Team at <https://www.hse.ie/eng/about/who/qid/resourcespublications/>



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Any questions
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