QI Network Mapping Survey

Summary results

February 2020

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HSE National QI Team
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
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)

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

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

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

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

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
Purpose of QI Networks
QI Network Planning and Co-ordination

<table>
<thead>
<tr>
<th>Planning group for your QI Network</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>31</td>
<td>11</td>
<td>42</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lead contact person/s or coordinator/s for your QI network</th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
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<tbody>
<tr>
<td></td>
<td>37</td>
<td>5</td>
<td>42</td>
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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

Source: Survey Q 6 and Q7
QI network sessions

How do people link into QI Network?

- Invited membership (closed to others): 27
- Open access: 19
- Drop in: 11

Who facilitates QI Network sessions?

- QI lead within the organisation: 69%
- Rotational amongst membership: 31%
- Committee: 0%

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

Source: Survey Q 5 and Q8
QI Network meeting arrangements

Frequency of meetings

- Weekly: 14%
- Fortnightly: 12%
- Monthly: 33%
- Quarterly: 21%
- Occasionally: 19%

Day of the week

- Monday: 11.9%
- Tuesday: 26.2%
- Wednesday: 26.2%
- Thursday: 28.6%
- Friday: 7.1%

Source: Survey Q9 and Q10

Time
- Morning x 10
- Lunchtime x 12
- Afternoon x 7
- Varies x 13
QI Network gathering and activities

**Gathering**

- Face to face meeting: 36
- Teleconference: 8
- Webex: 3
- Other: 8

**Activities**

<table>
<thead>
<tr>
<th>Toolkit used</th>
<th>Response</th>
</tr>
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<tbody>
<tr>
<td>No 23 (54.70%)</td>
<td>29</td>
</tr>
<tr>
<td>Yes 19 (45.24%)</td>
<td>20</td>
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</tbody>
</table>

**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*

Source: Survey Q12, Q13 and Q14
QI network promotion

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

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

Does the QI Network host events

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

QI Network shares information via ...

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>33.33%</td>
</tr>
<tr>
<td>Conference posters</td>
<td>33.33%</td>
</tr>
<tr>
<td>Twitter</td>
<td>20.95%</td>
</tr>
<tr>
<td>Whatsapp</td>
<td>14.29%</td>
</tr>
<tr>
<td>LinkedIn</td>
<td>4.76%</td>
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Total Respondents: 42

Source: Survey Q16 and Q17
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)

Source: Survey Q19
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

Source: Survey Q20
Introducing …

New QI Network and specialist community of practice opportunities opening in Ireland in 2020
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
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
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
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/
Any questions
You may contact:

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