



# QI TALK TIME

Building an Irish Network of Quality Improvers

All Ireland Schwartz Rounds and QI Conference People Make Change Happen | #QIreland #SchwartzRounds | Dublin Castle | 2020

# All Ireland Schwartz Rounds and QI Conference

## People Make Change Happen



# hello  
my name is...

**Dr. Jocelyn Cornwell**, Founder of The Point of Care Foundation; **Ms. Mandy Gormley**, Transformation Manager (Independent Coach); **Dr. John Fitzsimons**, Consultant Paediatrician; **Ms. Stacey Lally**, Head of Delivery, Q Community; facilitated by **Ms. Roisin Breen**, QI Facilitator with technical support from Noemi Palacios, National QI Team

**#QIreland #SchwartzRounds | Dublin Castle | 18<sup>th</sup> February 2020**

Event wifi: Username: DC\_Conference Password: February-2020



# Speakers

- **Dr. Jocelyn Cornwell**, Founder of The Point of Care Foundation
- **Ms. Mandy Gormley**, Transformation Manager (Independent Coach)
- **Dr. John Fitzsimons**, Consultant Paediatrician
- **Ms. Stacey Lally**, Head of Delivery, Q Community
- Facilitated by **Ms. Roisin Breen**, QI Facilitator

**QI Webinar Notice Tuesday 18<sup>th</sup> February 1-1.45pm**

Live from the All Ireland Schwartz Rounds and QI Conference – People make change happen (join to hear from the growing network of improvers and learn about the Q Community)

**Speakers**

Dr. Jocelyn Cornwell, Founder of Point of Care Foundation, an independent charity that aims to humanise health and care services, and improve the experience of patients and staff. Jocelyn was originally a medical sociologist and anthropologist. In the course of her career, she has worked in academic research and teaching, NHS management and in regulation at the Health Commission, the Department of Health and the Commission for Health Improvement (CHI). She is a trustee of the Nuffield Trust.

Ms. Mandy Gormley, Transformation Manager Western Health & Social Care Board. Mandy has been working in her current post since July 2019 and is involved in shaping and driving the quality improvement (QI) and innovation strategy within Acute Services. Prior to this she was the QI lead within the Trust and has been co-ordinating the quality and safety programme since 2007. Mandy has over 30 years' experience in health and social care – mainly spent working in QI, audit and risk management. She is a trained Masterplan and Flow Coach and is currently the lead faculty member for the Flow Coaching Academy, Northern Ireland.

Dr. John Fitzsimons, Consultant Paediatrician at Children's Health Ireland Temple Street and Clinical Director with the National Quality Improvement Team in the HSE. John graduated from University College Dublin in 1996, he trained in paediatrics in Ireland, Australia and the UK. He was appointed as a consultant to Our Lady of Lourdes Hospital, Drogheda in 2010. He trained as a Patient Safety Officer with the Institute of Healthcare Improvement (IHI) and became a Fellow of the Improvement Faculty at the IHI Institute for Improvement & Innovation in 2009. In September 2013 he commenced a half-time secondment as Clinical Director for Quality Improvement with the IHI's National QI team. He is a course co-director for the IHI/ICHI Diploma in Leadership and Quality in Healthcare.

Ms. Stacey Lally, Associate Director - Professional Development & Community, Q. Stacey joined The Health Foundation in 2015. She is the Associate Director for Community and Professional Development for the Q initiative, which is a network of over 6,000 people with expertise in Improvement. Stacey leads the strategic delivery of a number of QI service areas and the ways in which QI delivers value to its members and organisations that make up the health and care system in England. Stacey previously worked for the national team that provides leadership development in the English National Health System, The NHS Leadership Academy. She worked on the development and delivery of a variety of leadership programmes and interventions to support individuals and teams. She has a MSc in Healthcare Leadership.

**If you join the webinar we hope to discuss:**

Insights from introducing Schwartz Rounds across Ireland

Our experiences and learning supporting teams improving quality across Ireland

The Q Community - an exciting opportunity to connect and collaborate with fellow improvers.

Improvers in Ireland can join the Q community from 1 May 2020.

Register at: <https://bit.ly/2uqi4so>

- Join individually or together as a group to assist in building your own local QI networks
- You will receive a confirmation email message with instructions on how to join

**Next QITalktime Webinar:**

Tuesday 3<sup>rd</sup> March 1-2pm

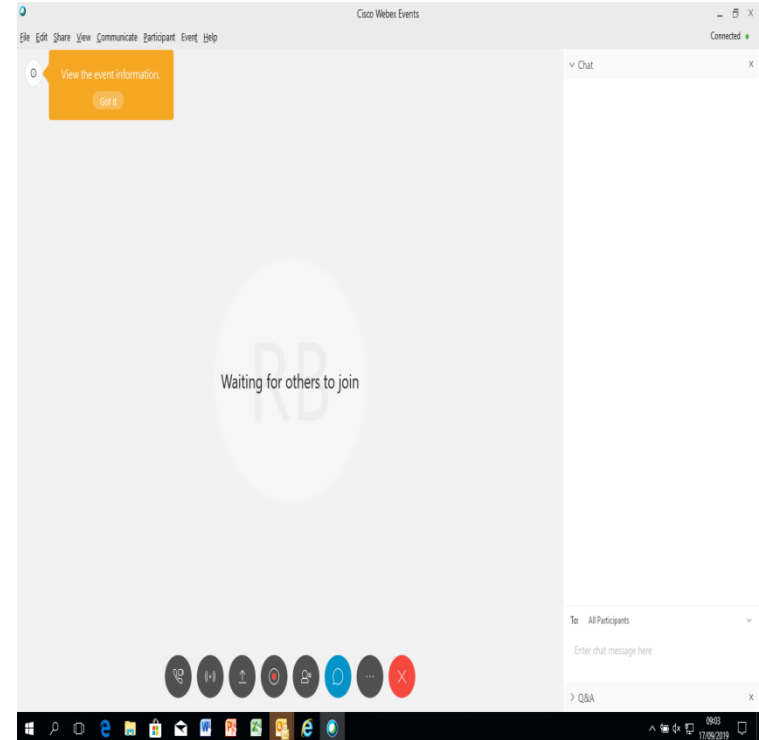
National QI Improvement Methods Toolkit

Speakers: Members of National QI team

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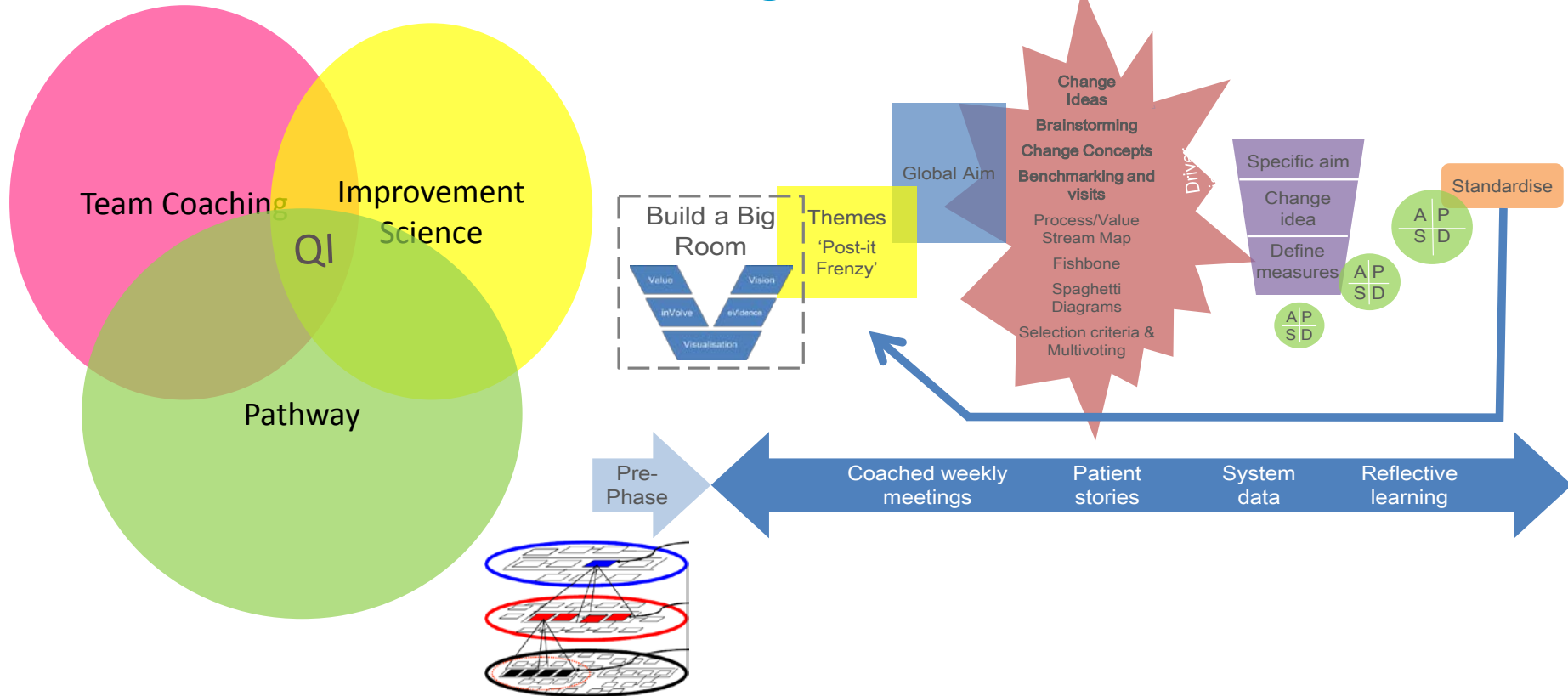
# Instructions

- **Sound**  
Computer or dial in:  
Telephone no: 01-5260058  
Event number: 843 417 357
- **Chat box function**
  - Comments/Ideas
  - Keep the questions coming
- **Twitter**  
@QITalktime



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# FLOW Coaching – The Elements



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## PROGRESS / RESULTS OF FLOW COACHING ACADEMY NI

- 3 Big Rooms continuing to meet for over 18 months:
  - Reduction in LOS;
  - Reduction in unnecessary bloods;
  - Virtual Clinics – Reductions in appointments / waiting times;
  - Reduction in patients aged 75+ attending ED and being admitted;
  - Service user involvement
- FCA NI Cohort 1 – May 2019 to April 2020
- 11 additional Big Rooms – 6 within Western Trust and 5 in other NI Trusts
- Cohort 2 to commence in May 2020



# Team building

# The Big Room in one word



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The  
Point of Care  
Foundation

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# QI talk time

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Jocelyn Cornwell, founder

February 18<sup>th</sup>

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# The evidence that staff experience and patient experience are related has been known for more than 10 years

Source: published analyses of findings from NHS annual staff surveys and annual inpatient surveys for regulators

Ref: Raleigh VS, Hussey D, Seccombe I and Qi R. (2008) *Do associations between staff and inpatient feedback have the potential for improving patient experience? An analysis of surveys in NHS acute trusts in England*. BMJ Quality and Safety, 18,5  
<http://dx.doi.org/10.1136/qshc.2008.028910>



# Relational care trumps the rest

10

Top three themes

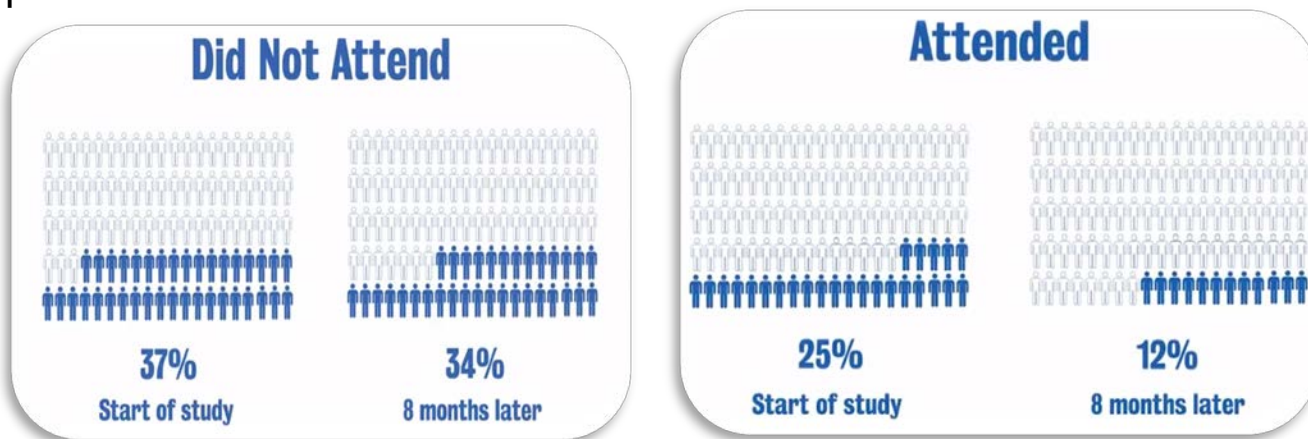
1. Team work
2. Trust
3. Responsiveness, treating me as a person, compassion



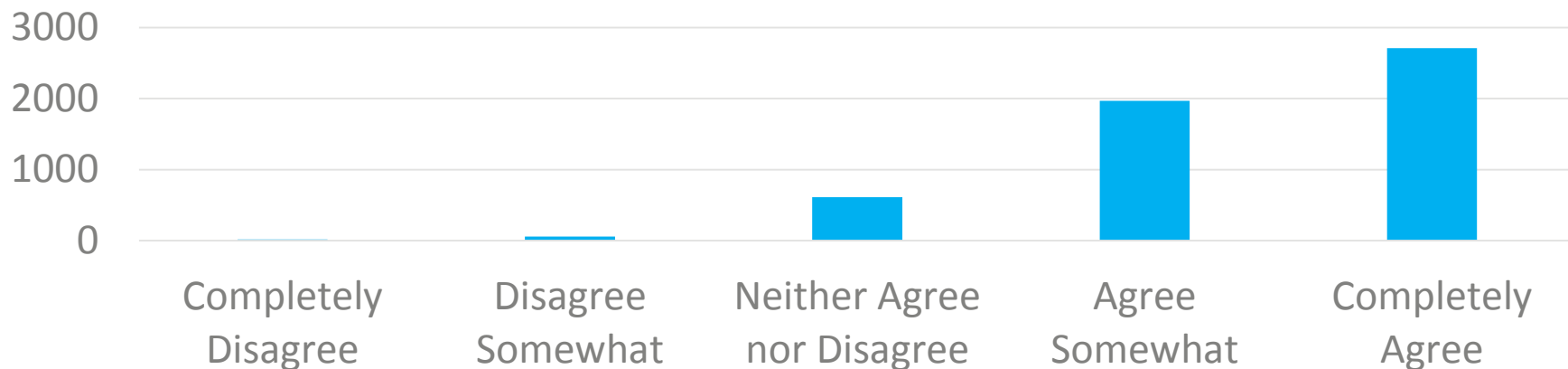
# The Longitudinal National Evaluation of Schwartz Rounds: 11 Results

The wellbeing of staff who attended Rounds regularly significantly improved, with the proportion of those with psychological distress halving down from 25% to 12%.

There was little change in the psychological wellbeing of staff who did not attend Rounds over this 8 month period.



## Today's Round will help me work better with my colleagues (n=5367)



Thank you



The  
Point of Care  
Foundation

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[@JocelynCornwell](#)

# 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 3500 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)



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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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# Follow us on Twitter @QITalktime

Missed a webinar - Don't worry you can watch recorded webinars on the HSE National QI Team QITalktime page [www.qualityimprovement.ie](http://www.qualityimprovement.ie)



## Next QITalktime:

**Date:** Tuesday March 3rd 1-2pm

**Topic:** National QI Team QIToolkit - Practical tips on use of toolkit and demo

**Speaker:** Members of National QI Team

**Thank you from all the team @QITalktime** roisin.breen@hse.ie noemi.palacios@hse.ie

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