

QI TALK TIME



Building an Irish Network of Quality improvers

9 March, 2021

hello
my name is...

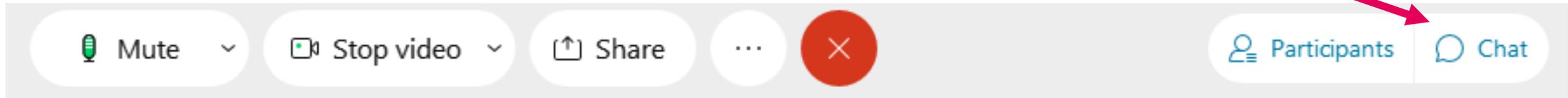
A session with Dr John Brennan, Dr John Fitzsimons and Anne Cody

Co-producing Improvement - Moving from theory to practice

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Welcome

- **Sound:** Computer or dial in:
 - Telephone no: 01-5260058
 - Event number: 183 025 9332#
- **Chat box function**
 - Comments/Ideas
 - Keep the questions coming!
- **Recording**
- **Engage with the team**
 - Twitter: @QITalktime / #QITalktime
- **New feature**
 - Short feedback form after the session, please help us to improve our QITalktime Webinars
 - A window will pop up before logging out



Speakers today



Dr John Fitzsimons

Consultant Paediatrician, Temple Street and
Clinical Director with National QI Team



Dr John Brennan

GP and Fellow and Board Member ISQua and
a member of the teaching faculty in Quality
Improvement and Patient Safety, RCPI.



Anne Cody

Non-clinical team member (patient) in Dr
Brennan's co-production team

Learning Objectives

- Explore the theory underpinning co-production
- Gain insights into the practical application of co-production theory
- Discover how this transformative team based approach can generate meaningful improvement



Q 1.0

Thresholds

“How might we establish thresholds for good healthcare service?”

Illustrative themes:

- Standards
- Inspection
- Certification
- Guidelines

Not 1.0 vs 2.0 vs 3.0
Rather 1.0 + 2.0 + 3.0

Q 2.0

Organization-wide systems

“How might we use ‘enterprise-wide systems’ for best disease management?”

Illustrative themes:

- Systems, processes
- Reliability
- Customer-supplier
- Performance measurement

Q 3.0

Coproduction of health

“How might we improve the value of the contribution that healthcare service makes to health?”

Illustrative themes:

- Logic of making a “service”
- Ownership of “health”
- Kinship of coproducing people
- Integration of multiple knowledge systems
- Value-creating system architecture

With thanks to Paul Batalden

The four principles of person-centred care



Health Foundation, UK

What is Person Centred Care?

“Nothing about me without me”

Valerie Billingham, Through the Patient's Eyes, Salzburg Seminar Session 356, 1998

Why is Person Centred Care important?



Supporting patients with chronic illness can improve clinical outcomes – less ED visits, better adherence to medication and treatment plans



Higher care satisfaction, choose treatments based on values/preferences and tend to choose less costly and invasive procedures



More likely to engage in positive health behaviours and have better health outcomes



Better staff morale and performance with increased patient engagement

Health Foundation, UK

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Co-production is.....

“The interdependent work of patients and professionals to design, deliver, assess and improve the relationships and actions that contribute to the health of individuals and populations through mutual respect and partnership that leverages each participant’s unique assets, expertise and actions”

Paul Batalden, BMJ Quality and Safety 2018 (modified)

Co-production is.....

“Coproduction is simultaneously an activity, an approach and an ethos which involves members of staff, patients and the public working together, sharing power and responsibility across the entirety of a project”

Dr Erin Walker

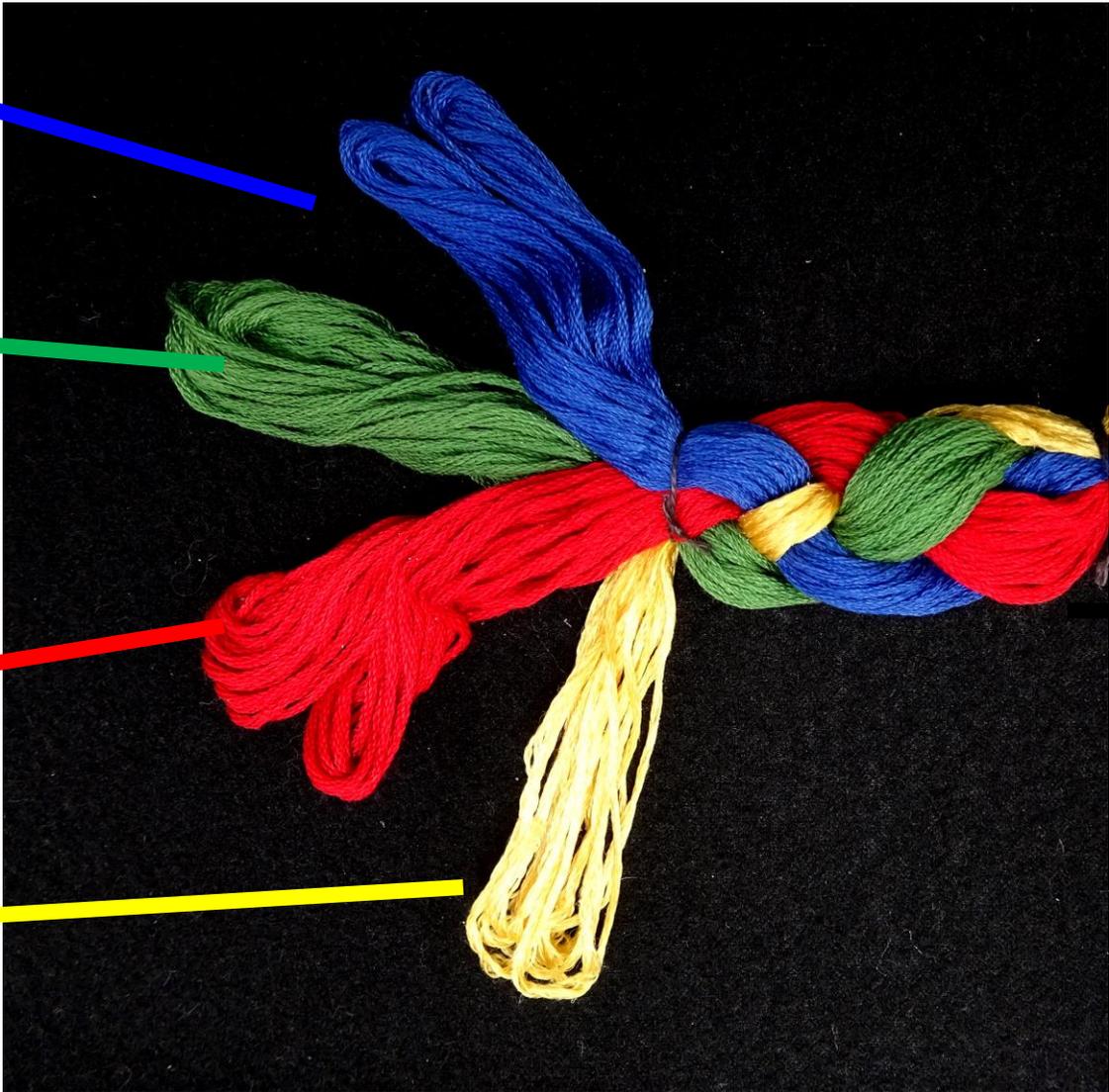


Patient: aim, lived reality, social support, resources

As is system: journey, emotions, working/not-working

Science-informed practice: internal/external validity

Professional: lived reality, support, resources

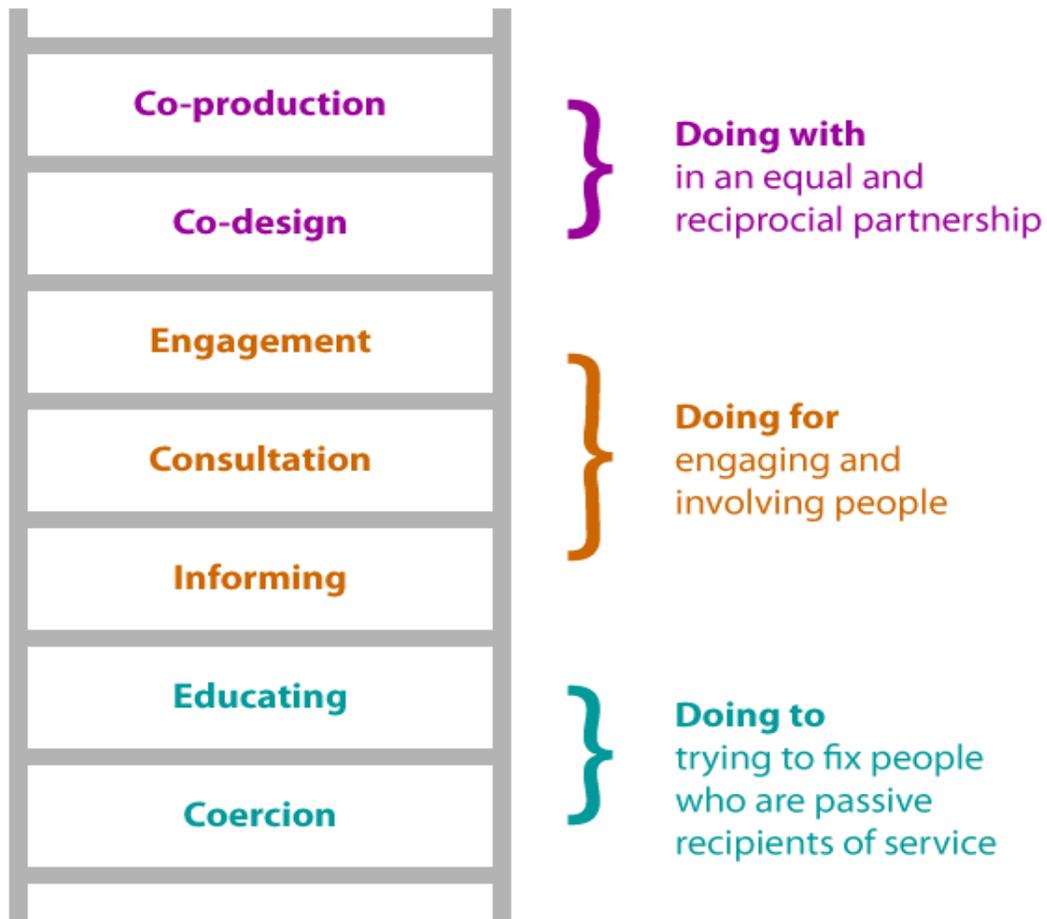


Coproduced healthcare service

With thanks to Paul Batalden



The Ladder of Co-Production



Think Local Act Personal and the National Co-Production Advisory Group

Saying no to sedatives – a quality improvement approach

Janine English describes how her practice devised a successful proactive approach to combat the overuse of benzodiazepines and ‘z’ drugs

54% ↓
(so far)

“PERHAPS USING THE WORD ‘STOPPING’ may deter patients from coming in to discuss their sleeping tablets.” This comment was made at one of our quality improvement team meetings in Ballyhale Health Centre, Kilkenny, at which we were discussing how to combat the overuse of benzodiazepine medications in the practice. The observation came from Alice, a non-clinical member of the healthcare improvement team. It was made in relation to a safety notice we were planning to attach to sedative medication prescriptions in our practice, and was yet another invaluable observation from a non-clinical team member.

Of course many patients would avoid attending for a review if they thought that their sleeping tablet would be ‘stopped’ on that day, with no support or alternative. Again, I was reminded how such an important and seemingly obvious consideration can be overlooked when addressing a problem from a purely clinical perspective. Shared decision-making and partnership with patients is essential in achieving improved health outcomes for our patients (see

It starts with.....

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Take home questions.....

- **Are you doing to, for or with?**
- **Are you really listening?**
- **What is your next small step?**

Contact us

drjohnRbrennan@gmail.com

[@jibberydo](#)

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You can read more at the following links:

- Co-production in practice guidance document 2018- 2020: <https://www.hse.ie/eng/services/list/4/mental-health-services/advancingrecoveryireland/national-framework-for-recovery-in-mental-health/co-production-in-practice-guidance-document-2018-to-2020.pdf>
- NHS Co-production resources <https://www.england.nhs.uk/participation/resources/co-production-resources/>
- We Co-produce: <https://www.wecoproduce.com/never-mind-the-bllocks-we-want-coproduction>
- International Foundation for Integrated Care https://integratedcarefoundation.org/ific_hub/ific-ireland
- QITalktime: <https://www.hse.ie/eng/about/who/qid/resourcespublications/qi-talktime/qitalktime.html>

Co-Production is....

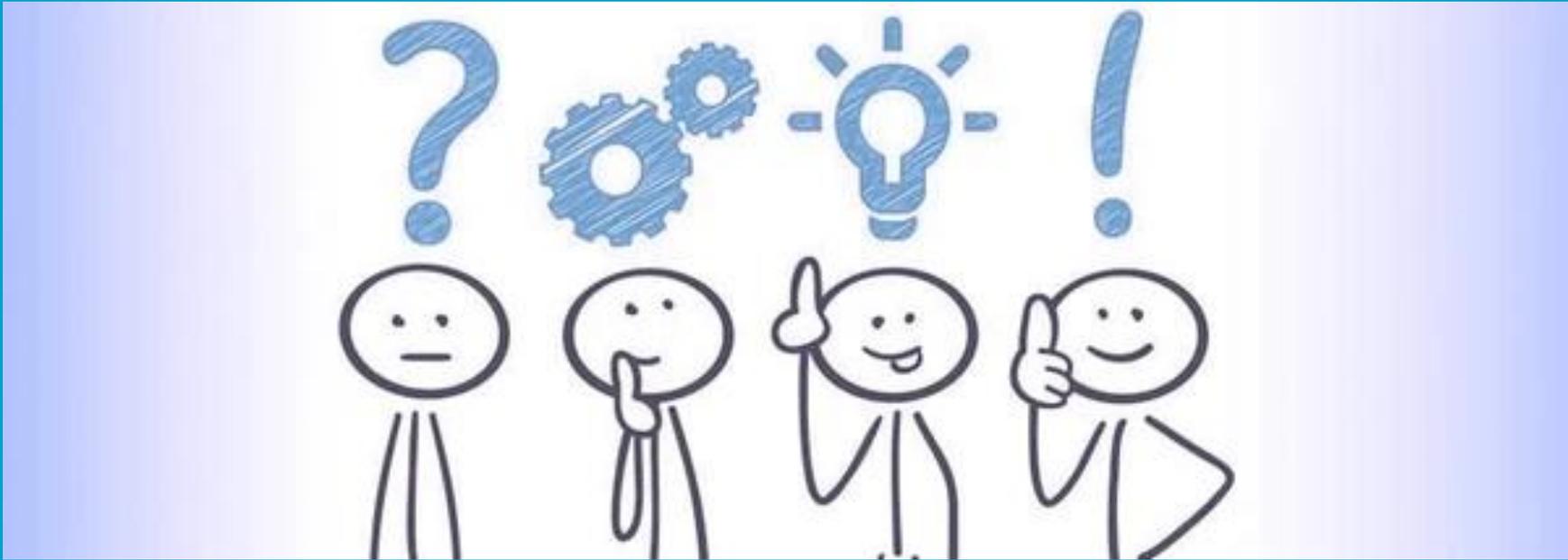
Co-Production Is	Explanation
Creation of an Exploratory Space	This is where all stakeholders come together in order to create new knowledge.
Collaborative Process	All stakeholders share their various perspectives with a view to reaching desirable outcomes.
Power Sharing	A sharing of power between all stakeholders based on recognising different areas of expertise, and resulting in shared ownership of decisions
Enhancement of Knowledge	Recognising, understanding and utilising the various sources of knowledge.
Relationship of Equals	Relationships that are based on mutual respect.
Non-Linear	A journey with ups and downs from which we learn.
A Continuum of Practice	Supporting recovery and service improvement at all stages of service provision.

<https://www.hse.ie/eng/services/list/4/mental-health-services/advancingrecoveryireland/national-framework-for-recovery-in-mental-health/co-production-in-practice-guidance-document-2018-to-2020.pdf>



CHAMPION





TIME FOR QUESTIONS AND DISCUSSION

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Let us know how we did today

New feature: Short feedback form after the session, please help us to improve our QITalktime Webinars



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We really appreciate your time, thank you

*Thank
you*



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Upcoming Webinars: Dates for your diary ...



Dates	Topics	Speakers
23 March	Making data count, plotting the path to improvement	Samantha Riley
20 April	Communicating in a Virtual World	Wini Ryan and Prof Peter Gillen
4 May	Learning from COVID-19 through stories	Zuneera Khurshid

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