



# QI TALK TIME

Building an Irish Network of Quality Improvers

**Connect**

**Improve**

**Innovate**

**‘Thinking UP’**

**Heather Shearer PhD**

**04/10/2019**

# Speakers

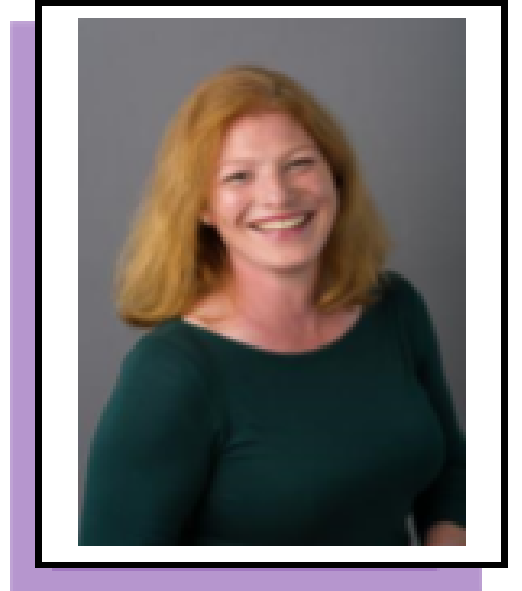
**Heather Shearer PhD**

**Quality Improvement Coach, Scotland and Member Slaintecare Advisory Council**

Heather is a Clinical Teaching Fellow at University of St Andrews; Director, Belmont Research Ltd; Associate, Quality Improvement Clinic; and Q Member. She has expertise in patient safety, quality improvement and human factors: leading, inspiring and developing others to make step change improvements to patient experience at local, regional and national levels.

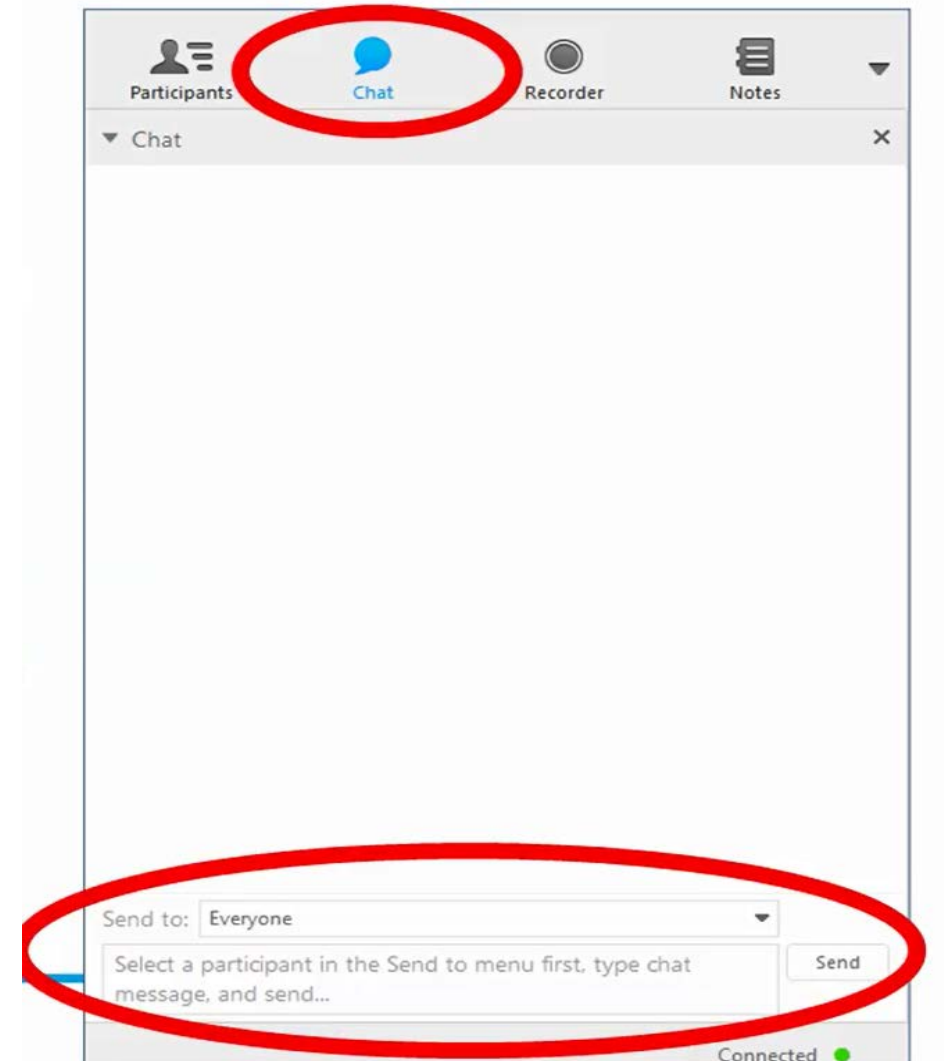
She works alongside staff in a wide variety of roles across the health and care system. Within the last year she has worked with undergraduates, health and care professionals, managers, very senior managers and Board Members across Scotland, England and Ireland.

She is an accredited Executive Coach (ILM 7) and a Strengths Deployment Inventory facilitator with a certificate in Online Learning Facilitation, Improvement Advisor training at the Institute for Healthcare Improvement (2008) and a PhD in Psychology, from the University of Durham (2001).



# Instructions

- Interactive
- Sound:  
Computer or dial in:  
Telephone no: 01-5260058  
Event number: 842 234 522 #
- Chat box function
  - Comments/Ideas
  - Questions
- Keep the questions coming
- Twitter: @QITalktime



Heather Shearer

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# Thinking Up



1994. 11

2000 ⑪

2001

2003 ⑪

2002 ⑪

2001 ⑪

1992 ⑪





# Four Aspects of Information

Volume

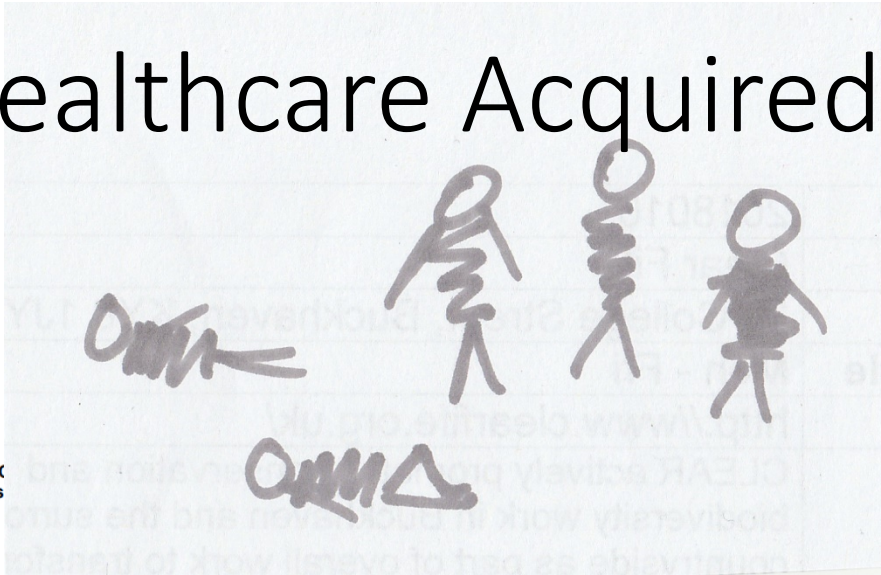
Accuracy

Certainty

Interpretation



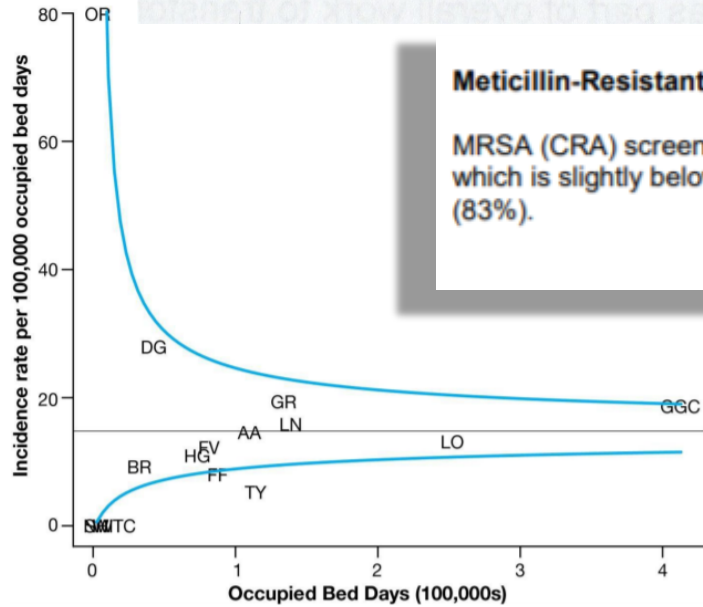
# Healthcare Acquired Infections



Targets

£€\$

Funnel plot of infection cases



## Meticillin-Resistant *Staphylococcus Aureus* (MRSA) Screening

MRSA (CRA) screening compliance for Quarter 3 (October – December 2018) was 89% which is slightly below the compliance target of 90% but above the national average (83%).



PRODUCTIVITY

	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
MRSA	1	0	0	2	0	1	0	0	0	0	0	0
MSSA	20	10	12	13	9	12	9	13	9	13	15	7
Total SABS	21	10	12	15	9	13	9	13	9	13	15	7

	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
Total CDIs (Ages 15+)	9	13	22	19	37	20	22	12	11	7	7	8

Board	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
	95	94	94	94	94	94	93	94	94	93	94	94

Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018
5	95	95	95	95	95	95	95	95	95	95	95

20!

- Source of data is Electronic Communication of Surveillance in Scotland (ECOSS) & Total occupied bed days: Information Services Division ISD(S)
- NHS National Waiting Times Centre, NHS Shetlands and NHS Western Isles overlap

Admitted for  
emergency  
surgery on a  
fractured  
neck of femur



# 75

Carthey et al (2011) British Medical Journal

Photo by Stefan Cosma on Unsplash





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HMUAN MNID. Aoccdrnig to a rscheearch  
at Cmabrigde Uinervtisy, it deosn't  
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sitll raed it wouthit porbelm. Tihs is  
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wlohe.

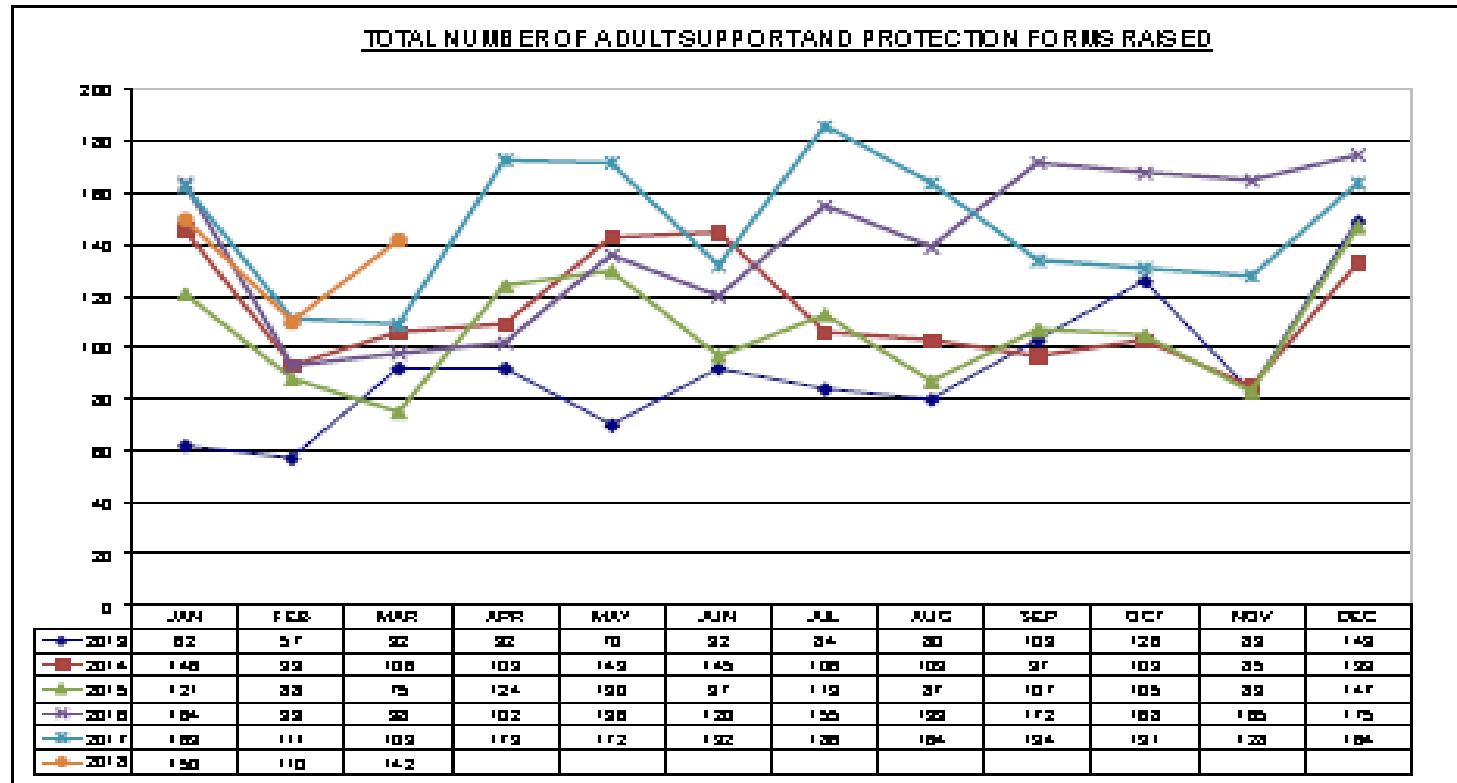
I Don't  
Know



## Adult Support and Protection

### **Volume of referrals:**

During the period January - March 2018, frontline staff identified adult protection or welfare concerns within **402** calls to the service, resulting in onward referral to partner health and social care services. The breakdown is as follows:

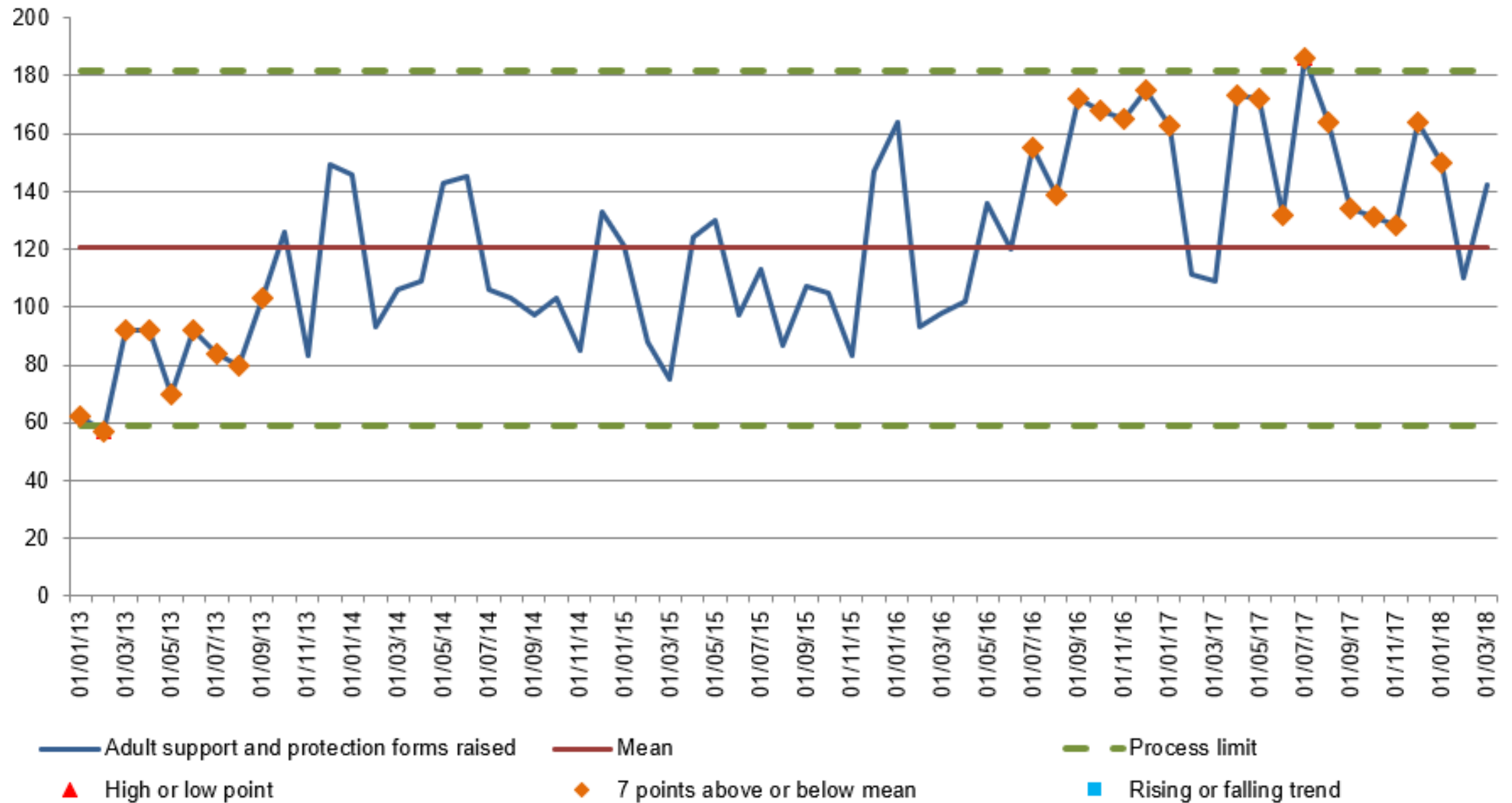


Graph 3

This compares to 423 concerns identified the previous quarter and 383 concerns raised during the same period last year. This represents a decrease of less than 5% in the number of referrals compared to last quarter, and an increase of almost 5% when compared to last year's figure.



Total number of adult support and protection forms raised



Work as  
done

vs

Work as  
Imagined



Thinking Up – my list

Look out for interactions

Think out loud

Go, See and Hear

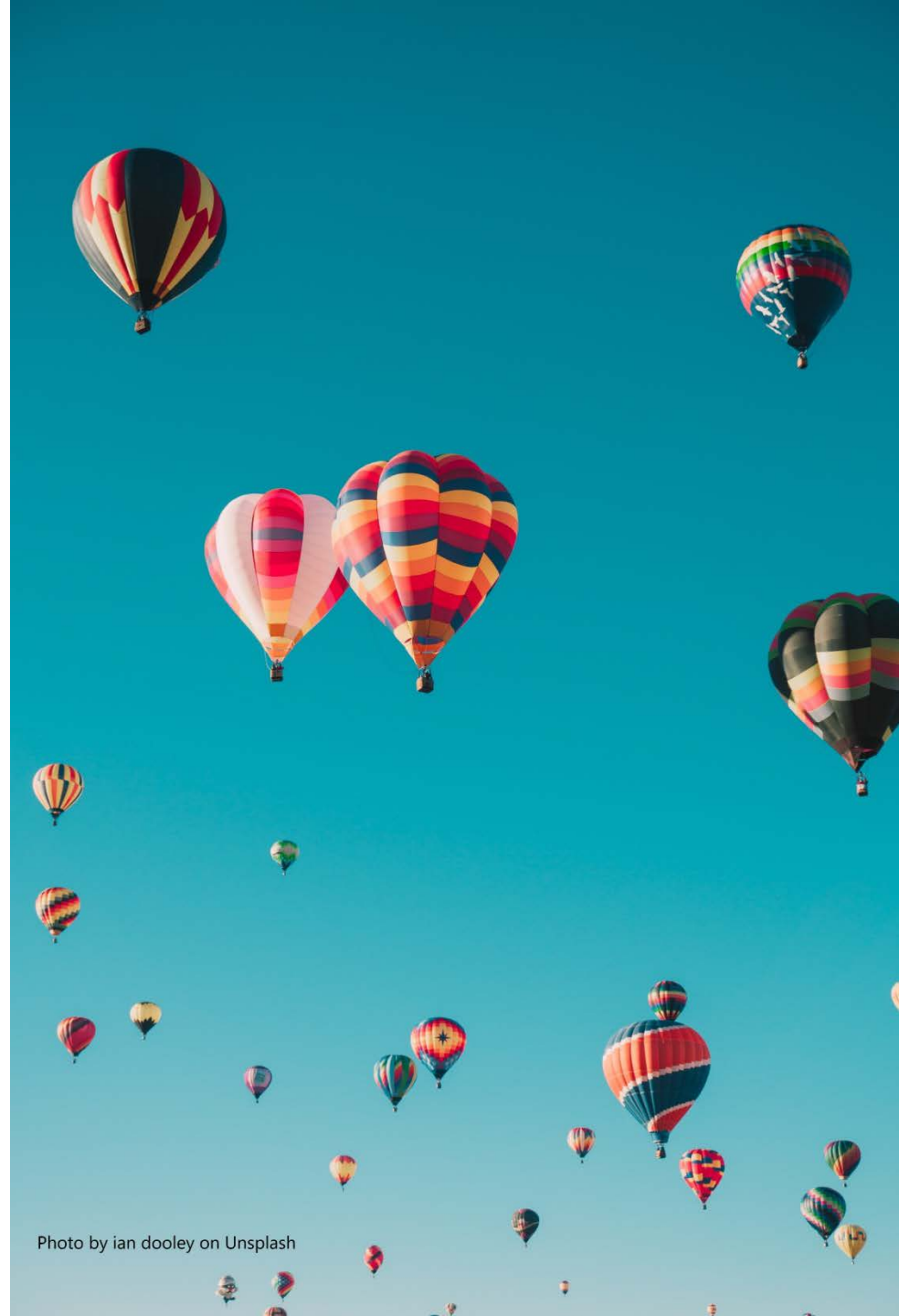


Photo by ian dooley on Unsplash

# Thinking Up



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# Stay tuned and Spread the word

Keep an eye on [www.Qualityimprovement.ie](http://www.Qualityimprovement.ie)

Next talktime:

**Tuesday 22<sup>nd</sup> Oct** : 1-2pm QI Improvement Method Toolkit – Thinking up

Roisin Breen and other members of team.

Thank you from all the team @QITalktime

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