

QPS TALKTIME



A community of quality and patient safety improvers

16 November , 2021

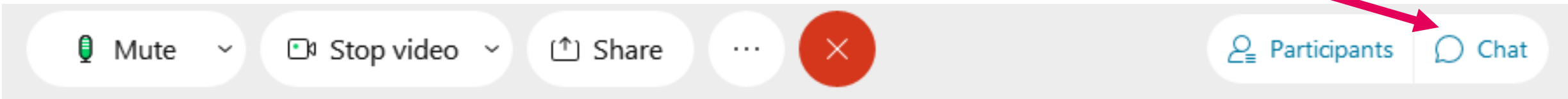
Person-centred improvement in theory and practice

CHAMPION PARTNER ENABLE DEMONSTRATE www.qualityimprovement.ie @NationalQPS



Welcome

- **Sound:** Computer or dial in:
 - Telephone no:
 - Irish: 01-5260058
 - UK: +44-20-7660-8149
 - Event number: 2734 237 3344#
- **Chat box function**
 - Comments/Ideas
 - Keep the questions coming!
- **Recording**
- **Engage with the team**
 - Twitter: @QPSTalktime / #QIreland/ @materlean @Aileenlgoe/@johnfitzsimons9
- **New feature**
 - Short feedback form after the session, please help us to improve our QPS Talktime Webinars
 - A window will pop up before logging out



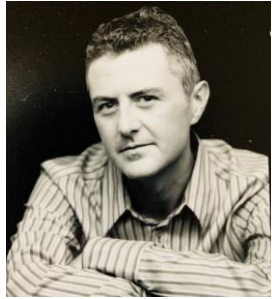
To get started ... we invite you to

Share using the chat box

- Your name, work and where you are joining us from ...
- What do you find hardest about process improvement?



Speakers today



Dr Seán Paul Teeling is a Programme Director for the Professional Certificate and Graduate Diploma in Process Improvement in Health Systems at UCD Health Systems/Mater Lean Academy. Realist researcher in the use of process and quality improvement methodologies in healthcare and in particular the influence of Process Improvement methodologies on Person-centred Cultures.



Aileen Igoe Manager of the Mater Lean Academy and adjunct assistant professor with UCD School of Nursing, Midwifery and Health Systems. Experienced in Lean Led Design with a focus on evidence based, user centric design and problem solving.

In conversation with



Dr John Fitzsimons, Clinical Director, HSE Quality and Patient Safety Directorate and Consultant Paediatrician, Children's Health Ireland at Temple Street





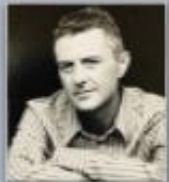
UCD School of Nursing, Midwifery and Health Systems
UCD College of Health and Agricultural Sciences



Mater Lean Academy

Lean Six Sigma for Person-centred Cultures in Healthcare

Person Centred Improvement in Theory and Practice



Dr. Seán Paul Teeling & Aileen Igoe
Mater Lean Academy|UCD School of Nursing, Midwifery & Health Systems

Process & Quality improvement methodologies



Model for Improvement



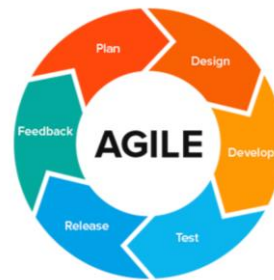
Lean



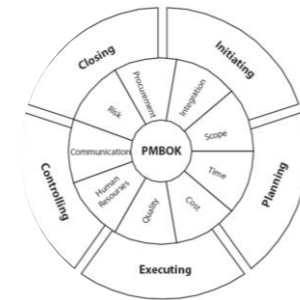
Six Sigma



Lean Six Sigma



Agile



PMBOK



an approach to practice established through the **formation** and fostering of healthful relationships between all care providers, service users and others significant to them in their lives. It is underpinned by values of respect for persons (personhood), individual right to self-determination, mutual respect and understanding.

MCCORMACK & MCCANCE | 2017P.3.



“

Lean Six Sigma is a hybrid of Lean and Six Sigma process improvement methodologies with a strong focus on the customer, the employee, management support and teamwork

TEELING, DE WING & BALDIE | 2021.



Discussion Paper

A Discussion of the Synergy and Divergence between Lean Six Sigma and Person-Centred Improvement Sciences

^{1,2,4}Seán Paul Teeling, ²Jan Dewing and ^{2,3}Deborah Baldie

¹UCD School of Nursing Midwifery and Health Systems, UCD, Dublin, D04 V1W8, Ireland

²Queen Margaret University, Centre for Person-Centred Practice Research, Division of Nursing, School of Health Sciences, Queen Margaret University, Edinburgh, EH12 6UU, UK

³NHS Tayside, Dundee DD91S

⁴Mater Misericordiae University Hospital, Dublin, Ireland



International Journal of
Environmental Research
and Public Health



Article

A Realist Inquiry to Identify the Contribution of Lean Six Sigma to Person-Centred Care and Cultures

Seán Paul Teeling ^{1,2,3,*}, Jan Dewing ³ and Deborah Baldie ^{3,4}

¹ UCD Centre for Interdisciplinary Research, Education and Innovation in Health Systems, School of Nursing, Midwifery & Health Systems, University College Dublin, Dublin D04 V1W8, Ireland

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³ Centre for Person-Centred Practice Research Division of Nursing, School of Health Sciences, Queen Margaret University Drive, Queen Margaret University, Musselburgh, East Lothian, Scotland EH21 6UU, UK; JDewing@qmu.ac.uk (J.D.); DBaldie@qmu.ac.uk (D.B.)

⁴ Nursing and Midwifery Directorate, NHS Grampian, Scotland AB25 2ZN, UK

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International Journal for Quality in Health Care, 2019, 31(S1), 3–5

doi: 10.1093/intqhc/mzz074

Perspectives on Quality



Perspectives on Quality

Developing a university-accredited Lean Six Sigma curriculum to overcome system blindness

MARTIN MCNAMARA¹, and SEÁN PAUL TEELING^{1,2}

¹UCD School of Nursing, Midwifery and Health Systems, College of Health and Agricultural Sciences, Dublin 4, Ireland
²Mater Lean Academy, Mater Misericordiae University Hospital, Eccles St., Dublin 7, Ireland

OXFORD



Article

Redesigning the Process for Scheduling Elective Orthopaedic Surgery: A Combined Lean Six Sigma and Person-Centred Approach

Ailish Daly ^{1,*}, Nicola Wolfe ¹, Seán Paul Teeling ^{2,3}, Marie Ward ⁴ and Martin McNamara ²

<https://www.mdpi.com/journal/ijerph>

Article

The Use of Lean Six Sigma for Improving Availability of and Access to Emergency Department Data to Facilitate Patient Flow

Ailish Daly ^{1,*}, Seán Paul Teeling ^{2,3}, Marie Ward ⁴, Martin McNamara ² and Ciara Robinson ¹

¹ Beacon Hospital, Sandyford, D18 AK68 Dublin, Ireland; Ciara.robinson@beaconhospital.ie

² UCD Centre for Interdisciplinary Research, Education & Innovation in Health Systems, School of Nursing, Midwifery & Health Systems, University College Dublin, D04 V1W8 Dublin, Ireland; sean.p.teeling@ucd.ie (S.P.T.); martin.mcnamara@ucd.ie (M.M.)

³ Centre for Person-Centred Practice Research Division of Nursing, School of Health Sciences,

Article

Using Lean Six Sigma to Redesign the Supply Chain to the Operating Room Department of a Private Hospital to Reduce Associated Costs and Release Nursing Time to Care

Lisa O'Mahony ^{1,*}, Kerrie McCarthy ¹, Josephine O'Donoghue ¹, Seán Paul Teeling ^{2,3}, Marie Ward ⁴ and Martin McNamara ²



ORIGINAL PRACTICE DEVELOPMENT AND RESEARCH

Calling time on the 'dance of the blind reflex': how collaborative working reduced older persons' length of stay in acute care and increased home discharge

Dolores Donegan, Seán Paul Teeling*, Martin McNamara, Edel McAweeney, Lynda McGrory and Rose Mooney



Article

Reducing risk of development or exacerbation of nutritional deficits by optimizing patient access to mealtime assistance

SEÁN PAUL TEELING^{1,3}, HEATHER COETZEE², MAEVE PHILLIPS², MARY MCKIERNAN², ÉIDÍN NÍ SHÉ¹, and AILEEN IGOE³



ORIGINAL PRACTICE DEVELOPMENT AND RESEARCH

Live well after stroke

Karen Connolly, Seán Paul Teeling* and Martin McNamara

*Corresponding author: University College Dublin, Ireland

Email: sean.p.teeling@ucd.ie

PERSON
CENTRED
CARE



RESPECT FOR
PERSON

THE VOICE OF
THE CUSTOMER

STAFF
EMPOWERMENT

OBSERVATIONAL
STUDIES



SYNERGY

QUALITY



INFLUENCES
BOTH

CORE VALUES

STANDARDISATION

1ST PRINCIPLES

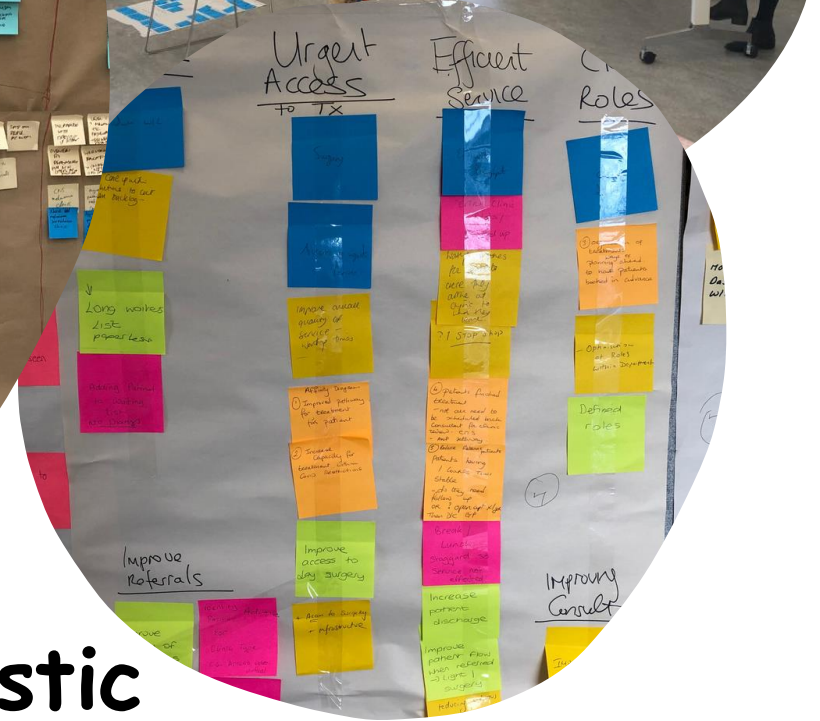
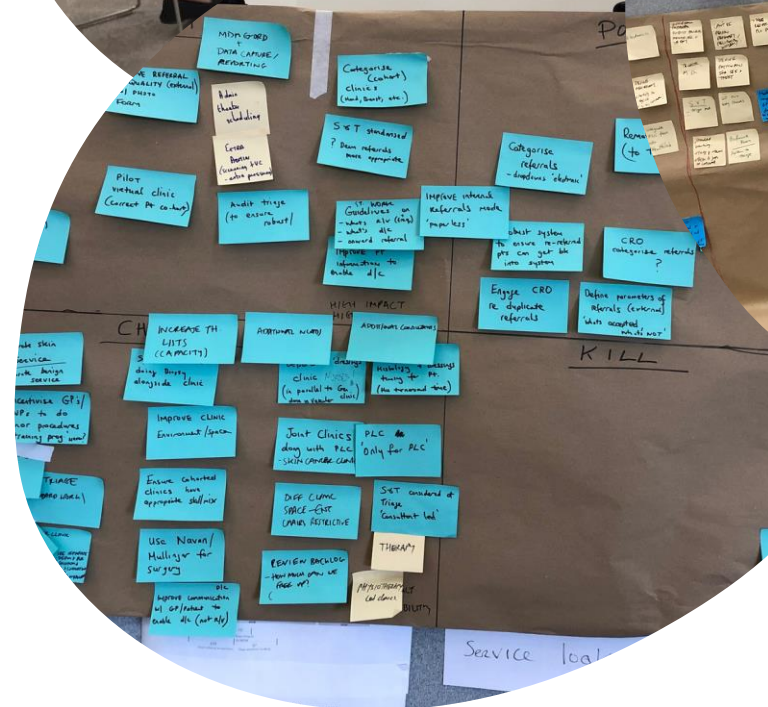
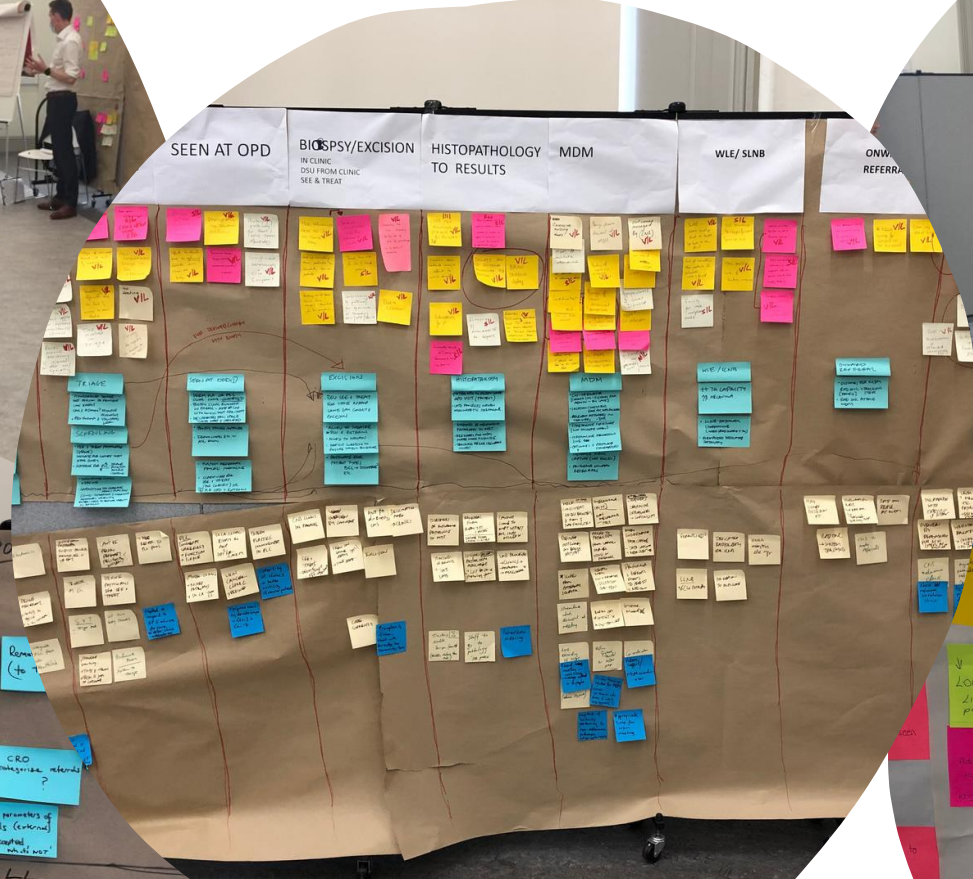


DIVERGENCE

RESPECT FOR PERSON



THE VOICE OF THE CUSTOMER

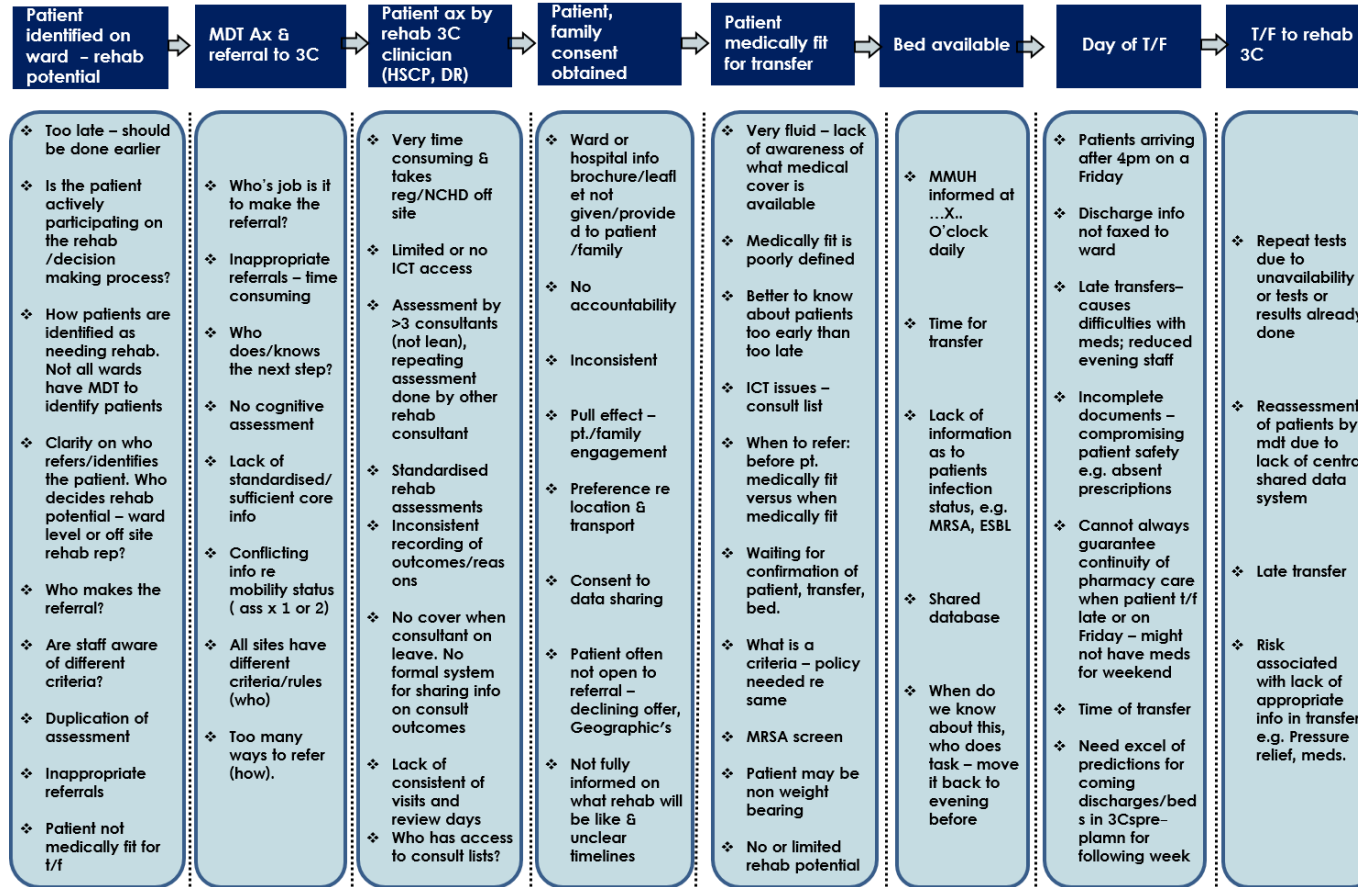


Dermatology/Plastic Surgery VSA



Process steps: Problems, NVAs

Omega workshop Q3 April 2016



Rehab pathway- Cross Site (n=4) Collaborative Workshops

VOC -Patient

“...told consultant needs to examine me before transfer after which I was told the bed in the other place was gone!”

“Given 1 hour to pack and rushed into hallway in pyjamas”



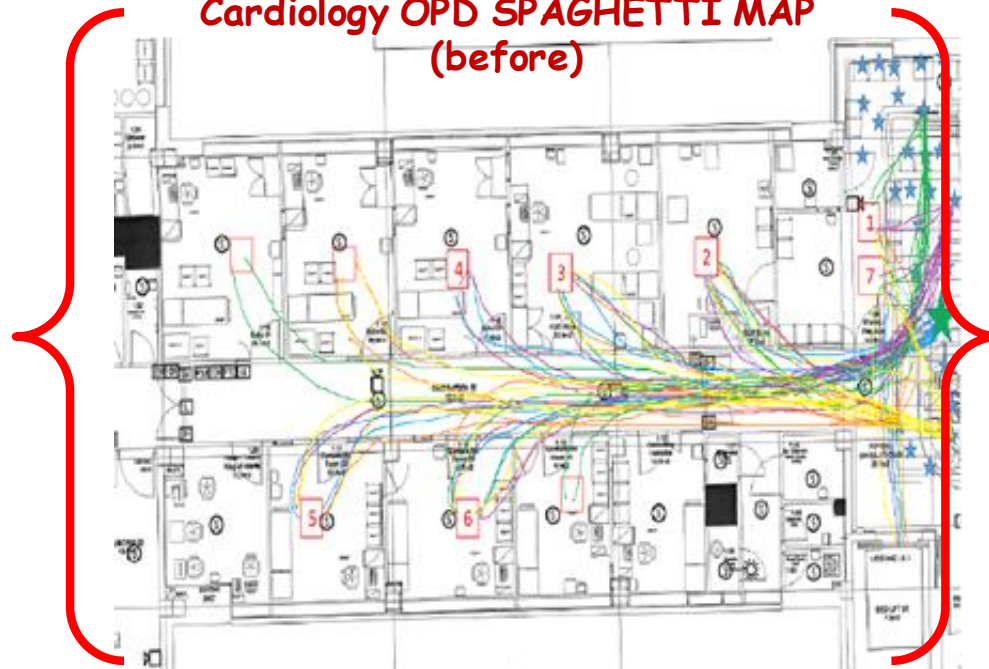
OBSERVATIONAL
STUDIES



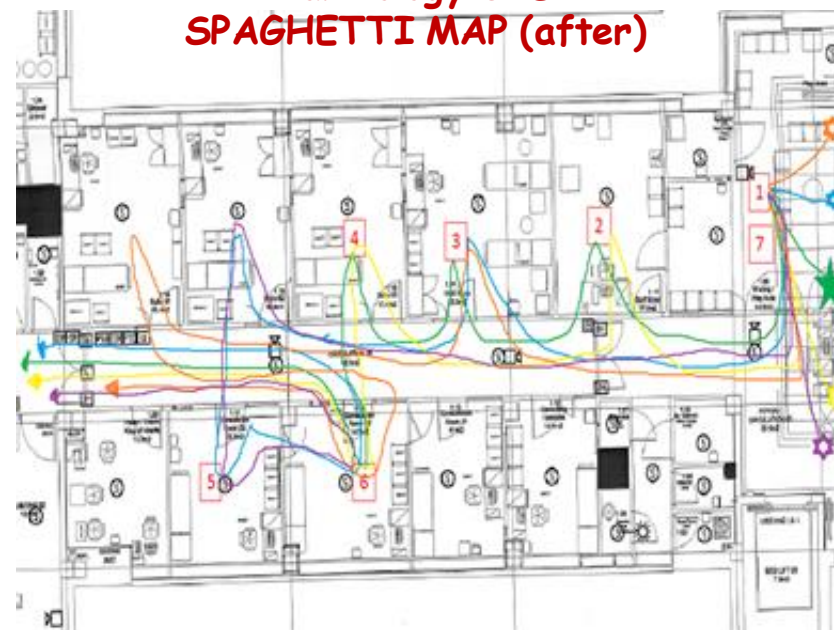
STAFF
EMPOWERMENT



**Cardiology OPD SPAGHETTI MAP
(before)**

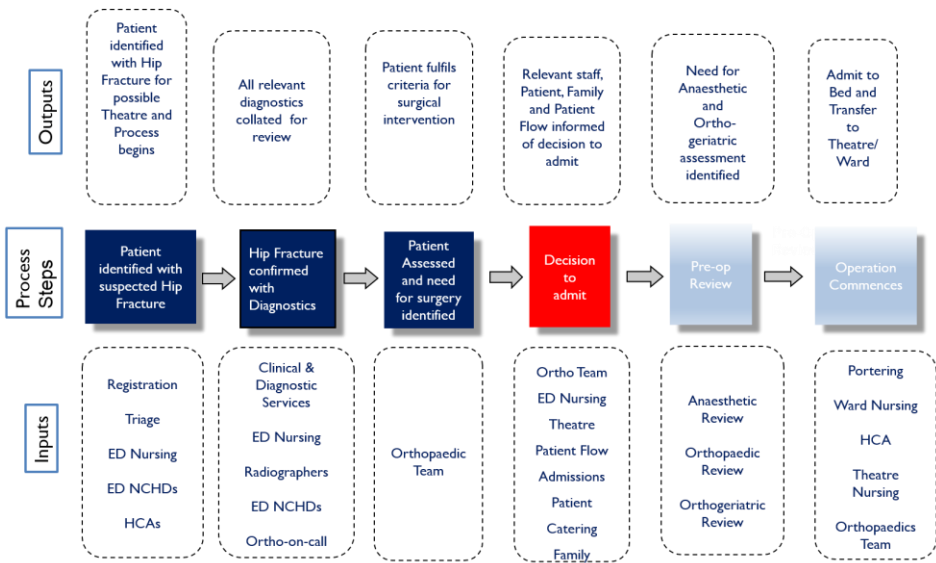


**Cardiology OPD
SPAGHETTI MAP (after)**



Cardiology OPD (CHI) team

IMPROVE



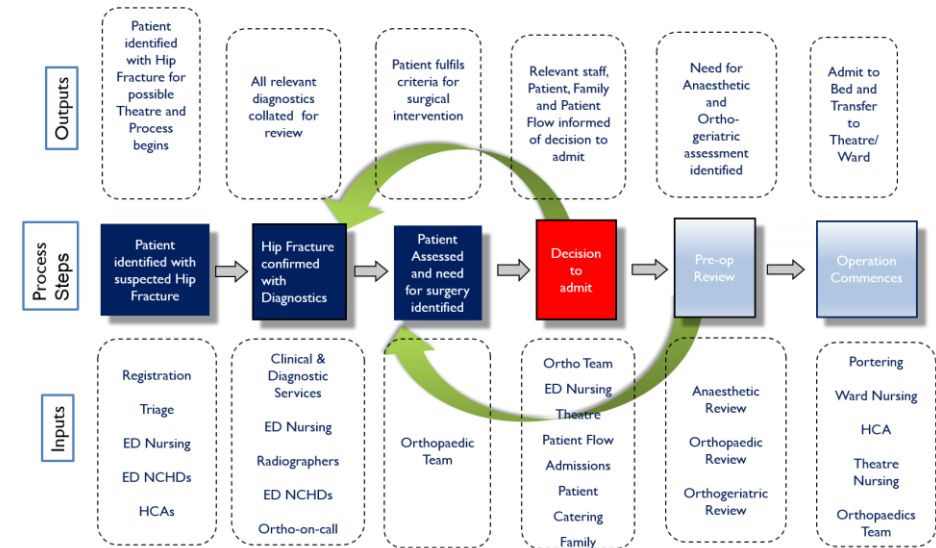
63hrs



RESPECT FOR PERSON

STAFF EMPOWERMENT

IMPROVE



<48hrs



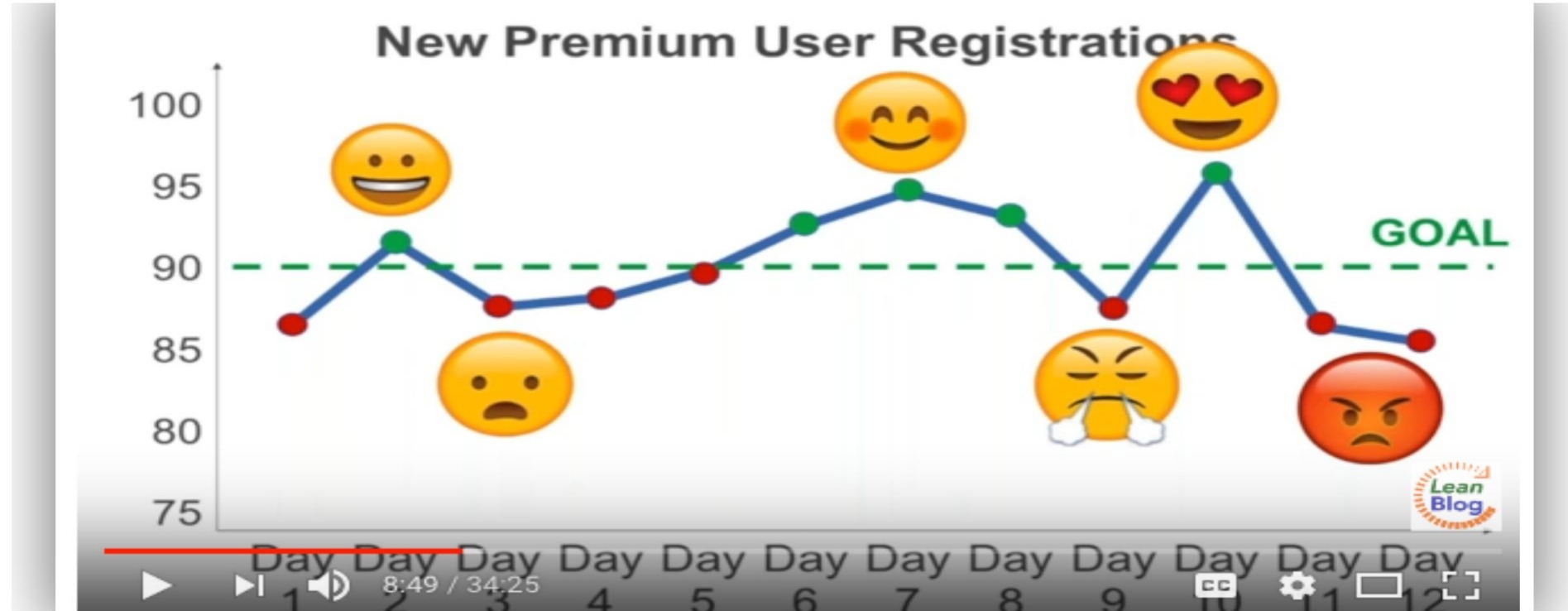
THE VOICE OF THE CUSTOMER

Hip Fracture- Time to Surgery

1ST PRINCIPLES

1

CORE VALUES



(Graban. 2018)



When Variation is Good.....






Value vs Values

LICENSURE STANDARDISATION
QUALITY EXPERIENCE OVERBURDEN 1ST PRINCIPLES
SYSTEMIC-ERROR SUPPORT LISTEN
SUPPORT EMPOWERMENT
OBSERVATION-GEMBA
VALUES STAFFING PATIENT STAFF VOICE RESPECT
HELP ENGAGE OUTCOMES
MEANINGFUL-WORK
BROKEN-PROCESS



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HEARING YOUR THOUGHTS AND COMMENTS

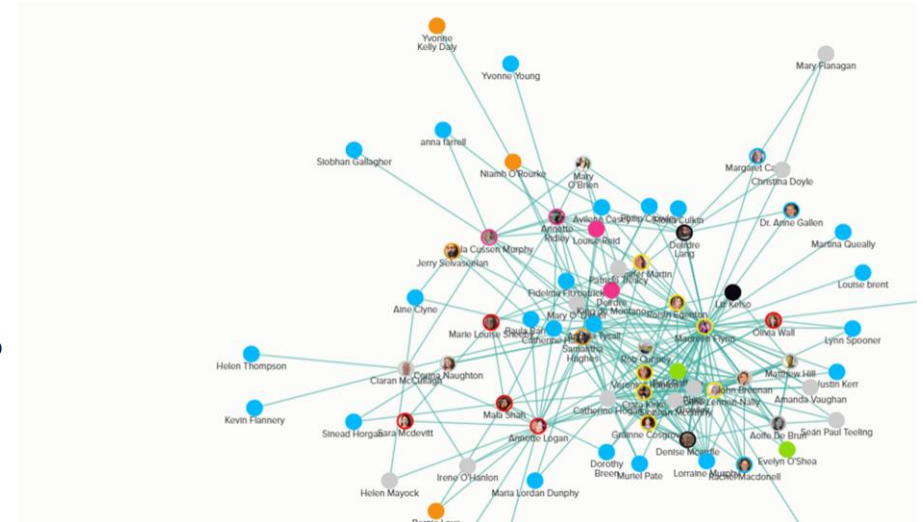
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The Q Ireland Network Map

To help build connections between those involved in healthcare quality improvement across Ireland

- How to join the map?
 - Visit the HSE website (see link in the chat)
 - Get sent your unique link to the map
 - Enter information about you, your professional characteristics and your interests
 - Log your connections
- How to use the map?
 - Filter the map by role, organisation, interests
 - View individual profiles
 - Connect and collaborate with others





A connected community working together to improve health and care quality across the UK and Ireland

Delivered by



- All you need to know about applying can be found on the Q website
- You will be invited to complete an online application using the Q online portal
- If you have queries or require support, please contact our colleague via email

Caroline.Lennonnally@hse.ie

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Upcoming Webinars: Dates for your diary

Dates	Topics	Speakers
30 November	An introduction to Human Factors for Healthcare Workers	Dr Paul O'Connor, NUI Galway, Dr Angela O'Dea, Royal College of Surgeons and members of Quality and Patient Safety Directorate

Follow us on Twitter  @QPSTalktime

Missed a webinar – Don't worry you can watch recorded webinars on HSE QPS Talktime page:

<https://www.hse.ie/eng/about/who/qid/resourcespublications/qitalktime.html>

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Let us know how we did today



Reminder: Short questions (pop up) as you sign off, please help us to improve our QPS Talktime Webinars by sharing your feedback

We really appreciate your time, thank you

*Thank
you*

