



QPS TALKTIME



A community of quality and patient safety improvers

10 May, 2022

This much I know: Innovation and Quality Improvement Synergies

How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.
- If your tech fails, don't worry – we're recording it so you can watch video and access the slides at your convenience. Audio is available via your PC or dial in:
Telephone no: Irish: 01-5260058 / UK: +44-20-7660-8149
Event number: 2732 043 6430#
- Please feel free to continue the discussion on Twitter: @heffernan_c1 @mapflynn @johnfitzsimons9 @QPSTalktime @NationalQPS @HSCQI
- Please help us to improve our QPS Talktime Webinars by completing a short feedback form (pop up window before you log out)
- You will receive an email from QPS Talktime confirming your attendance

To get started ... we invite you to

Share using the chat box

- Your name, work and where you are joining us from ...
- Invitation to respond to this question:

“What is Innovation?...”

Speakers today



Caitriona Heffernan National HSE
Innovation Lead for the Spark Innovation
Programme and Innovation Programme
Lead at Cork University Maternity
Hospital

In conversation with



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

INNOVATION AND QUALITY IMPROVEMENT SYNERGIES... ...THIS MUCH I KNOW

Caitriona Heffernan

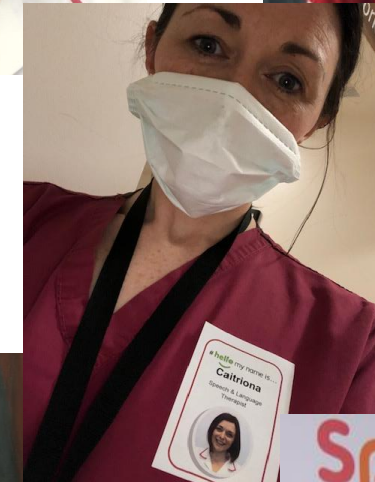
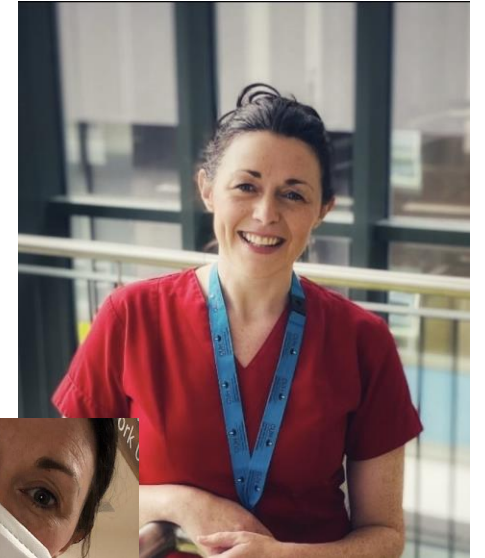
HSE Spark Innovation Lead – Spark Innovation Programme

Innovation Programme Lead – Ireland South Women and Infants Directorate



Iterations of me..

- Speech and Language Therapist
- Quality Improver
- Innovator
- Design Thinker
- Practitioner



Improvement and innovation – Synonyms or synergies?

- Improvement and innovation are terms often used interchangeably
- Innovation is particularly problematic as the definition changes depending on the context
- Is it a noun, a verb or an adjective?
- In my work I divide the innovation portfolio into three areas
 - Technology
 - Digital
 - Process
- Finding the focus relies on an understanding of capability, capacity, cause and culture
- What is innovation and who are the innovators?
 - Ideas in action that create value
 - The death of the 'lone genius'

It's all innovation these days!



Definitions

“The model of improvement focuses on optimizing existing systems and eliminating defects...

...Innovation requires a different mental model — creation of something fundamentally new and different from what we’ve experienced before”

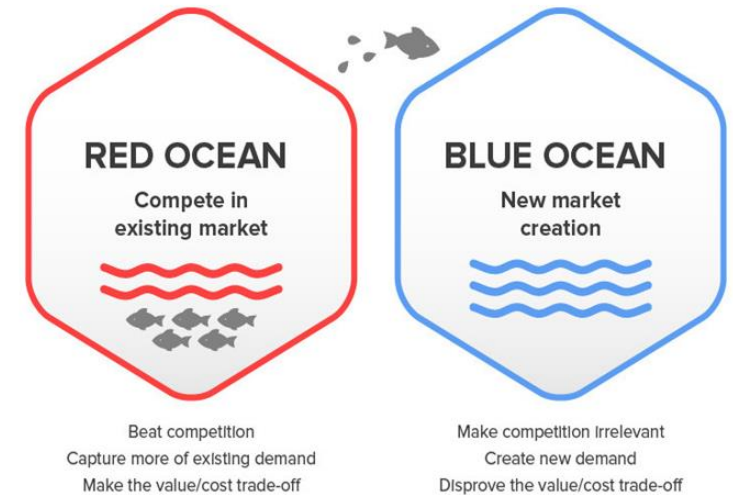
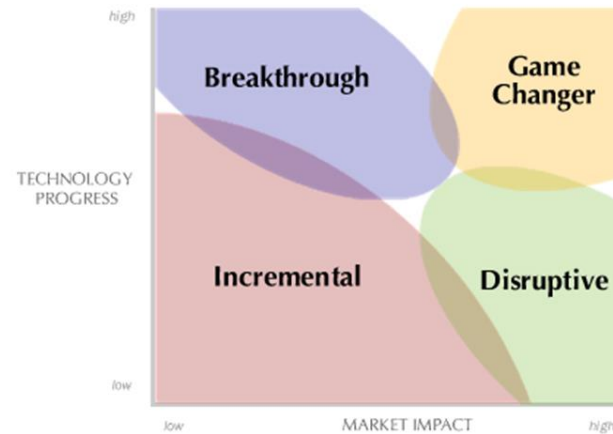
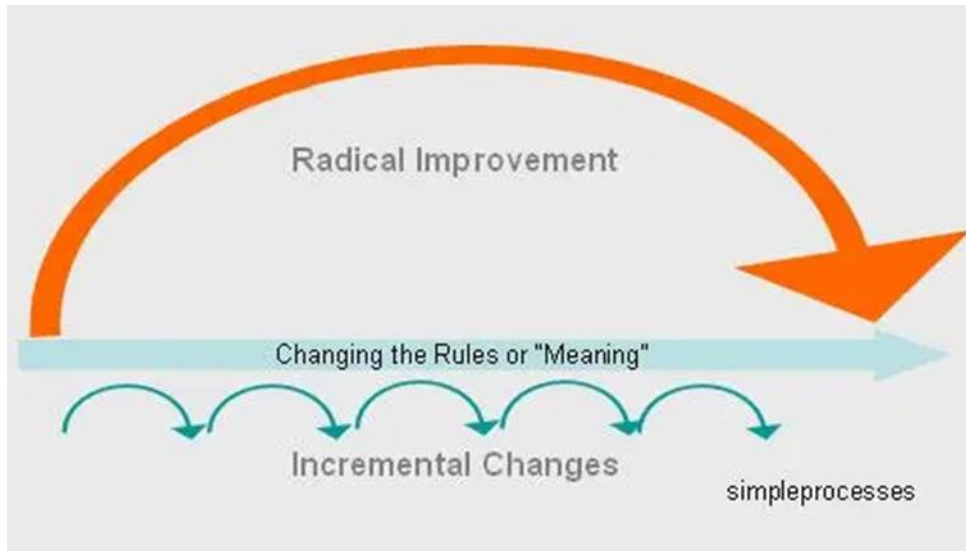
“When we’ve reached the limits of an incrementalist approach, and we’re still not exactly where we want to be, or when the context shifts significantly under our feet, or when our patients and end-users’ expectations change substantially, that’s where innovation plays a role”
(www.ihl.org)

Old adages:

Not all improvement is innovation but all innovation is improvement... true or false?



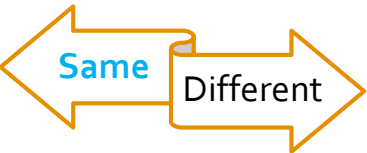





Framing Innovation and improvement using a business model

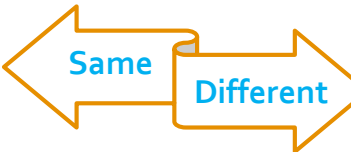




calltheone.com/en/management-goeroes

- Both are essential and understanding their co-existence and interaction is critical for the success of an organisation.

What do innovation and improvement have in common in the healthcare space?

- Intention 
- Systems 
- Data 
- Mindset 
- Degree of change 
- Domain areas 

- Tools 
- Lens 
- Risk 

Antonym for synergy?

Non-complimentary, non-cooperation & antagonism

Supporting Innovation at the frontline in Ireland



Dr Rachel McNamara:
NCHD Fellow



Amy Carroll:
Nursing/Midwifery Fellow



Dermot Burke:
HSCP Fellow



Caitriona Heffernan: HSE
Spark Innovation Lead



Jared Gormly: Head of
Spark Programme



Neilan Govender:
Spark Co-ordinator

Innovation through Design



The Design Team

Trevor Vaughn - Ass. Prof Design Innovation, Maynooth University

Martin Ryan - Programme Director Production Design, Maynooth University.

Maire Kane – Designer in residence at St. James’s hospital

Funded UX Designer and Service Designer positions at Mater Hospital and
Maker expert at St. James’s Hospital



Our ethos & mission

Those at the frontline are in the perfect position to identify opportunities for Innovation.

Aims:

- **Encourage and support** frontline innovation and quality improvement across all healthcare disciplines
- **Empower and engage** frontline staff
- **Provide design and innovation expertise** to promote the role of human centred thinking in the health system
- Promote early engagement with **emerging technology**
- **Create a network of Innovators** to spread good innovative ideas from healthcare setting to healthcare setting



Innovation Programme

Key initiatives that make up the programme

- Spark **Seed** Funding
- **Hospital** Innovation Fund
- Design on the Frontline (**DOTFL**)
- Spark **Ignite**
- **Design/Innovation** Weeks
- Innovation **Network**



Previous **Seed** Funding Recipients – “TraumaDoc”

- Dr Shane Broderick, EM Trainee
- Protocol for Polytrauma
- Spark Seed Recipient 2018
- Adapted by all trauma-receiving emergency departments as the National Trauma Protocol
- Estimated savings of >€300k per annum

The trauma doc will see you now

By Contributor 7th March 2019

Dr Shane Broderick, Specialist Registrar, describes the TraumaDoc protocol he developed under the HSE’s National Doctors Training and Planning Unit’s Spark Innovation Programme, to manage poly-trauma patients

Trauma is the leading cause of death and disability in the first four decades of life. The care provided is complex and highly challenging.

For every trauma death, three to four people are injured, many of whom sustain multiple injuries requiring emergent medical attention. Many of the critical decisions made are during the early phases of trauma care. Initial resuscitation and ongoing care often involve multiple specialist teams and disciplines. Every part of this patient experience can have an impact on whether the patient lives or dies.



Dr Shane Broderick

TRAUMADOC

PATIENT NAME: _____ AGE: _____ MRN: _____

DATE	INCIDENT	ARRIVAL TIME	ASSESSMENT TIME

Admitting Team

Emergency Ambulance Call

Date: _____ Time: _____ Age: _____ Sex: _____

History: _____

Injury: _____

Condition: A: _____ B: RR _____ O2 sats _____ C: BP _____ HR _____ D: GCS /15 BM _____ E: Temp _____

ETA: _____

Additional Information:

Weight: _____ Guesstimate: _____ Actual: _____

Signature: _____

Trauma Team Activated Y N Anaes. Gen Surg Ortho Vasc ENT

Time Activated _____ Radiology OB/GYN Plastics MaxFax Paeds

Summary of Pre-Hospital Care

Time of Incident: _____ Incident Location: _____

Trapped at Scene: < / > 30 mins

Time of Arrival on Scene: _____ Time of Departure from Scene: _____

Identify Patient: _____ **Pre-Hospital team:** EMT AP PHEM doctor

Mechanism: _____

Injury:

Signs:	Time 1	Treatment / Trends	Time 2
RR:			
SpO ₂ :			
HR:			
BP:			
Temp:			
GCS:	/15 E /4 V /5 M /6		

Allergies: _____

Medication: Anticoagulants / Anti-platelets Y N Bisphosphonates Y N Alcohol Y N

Background / PMHx: _____

Other: _____

Trauma Lead: _____

Time:	Name:	Grade:	Discipline:	Advance trauma course:
Contacted / Arrived				
Contacted / Arrived				
Contacted / Arrived				
Contacted / Arrived				
Contacted / Arrived				

Spark Ignite – Individual Winner 2020

- Innovators : Norma Caples, Clinical Nurse Specialist & Registered Nurse Prescriber, University Hospital Waterford Lead Nurse, National Heart Programme.
- Fluid Heart Tracker is a simple mobile phone app designed for patients with heart failure to record their weight and alerts the user to seek clinical help when their weight is increasing.
- A pilot study of the App on 31 users identified that the App was easy to use, provided benefit to users and is something that they would recommend to others.
- Investment – €3,000
- Potential
 - Savings of €15,000 per heart failure patient per year

Fluid Heart Tracker
Monitor possible fluid retention by capturing your weight each day. You'll be alerted if there's an increase of 2 kilograms or more (over a 7 day period).

Available on the iPhone App Store
GET IT ON Google Play

- 1 Download app
- 2 Open app
- 3 View the app information
- 4 Weigh yourself every day*:
— after passing urine
— before eating/drinking
— before getting dressed
- 5 Enter your weight in the app once a day*, in kilograms or stones and pounds
- 6 If your weight has increased by 2kg or more in seven days, you will receive an alert

*Note: you must weigh and enter weights daily to ensure accurate detection of any weight increase from fluid

Tap to view the next weight entry
Date of weight entry
Tap to view the previous weight entry
Enter weight in kg or in stones and lbs
App guidance
Information about this app and how to use it
Tap to enter and view daily weights

A sudden increase in weight is associated with a deterioration in heart failure.
If you see this alert after entering your weight correctly, contact your GP or heart failure nurse.

ALERT!
New entered weight has increased by 2kg or more within the last 7 days.
Please check this entered today's weight correctly.
If correct, we advise you to contact your GP or heart failure nurse.

Today
0 kg
0 stone
0 & lbs
Please enter today's weight - just tap on the 0 beside kg or stone

Fluid Heart Tracker
This app features the ability to read out loud information on screen.
Tap this icon to hear

DESIGN ON THE FRONTLINE

A national call to the design and innovation community for ideas to Covid-19 related healthcare challenges

www.DesingOnTheFrontline.com
@DesignOTFL
#DesignOTFL

Actionable Spark Helping to build a better future for health service workers

DESIGN ON THE FRONTLINE

STUDENT SCHOLARSHIPS 2021

DESIGN ON THE FRONTLINE



Brief 1

How might we tackle some of the interaction, efficiency & comfort challenges arising as a result of increased PPE usage?



Brief 2

How might we identify, prevent, reduce or manage the onset of frailty in older adults while socially isolating / cocooning?



Brief 3

How might we mitigate some of the negative impacts of social isolation, poor communication and boredom to enable more meaningful connections for people with amplified needs?

Where to now?

How can I be more innovative?

- Read, listen and watch broadly and indiscriminately – nurture your growth mindset
- Invite diversity of thought into your meetings, your team and your boardrooms
- Commit to being part of the innovating engine – It's not just about ideas and inventions – its about accepting and adopting too.
- Think global (domination) act local (improve what you can first) – engage in 'effectual innovation'

How can I learn more about innovation?

- Read, listen and watch broadly and indiscriminately – nurture your growth mindset (again!)
- Engage on a programme of study – Quality Improvement Leadership Programme - RCPI, Innovation in Healthcare -Trinity College Dublin, Innovation Through Design Thinking UCC for example.
- Join the network of innovators and public entrepreneurs across Ireland
- Reading
 - ARRIVE, Frank Devitt – A Design Innovation Framework to Deliver Breakthrough Services, Products and Experiences
 - 'The Creativity Leap' - Natalie Nixon, Figure 8 Thinking
 - 'Built to innovate' - Ben M Bensaou
- Podcasts
 - The innovation show – Aidan McCullen
 - Digital transformation lab DTLab.ie – Paidi O'Reilly UCC

Join our mailing list



Spark.* Summit



16TH JUNE
2022

CLAYTON HOTEL
SIR JOHN ROGERSON'S QUAY, DUBLIN 2

**Celebrating Frontline
Innovation In Healthcare**





HEARING YOUR THOUGHTS AND COMMENTS

Handbook of Patient Safety:

A pragmatic, simple approach to Safety

Edited by Peter Lachman, Jane Runnacles, Anita Jayadev, John Brennan, and John Fitzsimons

- Explains patient safety theory in simple terms to help clinicians practice safely
- Provides day-to-day practical approaches to improve care
- Provides summaries with key take home points
- Written by clinical specialists with international expertise in patient safety issues
- Content applies patient safety theory to clinical practice with real world examples
- Reflects the WHO Patient Safety Curriculum

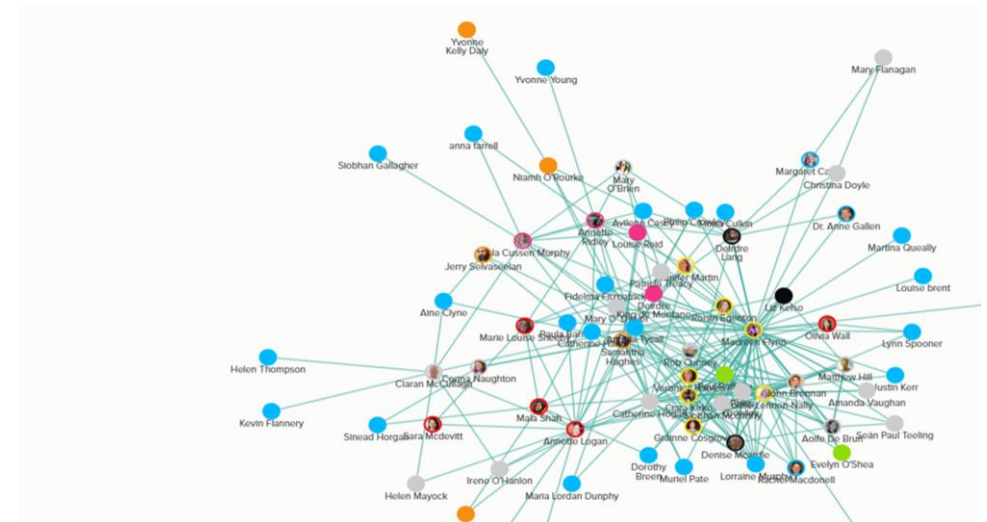


To purchase: <https://global.oup.com/academic/product/oxford-professional-practice-handbook-of-patient-safety-9780192846877?cc=ie&lang=en>

The QPS Ireland Network Map

To help visualise connections between people interested in quality, safety and improvement across Ireland: <https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/>

- 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



Apply to become a member of Q Community



- 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

Upcoming Webinars: Dates for your diary

Dates	Topics	Speakers
24 May 2022	Person-centred Medicines Review in General Practice: iSIMPATY Project	Ciara Kirke, Clare Kinahan and Dr Majella Grealish

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<https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/qps-talktime.html>

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

Contact: Noemi.Palacios@hse.ie to be included on our mailing list to receive QPS Talktime invitations



*Thank
you*