

Section A

Improvement Knowledge and skills for **'Everyone'**



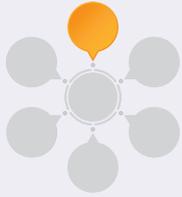
Development Assessment Tool

Everyone - Understanding

This section of the guide identifies the foundation knowledge and skills for improvement. It will give you an understanding and knowledge of the basic techniques and concepts for improvement.

Who is it for?

This applies to all staff both clinical and non-clinical working in the health service as everyone can initiate and deliver improvement.



Leadership for Quality

Leadership is not about job titles or professions, anyone can be a leader. A leader is someone who can create a clear vision for the future, motivates and inspires people to engage with that vision, and has the ability to influence and guide people in achieving that vision.

Everyone	Knowledge and Skills	Confident	Some development	A lot of development
1.	I know how to communicate effectively			
2.	I understand how to use effective questioning to challenge the views of others			
3.	I know how to build working relationships with others			
4.	I understand the importance of developing self - awareness .			
5.	I know how to manage my own time effectively			
6.	I know how to recognise and manage stress			
7.	I understand the qualities of good leadership			

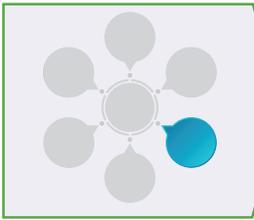


Person and Family Engagement

This is about how healthcare organisations ask for and listen to patient, service user and family needs and preferences to make sure they are delivering [person centred care](#).

Everyone	Knowledge and Skills	Confident	Some development	A lot of development
1.	I know what person and family engagement means			
2.	I know how to involve patients, service users and families in shared decision - making			
3.	I know how to encourage patients, service users and families to ask questions			
4.	I know how to ask patients, service users and families if they understand the language I use			
5.	I know how to introduce myself to patients, services users and families			
6.	I know how to treat patients, service users and families with dignity, compassion and respect			
7.	I am aware of approaches that address patient, service user and family health literacy , cognitive abilities and numeracy needs			
8.	I am aware of person and family engagement initiatives			

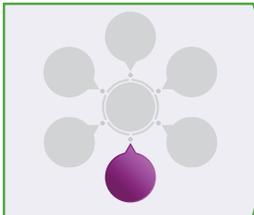




Staff Engagement

Staff are engaged when they feel valued, are emotionally connected, fully involved, enthusiastic and committed to providing a good service... when each person knows that what they do and say matters and makes a difference.

Everyone	Knowledge and Skills	Confident	Some development	A lot of development
1.	I know what staff engagement means			
2.	I know the benefits of staff engagement			
3.	I know how to ask for and listen to colleagues ideas for improvement			
4.	I know how to encourage colleagues to ask questions			
5.	I know how to introduce myself to colleagues			
6.	I know how to show appreciation to colleagues			
7.	I am aware of staff engagement initiatives			

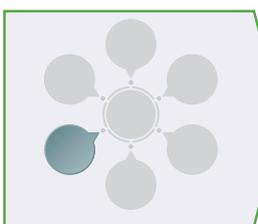


Improvement Methods

Improvement Methods, also known as improvement science is about finding out how to improve and make changes in the most effective way. It is about systematically examining the methods and factors that work best to facilitate improvement.

Everyone	Knowledge and Skills	Confident	Some development	A lot of development
1.	I know what quality means			
2.	I know what an improvement aim statement is and what the term SMART means			
3.	I know what the term PDSA means and what ' A small test of change ' means			
4.	I know what patient flow means			
5.	I know what identifying waste means			
6.	I know how processes such as incident management , risk management , audits and complaints can be used to identify opportunities for improvement			

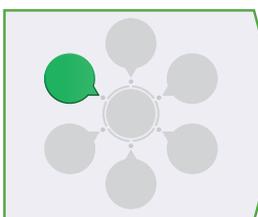




Measurement for Improvement

This is the analysis and presentation of qualitative and quantitative data in a format that allows us to identify opportunities for improvement and demonstrate when a change has resulted in an improvement.

Everyone	Knowledge and Skills	Confident	Some development	A lot of development
1.	I understand what measurement for improvement means			
2.	I understand the value of using measurement to know if a change is an improvement			
3.	I understand the value of using suitable charts to show data over time			
4.	I understand the value of using both quantitative and qualitative information to measure the quality of a service			



Governance for Quality

This involves having the right structures, processes, standards, oversight and accountability in place for delivering and sustaining improvement.

Everyone	Knowledge and Skills	Confident	Some development	A lot of development
1.	I can advise patients, service users and families on how to make a compliment or a complaint			
2.	I am aware of the process for raising safety concerns, identifying and communicating risk			
3.	I understand the local and national standards that relate to my work			
4.	I know how to access policies, procedures, protocols and guidelines that relate to my work			
5.	I am aware of the quality and safety committees in place within my organisation			
6.	I know the organisation structure for my department and the health service			
7.	I know the mission, vision and values of my organisation and the health service			



