

Section D

Improvement Knowledge and skills for '**Advisor**'



Development Assessment Tool

Improvement Advisor - Supporting

This section of the guide identifies the improvement knowledge and skills for an advisor. You have demonstrated consistent excellence in applying improvement across an organisation or service and you can provide guidance and direction to teams and organisations. You are considered the 'go to person' within and outside your organisation. You are able to coach, mentor and train staff in improvement as you have a high level of expertise in improvement theory, methods and concepts.

Who is it for?

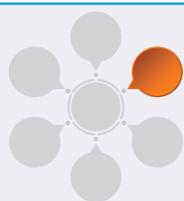
An improvement advisor is typically someone who is passionate about improvement and will focus a lot of time and effort in advising and coaching others on improvement. Improvement advisors may be leaders or coaches within an organisation who have specialised in improvement as well as their subject matter field.



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.

Advisor	Knowledge and Skills	Confident	Some development	A lot of development
1.	I can coach and train staff and teams on leadership theories and practice			
2.	I can coach staff on how to develop their leadership skills and behaviours			
3.	I understand leadership psychology and different types of psychometric testing tools			
4.	I can advise on the sustainability and spread of improvement			

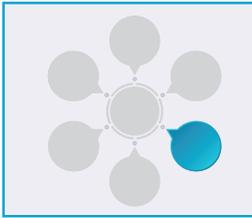


Person and Family Engagement

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.

Advisor	Knowledge and Skills	Confident	Some development	A lot of development
1.	I am able to coach, mentor and train staff in the principles of person and family engagement			
2.	I can advise on the development and implementation of strategies to develop person and family engagement			
3.	I can support collaborative assessments and evaluations of person and family engagement with individuals, teams or organisations			
4.	I can present examples and case studies of person and family engagement			
5.	I can advise staff and teams on the barriers to person and family engagement			
6.	I can advise on how to measure and evaluate patient, service user and family experience			

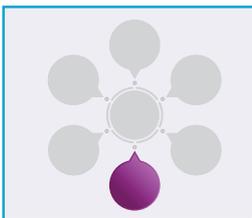




Staff Engagement

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.

Advisor	Knowledge and Skills	Confident	Some development	A lot of development
1.	I am able to coach, mentor and train staff in the principles of staff engagement			
2.	I am able to present examples and case studies of staff engagement			
3.	I can advise staff and teams on how to overcome the barriers to staff engagement			
4.	I know how to assess staff readiness for engaging in improvement			
5.	I can advise on the development and implementation of staff engagement strategies			
6.	I can advise on how to conduct, analyse and action staff surveys			

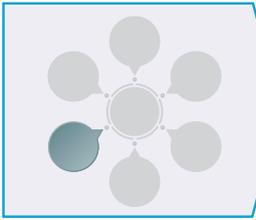


Improvement Methods

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.

Advisor	Knowledge and Skills	Confident	Some development	A lot of development
1.	I can coach and train staff and teams in improvement theory, methods and tools			
2.	I understand human factors and can advise on techniques to identify and mitigate resistance to improvement			
3.	I am able to design and advise on the development of improvement strategies			

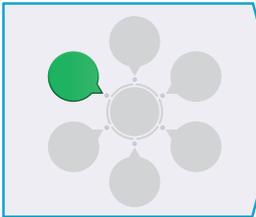




Measurement for Improvement

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.

Advisor	Knowledge and Skills	Confident	Some development	A lot of development
1.	I can coach and train staff in the Measurement for Improvement knowledge and skills listed under the 'Everyone', 'Team' and 'Measurement Lead' sections			
2.	I can advise on which is the most appropriate tool to display data			
3.	I can advise on the development of a 'vector of measures' and on designing dashboards			
4.	I can create both basic and more advanced control charts using software tools such as Microsoft Excel, Minitab, SigmaXL and QI Charts			
5.	I can analyse data using rational sub grouping or stratification			
6.	I know how to identify if a measurement activity is reliable (valid and reproducible)			
7.	I can advise on the design, running and analysis of surveys , interviews , focus groups , storytelling sessions and observations			
8.	I can advise on how to prioritise measures, manage the introduction of new measures and manage the discontinuation of old measures			



Governance for Quality

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

Advisor	Knowledge and Skills	Confident	Some development	A lot of development
1.	I can advise executives, board members and staff on how to prioritise improvement			
2.	I can advise on how to plan and structure improvement initiatives			
3.	I can assess governance structures, processes, oversight and accountability for improvement			
4.	I can advise teams on how to communicate risks for improvement initiatives			
5.	I can advise teams on how to report to the relevant quality and safety governance structures			
6.	I can advise executives on how to sustain governance structures for improvement			
7.	I can advise if an improvement initiative is at risk of not delivering on its aims and objectives			



