The Health Foundation

The improvement journey: why organisation-wide improvement in health care matters, and how to get started

“Most of the NHS trusts in England that have an outstanding CQC rating have implemented an organisational approach to improvement. Part I also provides case studies of three of these trusts: East London NHS Foundation Trust, Northumbria Healthcare NHS Foundation Trust and Western Sussex Hospitals NHS Foundation Trust. Part II describes the six steps of the improvement journey that trusts must go on to put in place an organisation-wide approach ... Part III describes recent approaches that national bodies in England have taken to support and encourage the building of improvement capability, and looks at how what is required to make further progress.” (pp.2-3)

https://www.health.org.uk/publications/reports/the-improvement-journey

Untapped potential: Investing in health and care data analytics


HQIP Healthcare Quality Improvement Partnership

Chronic Obstructive Pulmonary Disease – Annual Outcomes Report 2019

Chronic Obstructive Pulmonary Disease – Clinical Audit Report 2019

The Learning Disabilities Mortality Review – Annual Report 2018

National Audit of Breast Cancer in Older Patients: 2019 Annual Report

National Diabetes Foot Care Audit: Fourth Annual Report

National Diabetes Inpatient Audit 2018

National Lung Cancer Audit – Annual Report 2018

National Paediatric Diabetes Audit Report 2017-18: Care processes and outcome

National Prostate Cancer Audit – Patient Summary 2018

**NHS Benchmarking Network**

Identify service improvement opportunities within Acute Therapies (Physiotherapy, Occupational therapy, Speech and Language therapy and Dietetics)

Is Wessex frailty fit?
https://www.nhsbenchmarking.nhs.uk/news/is-wessex-frailty-fit

**NHS England and NHS Improvement**

“From 1 April 2019, NHS England and NHS Improvement are working together as a new single organisation to better support the NHS to deliver improved care for patients. ... Our new single operating model has been designed to support delivery of the NHS Long Term Plan.”
https://www.england.nhs.uk/about/about-nhs-england/

**Guide to reducing long hospital stays (resources)**
https://improvement.nhs.uk/resources/guide-reducing-long-hospital-stays/

Updated case studies / shared learning added by members of the user community:
Establishing long stay patient reviews as standard work [Shrewsbury and Telford Hospital NHS Trust]
Long length of stay reviews [Royal Preston Hospital, Lancashire Teaching Hospitals NHS Foundation Trust]
Reducing delayed transfers of care (DTOCs) in Nottinghamshire [Nottingham University Hospitals NHS Trust]
Implementation of an effective weekly long stay patient review process [Kettering General Hospital NHS Foundation Trust]
Reducing delayed transfers of care (DTOCs) in Essex [Essex Partnership University NHS Foundation Trust]
Implementation of the long stay patient reviews process as set out in ‘guide to reducing long hospital stays’ [Cambridge University Hospitals NHS Foundation Trust]
Reducing delayed transfers of care (DTOCs) in Leicestershire [Leicester, Leicestershire and Rutland]
Implementation of the weekly long length of stay patient reviews as set out in ‘reducing long length of stays’ [Northern Lincolnshire and Goole NHS Foundation Trust]
Implementation of the long stay patient review process as set out in the ‘guide to reducing long hospital stays’ [South Warwickshire NHS Foundation Trust]

Project management: an overview [Quality, Service Improvement and Redesign (QSIR) tool]
A “six-stage project management approach [which] provides a framework for managing improvement projects in the NHS.”
https://improvement.nhs.uk/resources/project-management-overview/

Sustainable Improvement Impact Framework
Writing a criteria-led discharge policy

“Guidance on writing a patient discharge policy or standard operating procedure for the implementation of criteria-led discharge (CLD).”
https://improvement.nhs.uk/resources/writing-criteria-led-discharge-policy/

Recently published journal articles

Below are the contents pages from 2 journals, BMJ Quality & Safety and BMJ Open Quality, containing articles relevant to quality improvement (QI). This issue of the Bulletin also signposts selected articles from the current issue of Future Healthcare Journal which are relevant to QI, including an update from the RCP Quality Improvement programme.

BMJ Quality & Safety
https://qualitysafety.bmj.com/
RSS - http://qualitysafety.bmj.com/rss/current.xml
Full-text articles available via your NHS OpenAthens login.

MAY 2019 Vol.28(5)

ORIGINAL RESEARCH
- Evolving quality improvement support strategies to improve Plan–Do–Study–Act cycle fidelity: a retrospective mixed-methods study
- Immediate and long-term effects of a team-based quality improvement training programme
- Effectiveness of a multistate quality improvement campaign in reducing risk of surgical site infections following hip and knee arthroplasty
- Are more experienced clinicians better able to tolerate uncertainty and manage risks? A vignette study of doctors in three NHS emergency departments in England
- Validation of the Primary Care Patient Measure of Safety (PC PMOS) questionnaire
- Systems consultation for opioid prescribing in primary care: a qualitative study of adaptation

VIEWPOINT
- Motivating and engaging frontline providers in measuring and improving team clinical performance

SHORT REPORT
- Physician characteristics associated with patient experience scores: implications for adjusting public reporting of individual physician scores

RESEARCH AND REPORTING METHODOLOGY
- Reinvigorating stagnant science: implementation laboratories and a meta-laboratory to efficiently advance the science of audit and feedback

QUALITY & SAFETY IN THE LITERATURE
- Quality & safety in the literature: May 2019

BMJ Open Quality
https://bmjopenquality.bmj.com/
RSS - http://bmjopenquality.bmj.com/rss/current.xml
Full-text articles freely available.

LATEST CONTENT – May 2019

ORIGINAL ARTICLE
- Improving quality in hospital end-of-life care: honest communication, compassion and empathy
- A tool to improve the performance of multidisciplinary teams in cancer care
- Health costs and efficiencies of patient-specific and single-use instrumentation in total knee
<table>
<thead>
<tr>
<th>SHORT REPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Arthroplasty: a randomised controlled trial</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BMJ QUALITY IMPROVEMENT REPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Stent cards: a simple solution for forgotten stents?</strong></td>
</tr>
<tr>
<td><strong>Improving oral health through dental fluoride varnish application in a primary care paediatric practice</strong></td>
</tr>
<tr>
<td><strong>Improving the waiting times within a hospice breathlessness service</strong></td>
</tr>
<tr>
<td><strong>Reducing two-unit red cell transfusions on the oncology ward: a choosing wisely initiative</strong></td>
</tr>
<tr>
<td><strong>Quality improvement project aimed at improving the reliability of spontaneous awakening trials in a district general intensive care unit</strong></td>
</tr>
<tr>
<td><strong>Effectiveness of standardised preoperative assessment and patient instructions on admission blood glucose for patients with diabetes undergoing orthopaedic surgery at a tertiary referral hospital</strong></td>
</tr>
<tr>
<td><strong>More than pills: alternative adjunct therapies to improve comfort in hospitalised patients</strong></td>
</tr>
<tr>
<td><strong>How incremental video training did not guarantee implementation due to fluctuating population prevalence</strong></td>
</tr>
</tbody>
</table>

---

**Other journal articles**

Occasionally, we’ll highlight articles reporting QI studies, methods and audit to drive quality improvement. These articles, most with one or more authors affiliated to a UK/NHS organisation, have been published recently in journals which are not featured regularly in this bulletin. Please contact the Library for help with accessing the full-text of the articles or to request a literature search in your specialism.


---

**From ‘Q’ (The Health Foundation & NHS Improvement)**

In the last issue, we revisited ‘Q’ highlighting some recent blog posts. Here are four more from May 2019.

I’m Enjoying Work – are you?
Blog post by Annabelle Burns | 09 May 2019
https://q.health.org.uk/blog-post/im-enjoying-work-are-you/
Personal view of a recent Q Visit to East London Foundation Trust to hear about “their organisational QI journey”.

I am not an expert, butt...
Blog post by Andy Ware | 17 May 2019
https://q.health.org.uk/blog-post/i-am-not-an-expert-butt/

New essays from the Q Lab: the physical and mental health divide
Blog post by Jo Scott | 30 May 2019

‘Unmeeting’ the Radiotherapy Quality Special Interest Group
Blog post by Isabel Ho | 17 May 2019
https://q.health.org.uk/blog-post/unmeeting-the-radiotherapy-quality-special-interest-group/

1 https://q.health.org.uk/
From the Institute for Healthcare Improvement

Patient Safety Essentials Toolkit:
Action Hierarchy (part of RCA)* | ‘Ask Me 3’ | Cause and Effect Diagram | Developing Reliable Processes | 5 Whys: Finding the Root Cause of a Problem | Flowchart | Failure Modes and Effects Analysis (FMEA) Tool | Huddles | SBAR (Situation-Background-Assessment-Recommendation) Tool
http://www.ihi.org/resources/Pages/Tools/Patient-Safety-Essentials-Toolkit.aspx

* http://www.ihi.org/resources/Pages/Tools/RCA2-Improving-Root-Cause-Analyses-and-Actions-to-Prevent-Harm.aspx

How to Talk to Your Patients about End-of-Life Care: A Conversation Ready Toolkit for Clinicians
http://www.ihi.org/resources/Pages/Tools/Conversation-Ready-Toolkit-for-Clinicians.aspx

Need further help? The outreach team at the Bodleian Health Care Libraries is here to support the information needs of all OUH Trust staff.
We’re happy to help you with literature searches, search skills training and advice, keeping you up to date, and general references enquiries.

Contact us:
01865 221936
hcl-enquiries@bodleian.ox.ac.uk
www.bodleian.ox.ac.uk/nhs

Register for OpenAthens to access e-resources:
https://openathens.nice.org.uk/

Bulletin content based on Milton Keynes University Hospital Library Quality Improvement Bulletin

To subscribe/unsubscribe from this bulletin please email library@ouh.nhs.uk or reply to this email.

Please see our privacy notice https://libguides.bodleian.ox.ac.uk/Keeping_up_to_date/privacynotice