# QI Programme Session 4 Planning







# **Conversation Cafe**

If you could get on a plane to any country right now, where would it be? – with no delays or cancellations



IDENTIFICATION OF A QUALITY ISSUE

UNDERSTANDING THE PROBLEM

DEVELOPING A STRATEGY AND CHANGE IDEAS

TESTING

IMPLEMENTATION

· what matters the most? ·Start conversations with staff and service users · Review all information to

understand opportunities

what is the current state. Learn from others and the past. Understand the system deeply through a range of tools Ce-g cause+ effect) ·Assess readiness

formalising project info. using different tools to generate improvement ideas. Developing aim and Driver Diagram.use the model for Improvement

using the model for change ideas through a Using data to evidence if an improvement is made.

Show improvement data, then implement change idea that improvement to test out has been shown to work and make it part of business as Plan Do Study Act approach Usual Build quality Control Systems to ensure the gams are Sustained

#### Diagnosis

- Looking at data
- Reviewing complaints/serious - 'Deep dives' incidents
- Talking to staff and patients

- Process mapping
- RCAs

#### **Planning**

- Write your aim statement
- Stakeholder mapping
- Process maps / user journeys
- **Driver Diagrams**

#### Iterative testing

PDSAs!

- Spread and adopt

Refine and scale up

#### Communication and involvement

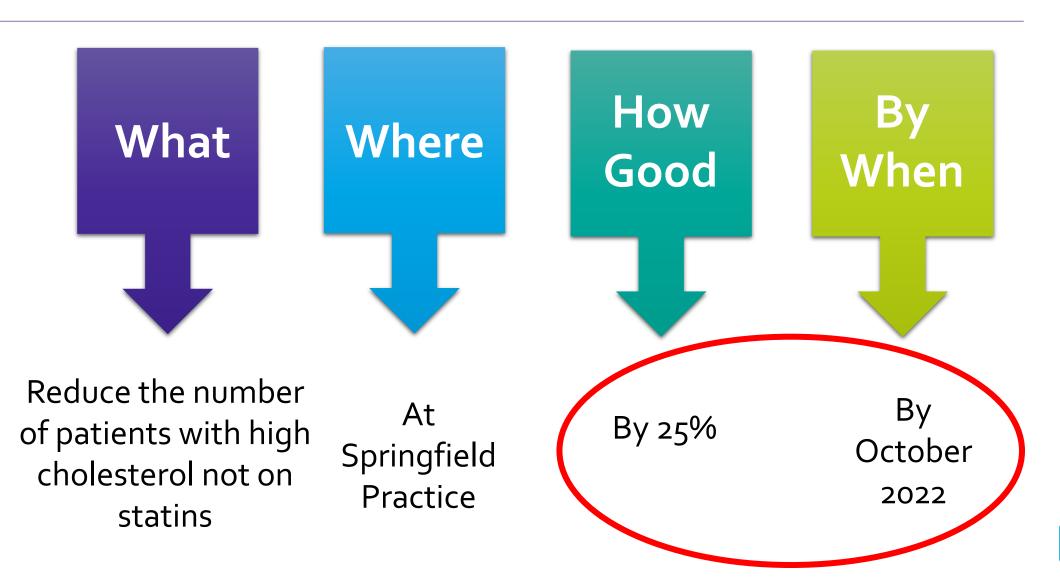
Measurement



Planning – Aim Statement, and Stakeholder Mapping



# Setting an aim for your project – your Aim Statement





#### **Baseline Data**

To start you need to gather your baseline data – i.e. through the UCLP Searches.

Any questions? Ask your team co-ordinators





# **Stakeholder Mapping – Who?**

• Who is involved?

- Who else do you need to involve?
- Who is or will be impacted?
- Who can help you?





**Stakeholder Mapping** 



#### The Three i's

Identify who the key stakeholders are for your chosen population:

- 1. Who is influential?
- 2. Who will be impacted by the work?
- 3. Who is/will be involved in the work?

#### **Stakeholder Involvement Plan**

The table below is an example of how you can log who your stakeholders are, their level of involvement and how you plan to communicate with them.

The tool will help you review your stakeholders and identify those who may not be involved but are highly influential.

#### Stakeholder Grid

Plot your stakeholders on the graph. This tool will help you identify the suitable approach

Keep satisfied Closely

Monitor (minimum effort)

Keep informed

#### **Empathy Map**

Brainstorm the perspectives of your stakeholders, what could be affecting their thoughts. Map each stakeholder individually.

Worries? Aspirations? Colleagues/peers thoughts? Perspectives of those senior/junior to them? Public attitude? Environment?
Who influences them? Fears? Frustrations? Obstacles?
Behaviour? Wants/needs? Success to them? What matters?
What do they see, do, hear, think and feel?

Stakeholder	Туре	Level of impact	Level of influence	Current commitment	Engagement Plan	Communication plan
Name	Influenced	High	High	High	e.g. invite to next project	e.g. include in group
	Impacted	Medium	Medium	Medium	team meeting, invite to next	mailing list to ensure
	Involved	Low	Low	Low	project board	always informed.





# **Stakeholder Mapping**

# Who are your stakeholders in your project?

In the chat please list a few stakeholders –

- Who is involved in the project?
- Who do you need to involve?
- Who is impacted?





# Process Maps & User Journeys



# **Process Maps & User Journeys**

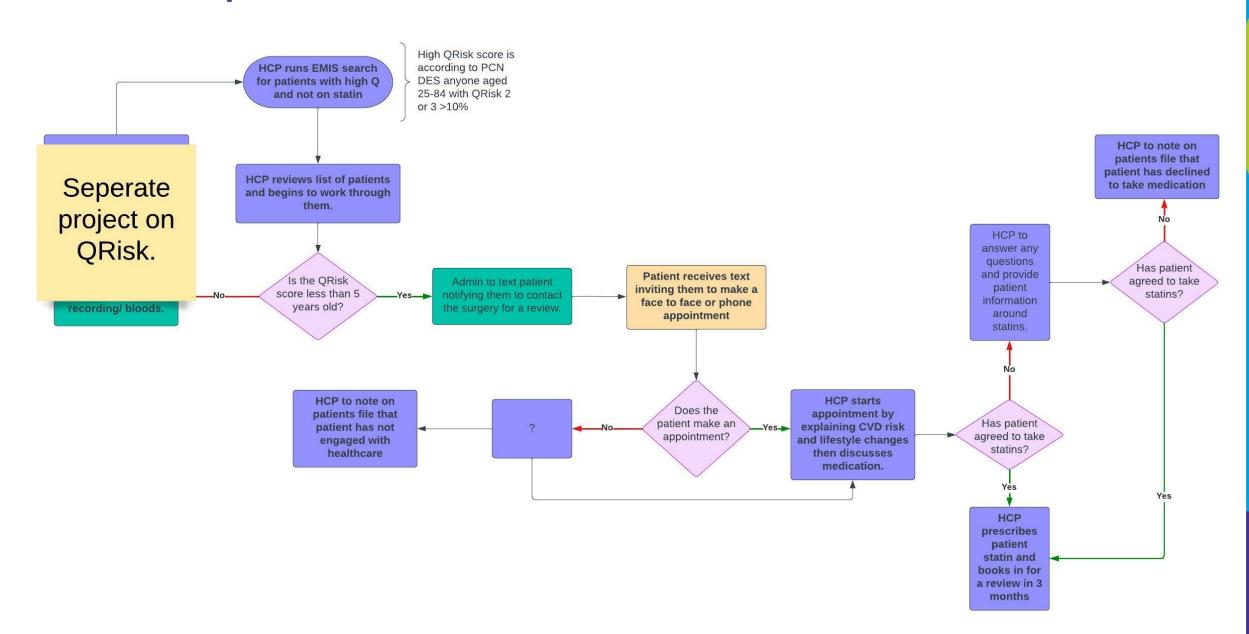


- What happens at the moment? Who is involved at each stage?
- How do people experience of it?
- How well does it work?
- Where are there opportunities for improvement?

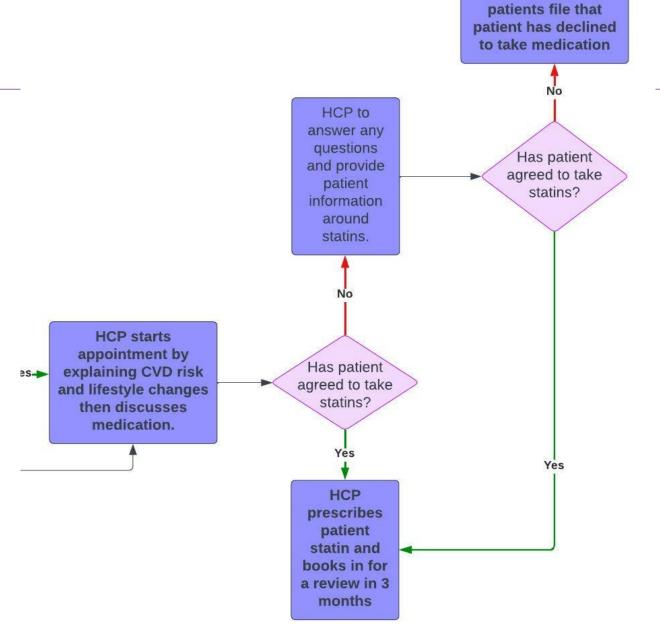
What do you want to / need to change?
What will those changes look like?
Trying this out
(PDSA Cycle – our next session)



## **Process Map**



# **Process Map**



HCP to note on



#### **User Journey Map**

Patient receives text message and reads it

**HCP Reviews List** 

Action by staff - none

Feeling experience staff -

Touchpoint with patient -Patient receives a text from GP Surgery

Patient experience - ?

Opportunities - Have patients help shape text messages to ensure Vanessa is as likely as possible to read & respond

Relieved GP reached out as been as been anxious about her health but didn't want to bother anyone

1

Action by staff - Answer patient phone calls

Feeling experience staff -

Touchpoint with patient - Patient phones GP surgery

Patient exerpience - Can't get through to book appointment, decides to try again next week

Opportunities - ?

Frustrated as she's very busy and can't get through

(2

Patient feeling / experience

Patient feeling / experience





# Persona for User Journeys

#### Who?



Vanessa, 50 years old, female, lives in Southwark.

Works full time as a designer, often working overtime.

Enjoys cooking, socialising, & plants. Is always very busy, struggles to find time to exercise.

Dx with high blood pressure & high cholesterol 3 years ago. Worried about what she's heard about the medications so has avoided them. Takes her blood pressure every few months to check it is no worse.

Very digitally literate.



	HCP Runs EMIS Search	HCP Reviews Patient List
Task and activities - staff	Run searches	Review list of everyone who has come up in the search
Feeling / experience – how are surgery staff feeling, or experience this?		Unsure if coding is all correct; Pressured for time; Glad to be working to support the patients.
Touchpoint with patient	None as yet	None as yet
How is Vanessa feeling or experiencing this?		
Opportunities	Can change search to identify different patient cohorts	Who else can help with this? Can other people be trained up?



	Patient receives text message and reads it	Patient calls to make an appointment
Task and activities - staff		Answer patient phone calls
Feeling – how are surgery staff feeling?		Stretched – lots of people phoning for appointments today and aware there are limited slots
Touchpoint with patient	Vanessa receives a text from GP surgery	Vanessa phones GP surgery
How is Vanessa feeling or experiencing this?		Frustrated as cannot get through to the surgery; decides to try again next week
Opportunities	Have a few patients help shape text messages to ensure Vanessa is as likely as possible to read & respond	



# And now to breakout groups...

# Please join the group for your borough

