

QI Programme Session 4 Planning



@HINSouthLondon



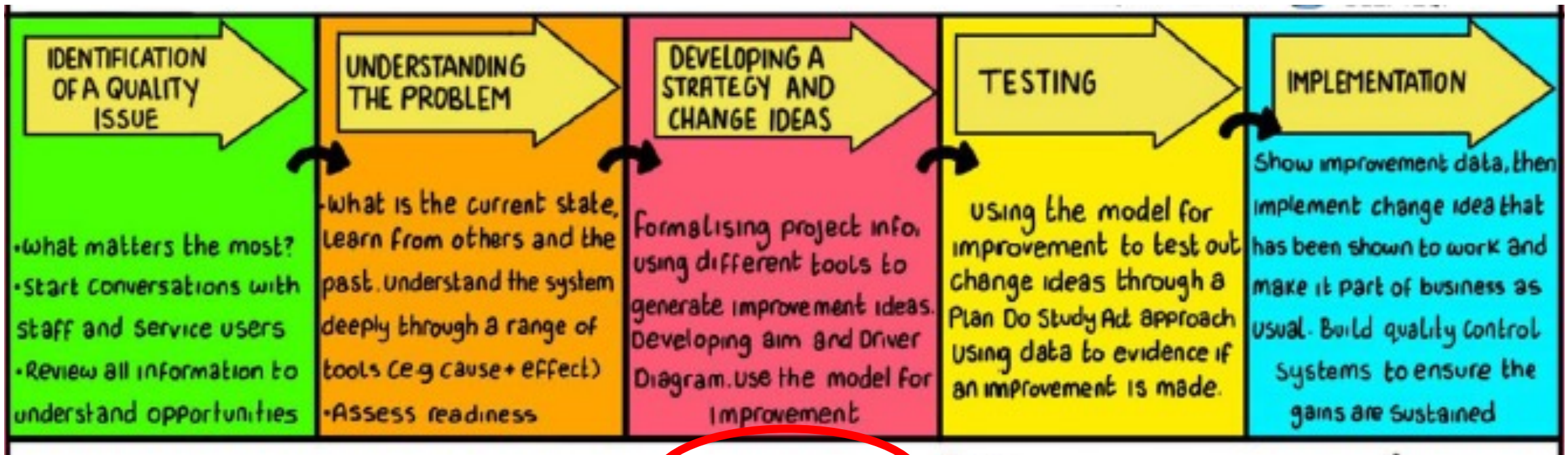
healthinnovationnetwork.com

Conversation Cafe

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

2





3

Diagnosis

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

- Process mapping
- RCAs
- 'Deep dives'

Planning

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

Iterative testing

- PDSAs!

Refine and scale up

- Spread and adopt

Communication and involvement

Measurement

Planning – Aim Statement, and Stakeholder Mapping

4



Setting an aim for your project – your Aim Statement



Reduce the number of patients with high cholesterol not on statins



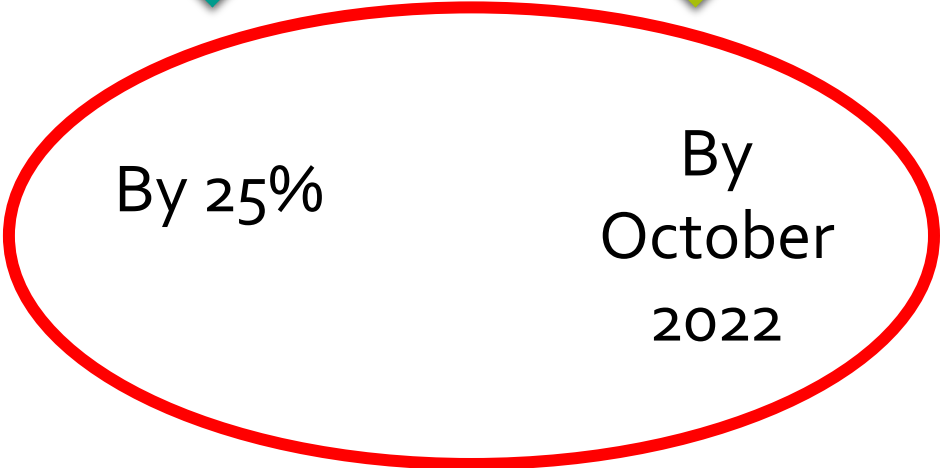
At Springfield Practice



By 25%



By October 2022



Baseline Data

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

Any questions? Ask your team coordinators



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

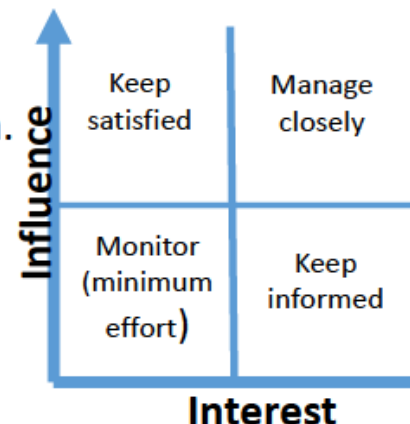
The Three i's

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 Grid

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



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.

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

Stakeholder Mapping

Who are your stakeholders in your project?

9

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

10

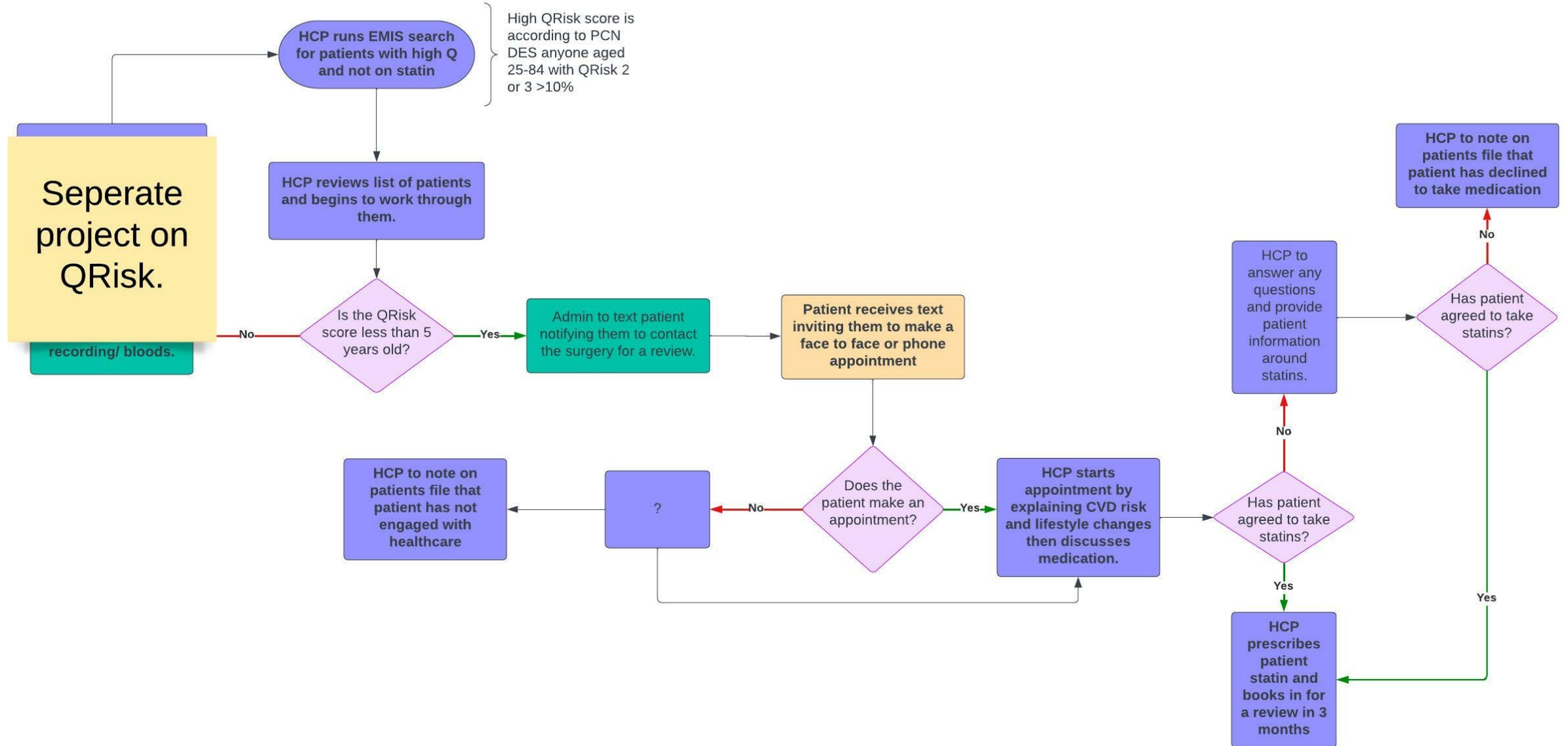


Process Maps & User Journeys

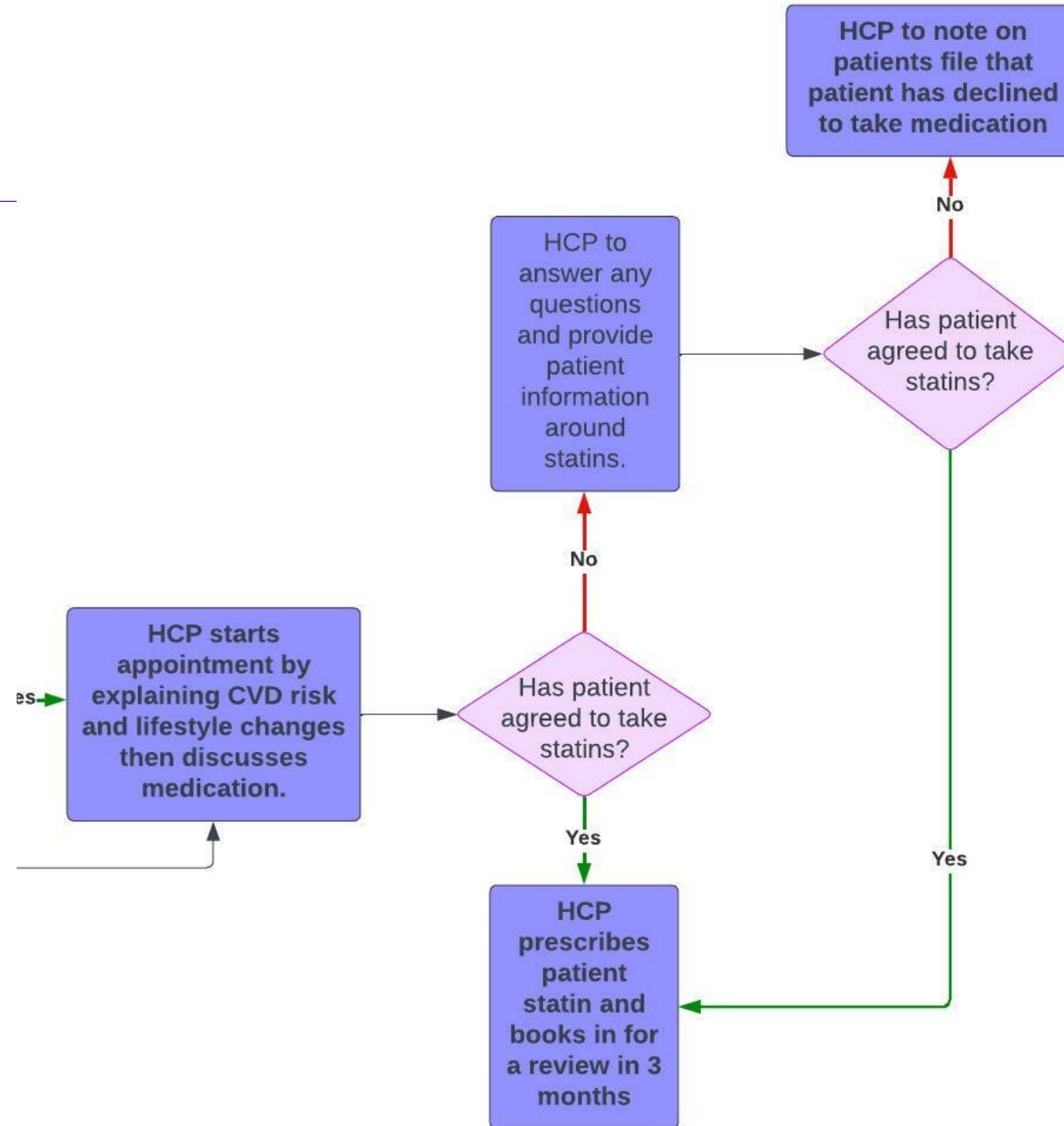
- What happens at the moment? Who is involved at each stage?
- How do people experience of it?
- How well does it work?
- Where are there opportunities for improvement?

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

Process Map

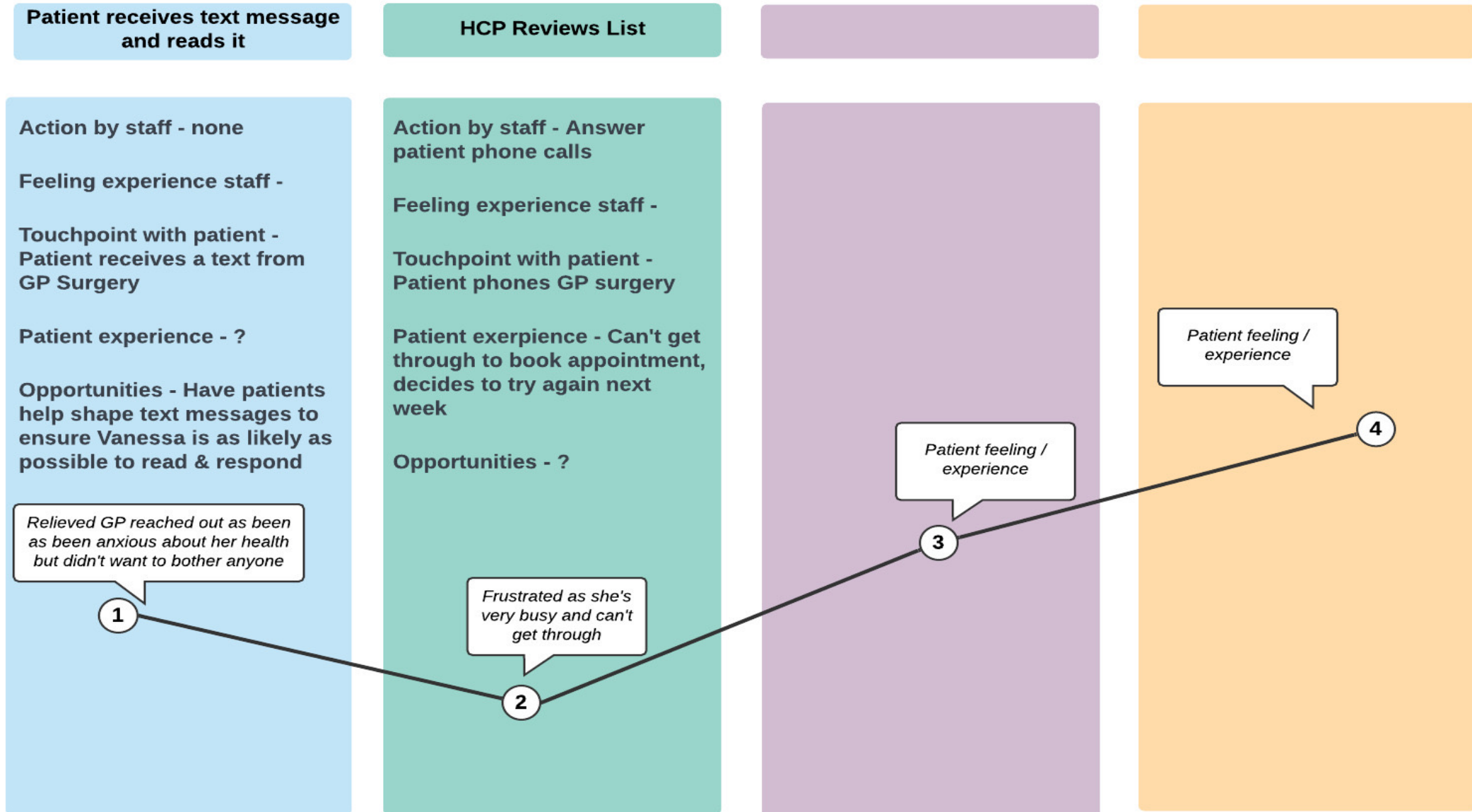


Process Map



User Journey Map

14



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