

# South London – Maternity and Neonatal Patient Safety Improvement QI Network Series - Session 1

Maternity  
and Neonatal

Welcome! Please make yourself comfortable – we will start in a few moments. While you wait....

- ✓ Please mute yourself so we can limit any background noise
- ✓ Please note we will be recording this session

 @HINSouthLondon  [healthinnovationnetwork.com](http://healthinnovationnetwork.com)



**National Patient Safety  
Improvement Programmes**



# TODAY:

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Build **commitment, motivation and connection**

2 Establish **foundations** for future learning, sharing, and open conversation

**Begin our QI journey** – understand why use a QI approach and not feel intimidated by the approach

## Agenda:

- Welcome and introductions
- What is the Improvement Collaborative and expectations through programme
- Creating a safe space
- Commitment to share knowledge across the trust
- Why Quality Improvement?
- The process
- Case studies
- Next steps

# Welcome

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Please introduce yourselves in the chat

3

And

One thing you wish to get out of today



## Who are the HIN and what is a Patient Safety Collaborative?

Health Innovation Network (HIN) is the Academic Health Science Network (AHSN) for south London, one of 15 AHSNs across England.

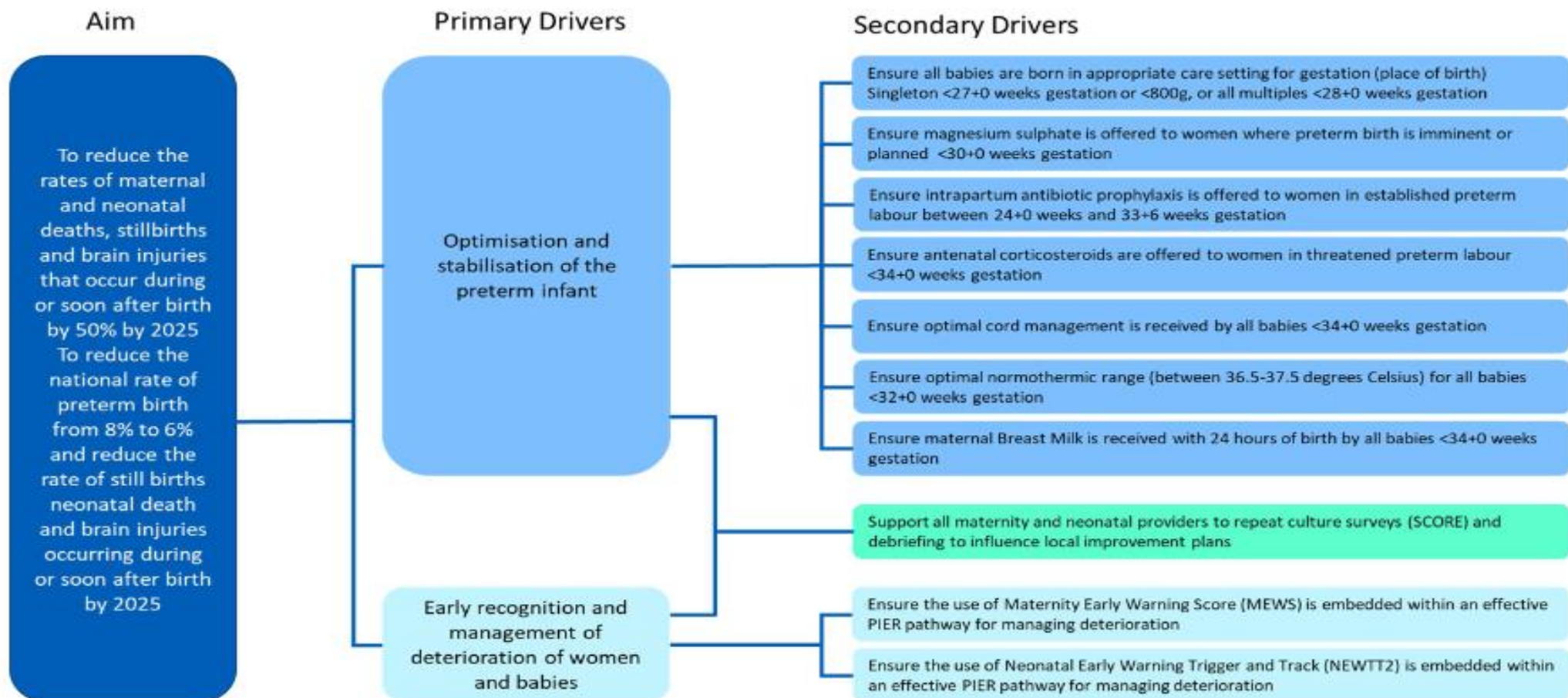
We connect NHS and academic organisations, local authorities, the third sector and industry, in order to increase the spread and adoption of innovation across large populations, at pace and scale.

England's 15 Patient Safety Collaboratives (PSCs) play an essential role in identifying and spreading safer care initiatives from within the NHS and industry, ensuring these are shared and implemented throughout the health and care system.



# Optimisation and stabilisation of the preterm infant

Maternity and Neonatal Safety



# *..Quality Improvement Network?*



# Defining Quality Improvement

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Quality ... Improvement...

Improving quality in health care is about making it **safe, effective, patient-centred, timely, efficient** and **equitable**.

We think of quality improvement as a systematic approach that uses specific techniques to improve quality in health and health care.

<https://www.health.org.uk/topics/quality-improvement>

# What is Quality Improvement (Qi)?

- In healthcare Qi is a **systematic, bottom-up approach** to improving services
- Qi recognises that frontline staff are best at identifying where things **could be done differently** within their teams and at finding the solutions
- When fully adopted, Qi **becomes the way in which care is provided**





# Improvement Collaborative

## *The ship for our journey*

12 month programme supporting teams through a QI cycle

- Action periods punctuated by monthly improvement collaborative sessions to support learning and sharing
- Involving 7 borough based teams across South London with various job roles – working together to improve Maternity and Neonatal Safety
- Led by you – as the people closest to the issues



# What will our Collaborative look like?

## Relationships and shared learning

Support teams and individuals to connect with each other and problem solve together in safe, multi-professional and non-hierarchical spaces

## Start small...

Improvement science tells us that starting small, with small passionate groups, and with simple ideas, is the best way to achieve change

## 'bottom up'

We know that each practice is different and that local expertise is essential

## Co-design

People with lived experience will be equal partners in this programme, and ideally involved at every level and every phase

## Engage with inequalities

We will be data-driven and support people to engage with inequalities where they exist and seek to co-design with diverse voices in all we do

## Joy

This work is really important but it can also be fun and motivating

# What can I expect?

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## What's expected of me?

- **Form an improvement team** at your unit/Trust including a variety of roles and seek patient/ lived experience involvement where possible
- **Actively participate** in collaborative sessions - sharing progress and learning
- **Keep your team co-ordinator updated** on the developments in your project and any successes/failures (both provide opportunity for learning)

## What support can I expect?

- Learning tools and techniques, **tailored QI coaching** and expert by experience coaching through your project
- **resources** for practices e.g. BAPM antenatal optimisation toolkit
- Facilitated peer to peer sharing
- **A diverse network** alongside the Collaborative for broader discussion, sharing and inspiration

## What will I gain?

- **Learn practical skills** in QI, co-design and leadership
- **Opportunity to share and learn** with peers regionally and nationally
- **Be the expert** - work with your team and service users to understand practice, generate ideas and test them
- See practice in your organisation **change and improve**, real-time
- **Improve the experience for your patients and staff**

# In this space (our ground rules)

We show courage to speak up, share openly, and challenge kindly.

We approach topics with curiosity, humility and listen actively.

We foster a safe space for sharing for all. We share for improvement, not judgement.

We value all voices and seek to be inclusive in all we do. We are receptive to different ideas and ways of doing things.

We work collaboratively towards our shared goal.

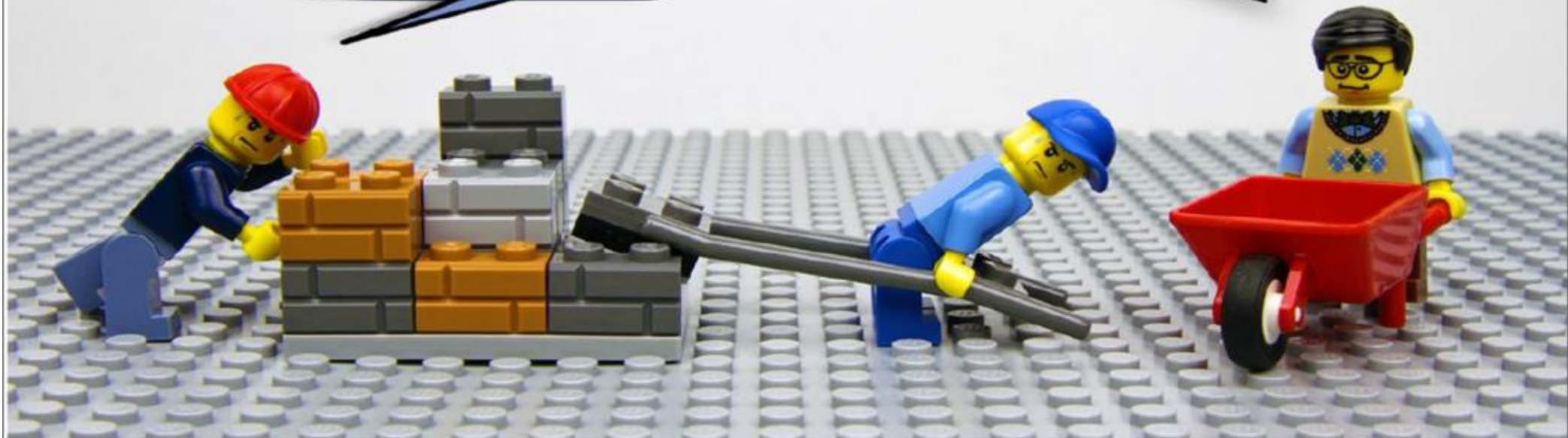


# What is Quality Improvement and why do it?

# TOO BUSY TO IMPROVE?

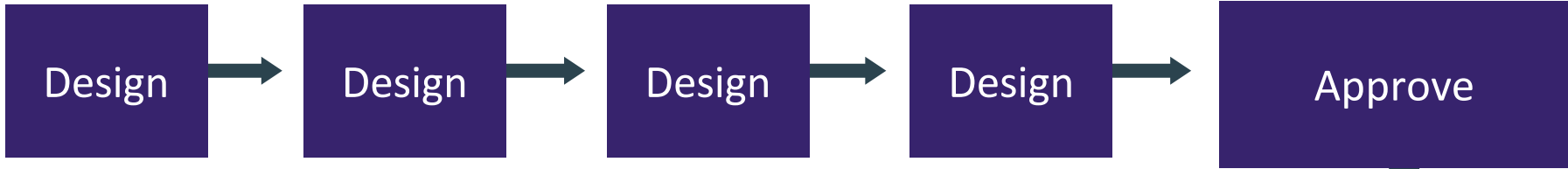
Haven't got time.  
We are busy delivering.

I've got an idea!



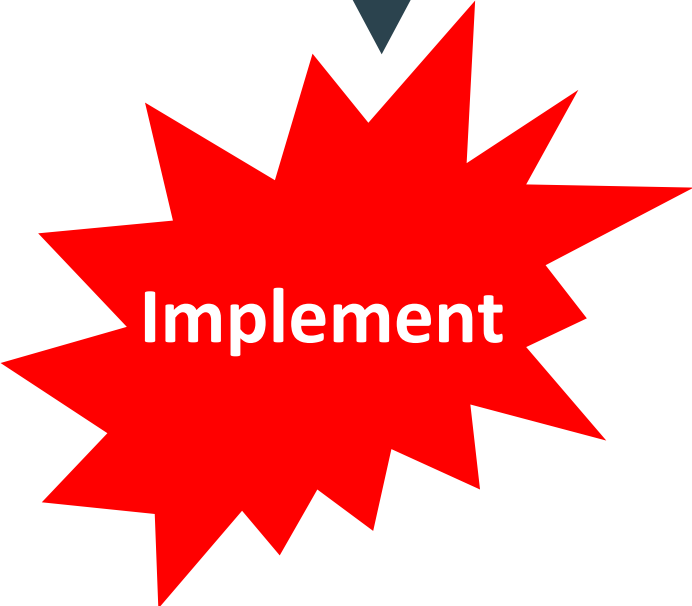
Chris Chan @ChrisChanAU <http://chrischan.com.au>  
Adapted from HakanForss @hakanforss

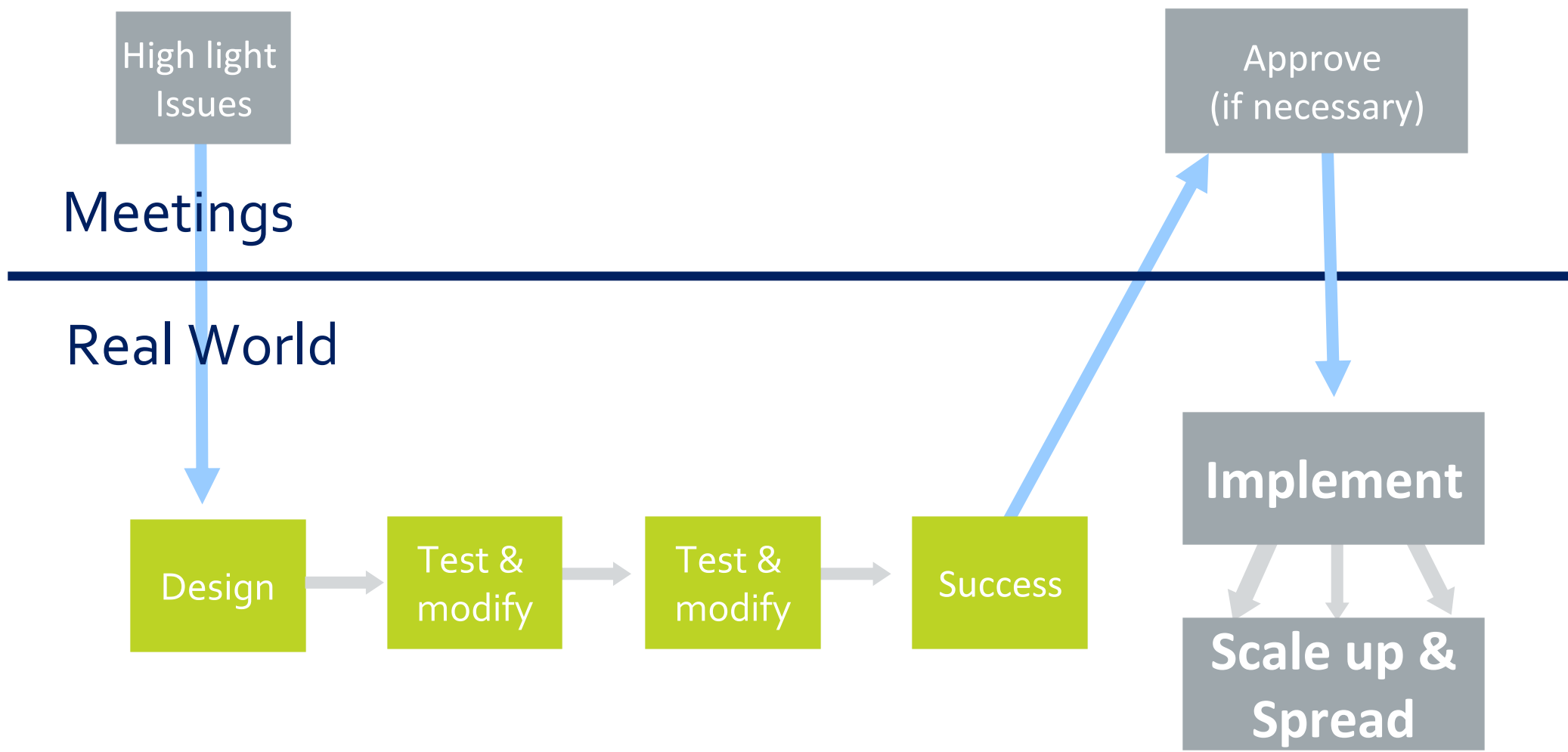




Meetings

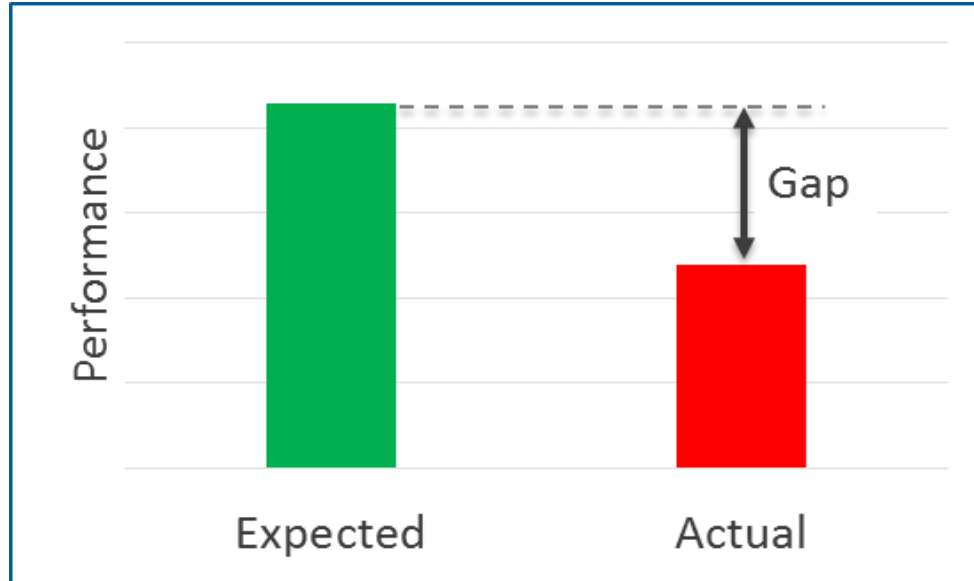
Real World





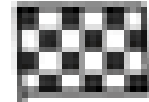
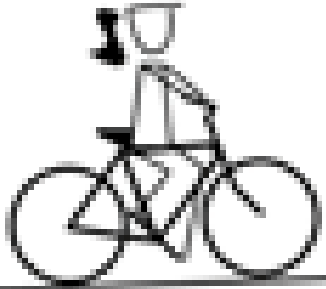


# What is Quality Improvement (Qi)?



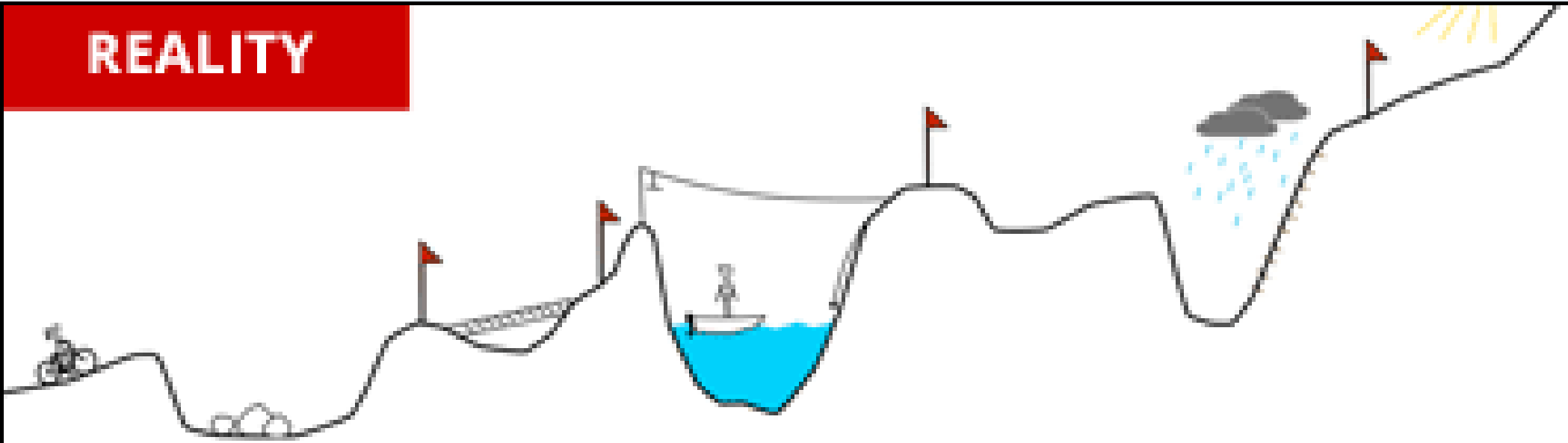
- Audit and assurance processes help to identify gaps in performance; **Qi is a means to address those gaps**
- Qi is about more than just **'try harder'**. It's about doing something ***different***, using tests and creative ideas
- However, you **don't need an audit or performance report** to propose a Qi project!

# YOUR PLAN



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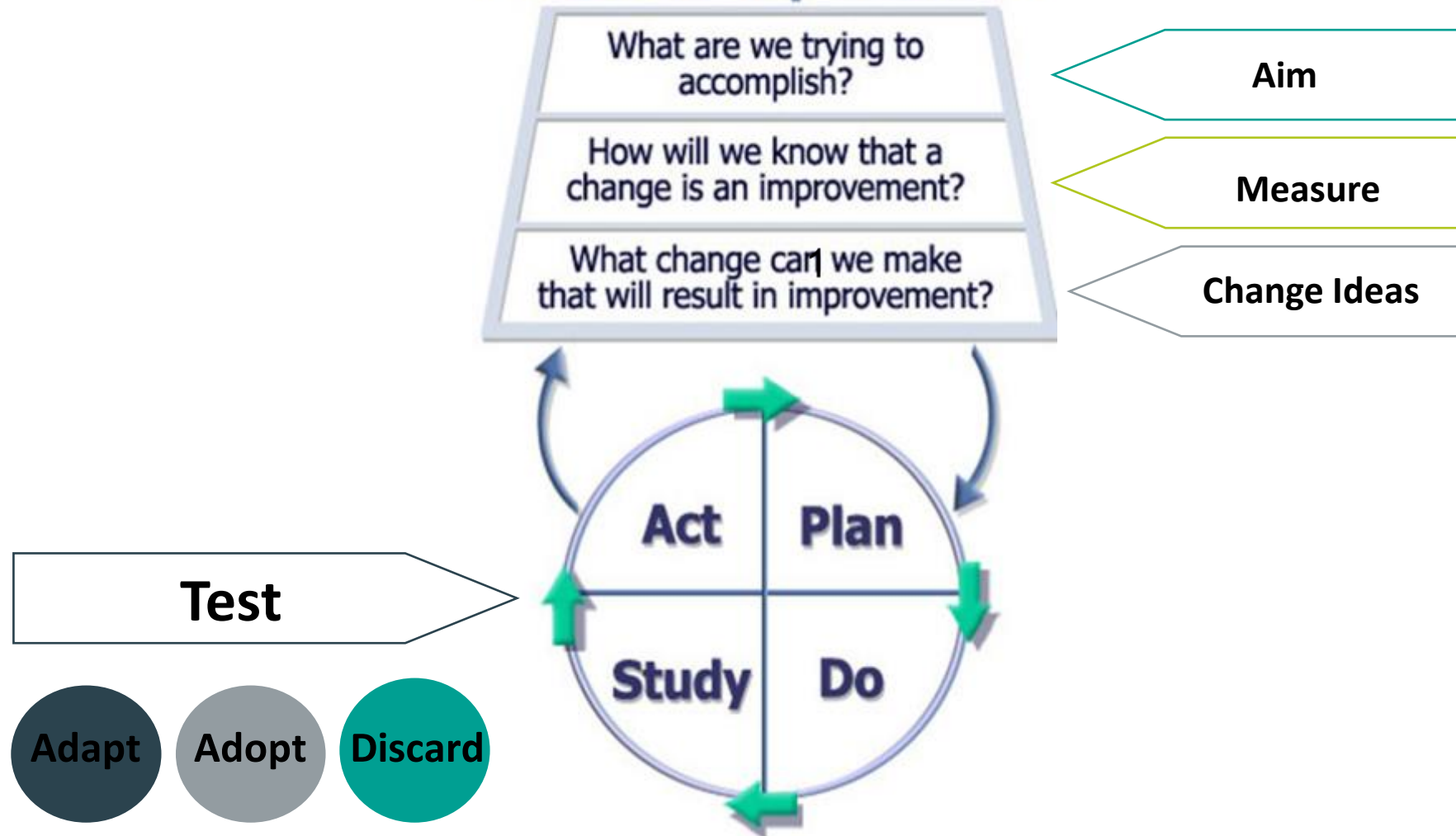
# REALITY

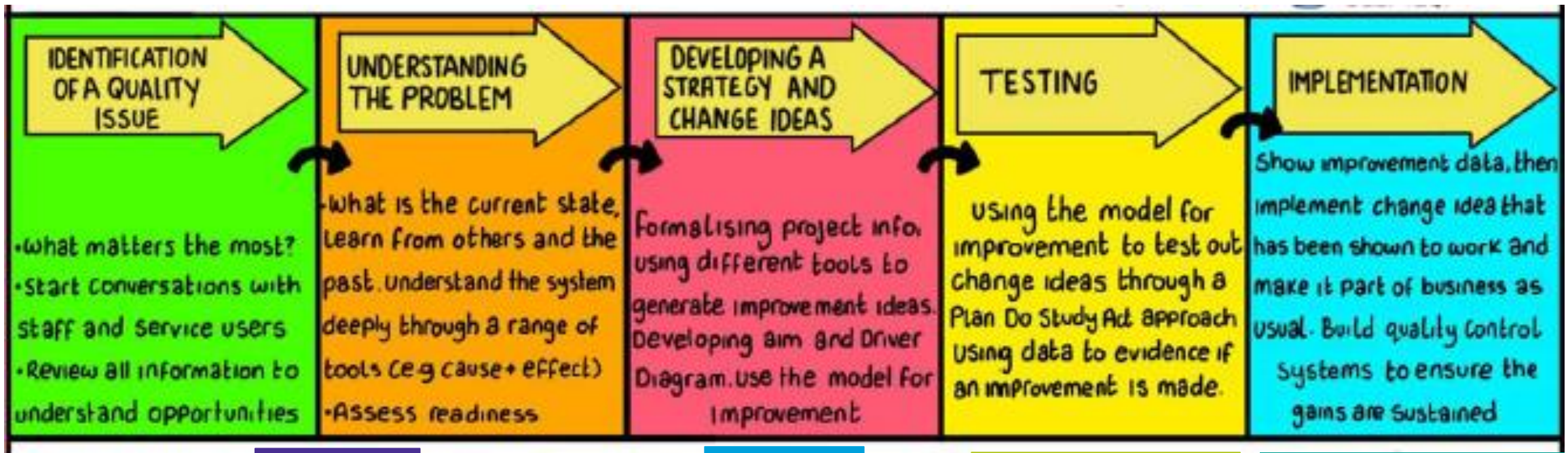


# The Model for Improvement (MFI)

There are 3 fundamental questions we need to answer when doing a Qi project

## Model for Improvement





**Diagnosis**

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

**Planning**

- Process mapping
- RCAs
- 'Deep dives'
- Write your aim statement
- Create a driver diagram
- Stakeholder mapping

**Iterative testing**

- PDSAs!

**Refine and scale up**

- Spread and adopt

Communicating and involving

Measuring



# Case Study 1- In-utero transfer

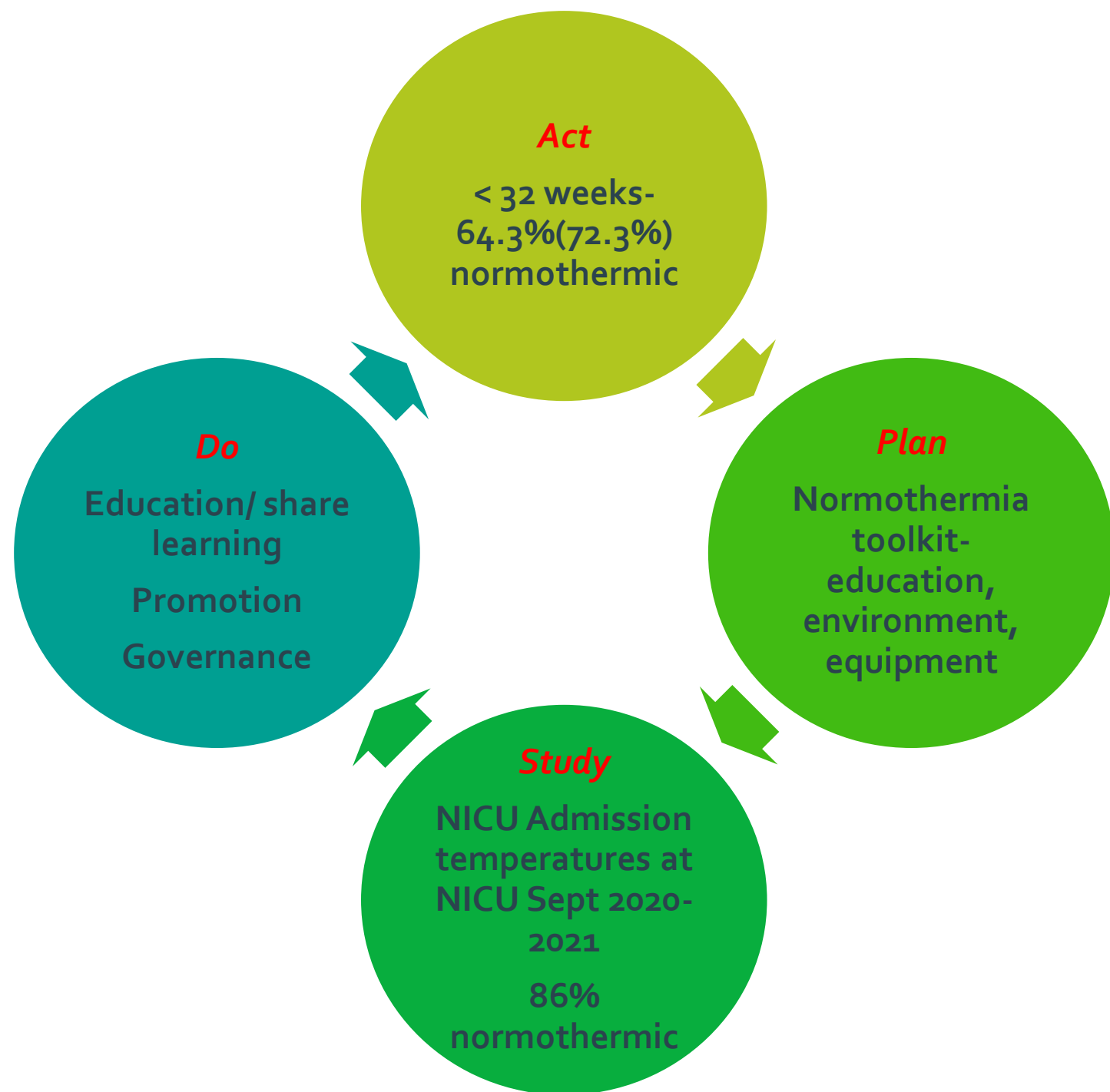


# Case Study 2

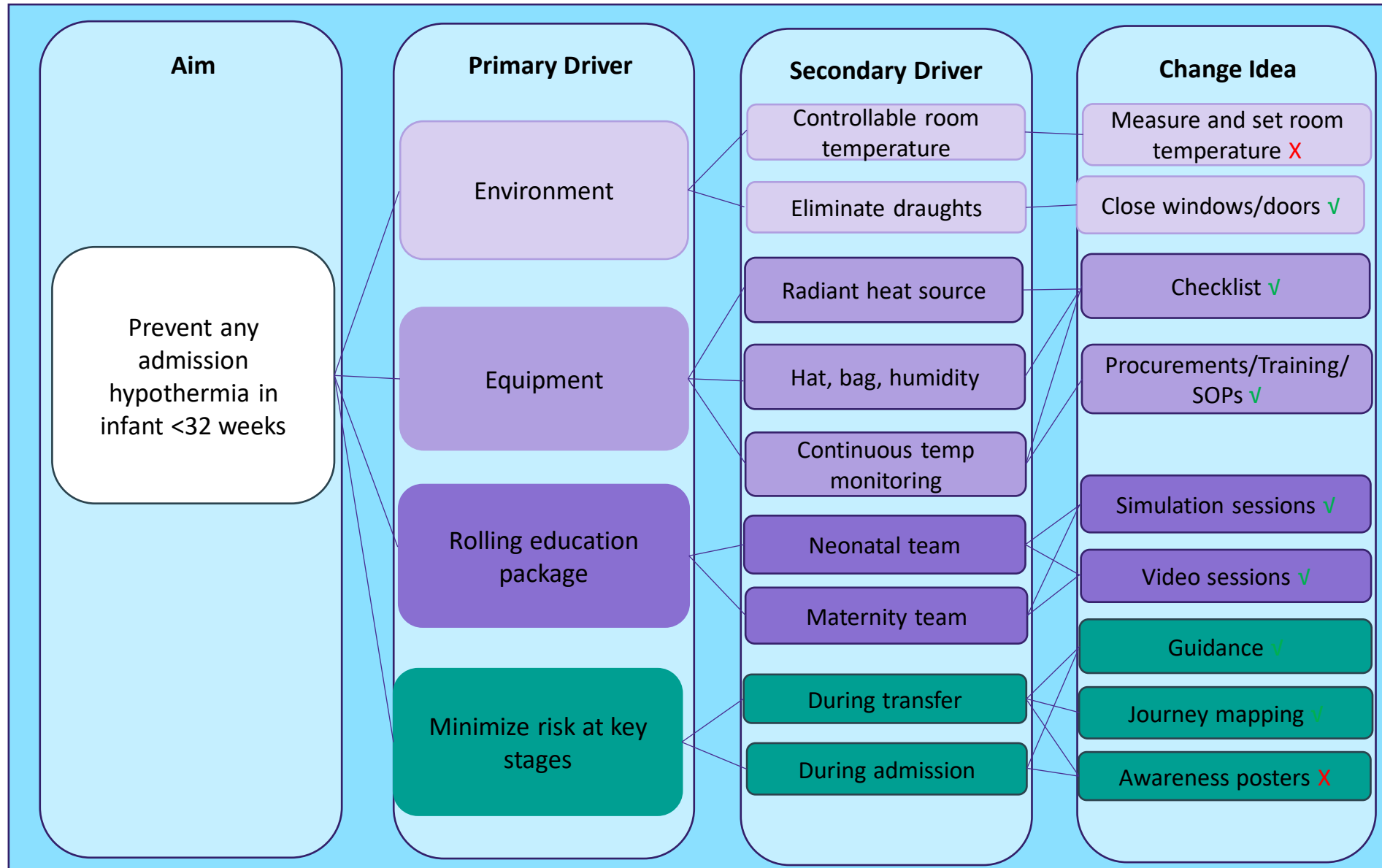
## Normothermia and Delayed Cord clamping

NNAP 2020  
Hillingdon

Dr Jamie Shah  
Dr Devangi Thakkar



# Normothermia – Q I Toolkit



# Qi in a nutshell

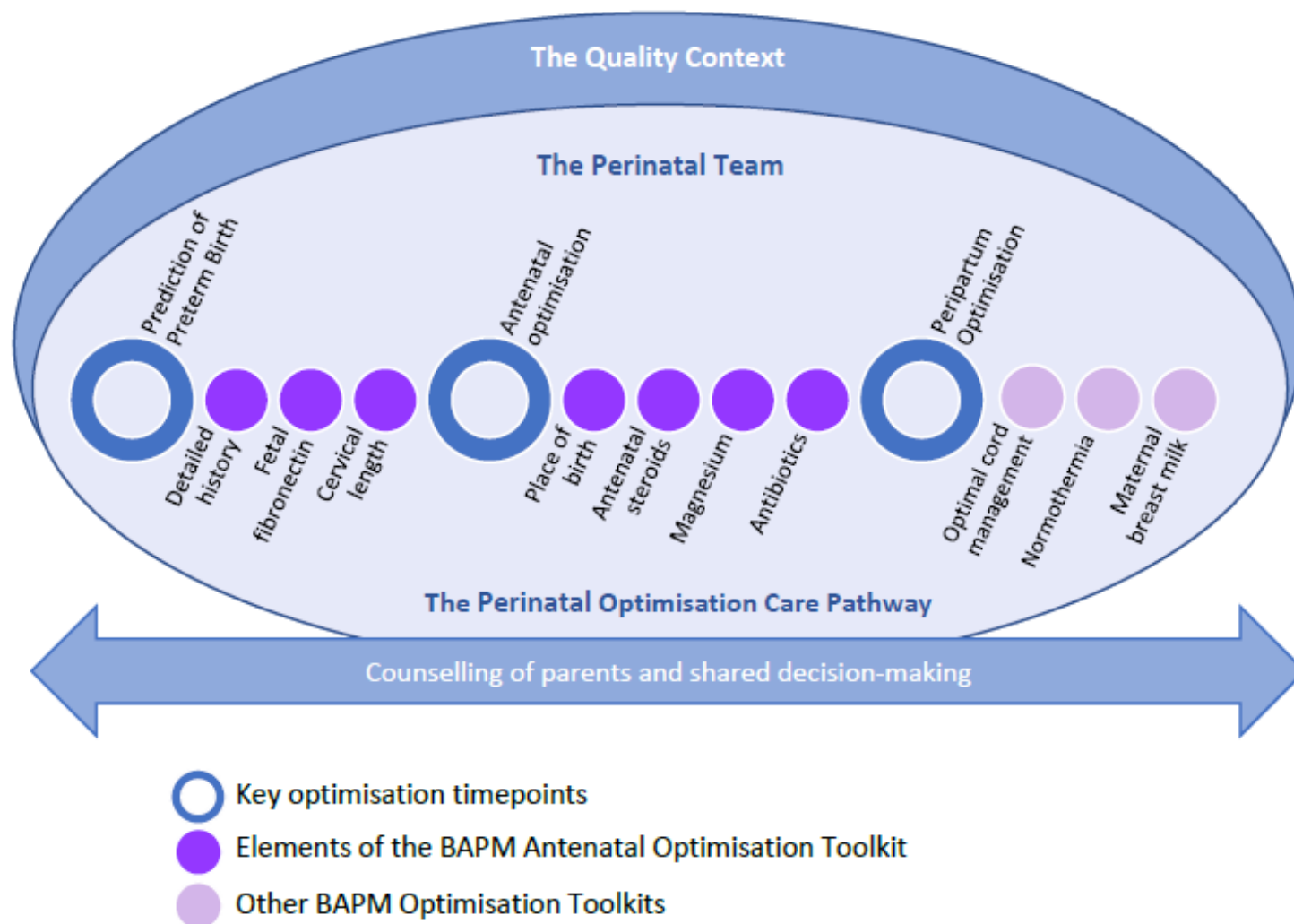
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1. Bottom up approach – ideas from those closest to the problems
2. Not about trying harder it's about being different!
3. Giving everyone a voice
4. The Model for Improvement:  
Aim, measure, change ideas – follow it up with a test (PDSA!)
5. Take projects in small manageable chunks





# Optimisation and stabilisation of the preterm infant



# What matters to you ?

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## Questions to consider in breakout rooms

1. What area of practice do you want to improve?
2. How do you know that this is a problem? (Do you have any baseline data/evidence about the problem)?
3. Why is this challenge hard? What makes it difficult to work on?
4. Why is it important to you personally and those around you? Why is it worth spending time and effort on?
5. How might you go about doing this?
6. Who else may you need to involve?



# Feedback

# 15% solutions

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A **15% Solution** is something you can do right away without needing more of anything:

freedom  
resources  
permission  
authority  
control



***You can act right now.***

# Instructions and Steps to Waterfall

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1. On your own come up with your 15% Solutions (4-5 mins) and write your ideas in your reflective journal
2. Now write your answer in the chat and WAIT before sharing
3. Only press ENTER when facilitator says GO
4. ENTER and share your answers with the group



# Next steps

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- The next QI workshop is on the 14<sup>th</sup> September 12.30 – 14.00
- Your task for by the next collaborative session is to:
  - **Set an aim for your project**
  - **Set up your project team within your unit/Trust.** This will involve identifying the colleagues who will be involved in the improvement project you will look to develop.
- If you have any questions please reach out to the MatNeoSIP lead – [Gemma.dakin@nhs.net](mailto:Gemma.dakin@nhs.net)

# Close and Thank you

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Gemma Dakin  
Dr Helena Watson

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