

Introduction to Quality Improvement



A FREE Two-Day Course for SHSC Staff, Service Users & Carers

Monday 27 & Tuesday 28 January 2020

09:00-16:30

Mayfield Suite, Fulwood House

This two-day course is designed to introduce the basics of quality improvement through a mixture of presentation, video and practical exercises. It is aimed at anyone who is interested in quality improvement, as a leader, a potential MCA (Microsystem Coaching Academy) Coach or as part of a team wanting to improve their service.

The topics covered are:

- ◇ Systems Thinking
- ◇ Microsystem Improvement
- ◇ QI through Co-production
- ◇ The Psychology of Improvement & Behaviour Change
- ◇ Planning Improvement - Aims
- ◇ Process Mapping
- ◇ Generating Change Ideas
- ◇ Measurement for Improvement
- ◇ Plan-Do-Study-Act (PDSA) Cycles
- ◇ Variation
- ◇ Time Series Data and Statistical Process Control (SPC) Charts
- ◇ The System of Profound Knowledge
- ◇ Sustain and Spread

“Great programme, feel it has significant value for all in NHS. Love the inclusive patient approach - just as we should do but often overlook. Thank you! “

“I thought the whole of the 2 days was very interesting and thought provoking. The content was well delivered by people who are obviously passionate about the subject.”

“One of the best courses I have ever attended”

Places are limited. If you would like to attend, please email:

QITeam@shsc.nhs.uk