

QI Guide to Projects



Why is QI relevant to me?

Quality improvement is about giving the **people closest to issues** affecting care quality the **time, permission, skills** and **resources** they need to solve them

Adapted from *The Health Foundation 2021 – Quality Improvement Made Simple*

The HOW of effectively delivering significant goals for better health and care...



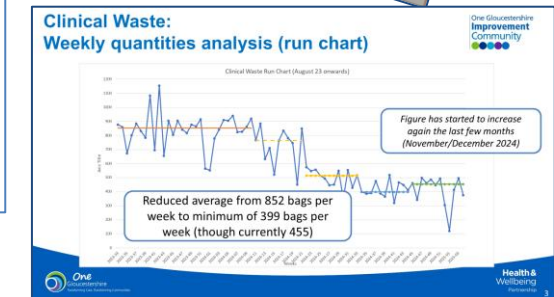
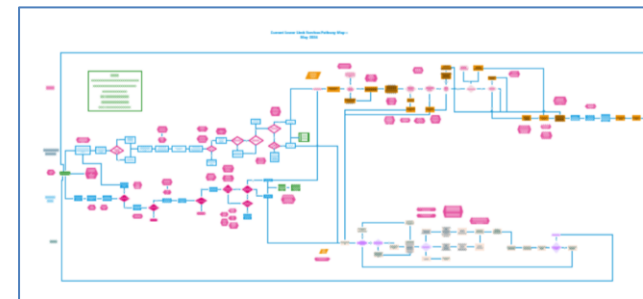
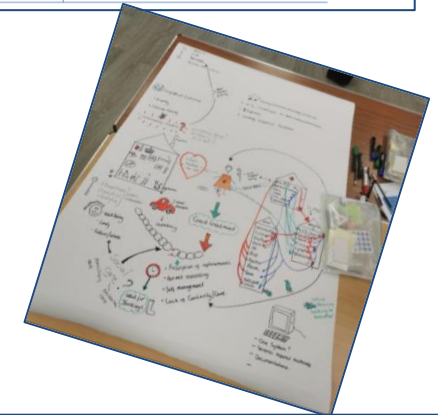
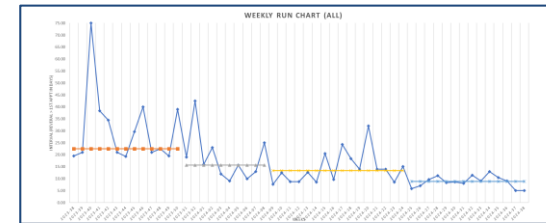
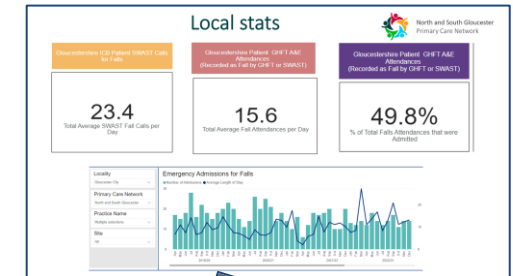
QI track record with Primary Care

Improvement Team Facilitation

- CGA in the Community (North and South Cotswolds Frailty teams)
- Weight Neutral Management (Gloucester Inner City)
- Place-based approach to Falls (NSG)
- Frailty team waiting times (North Cotswold Frailty Team)

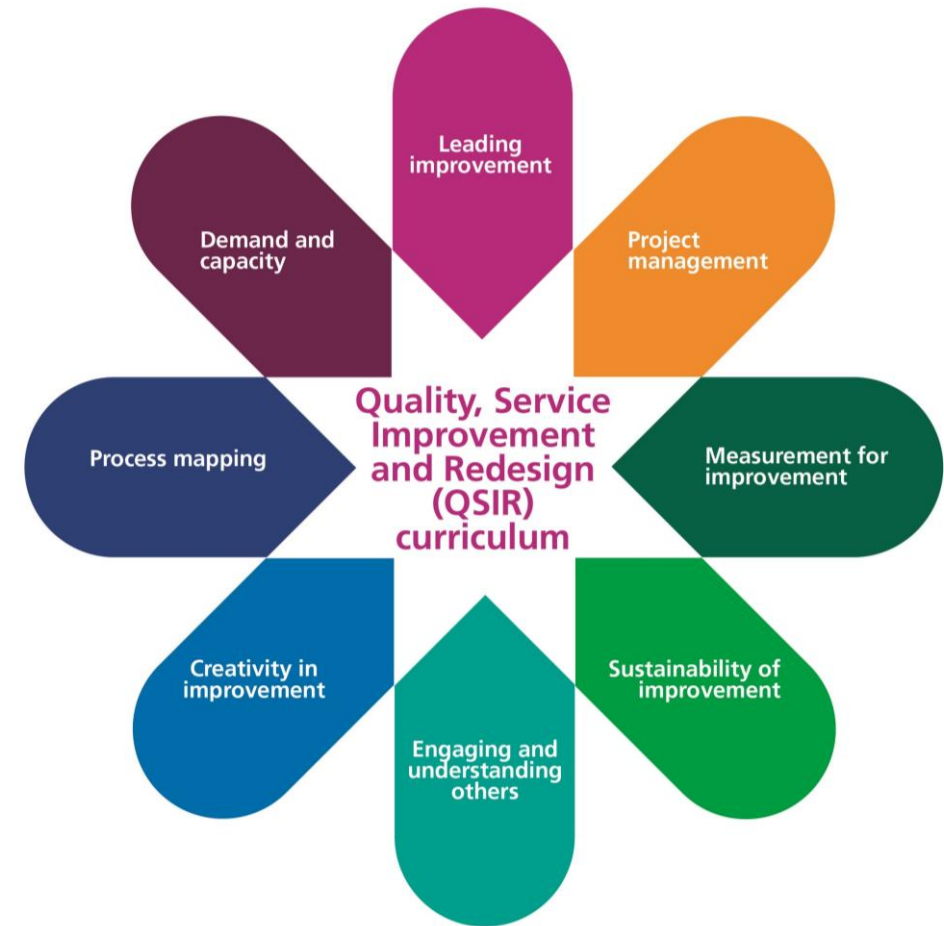
System work (in collaboration)

- Lower Limb care (NSG, Cheltenham Peripheral, Aspen, Hawden & Quedgeley)
- Waste management in Primary Care (All – managed by ICB, delivered practices)



Support offer

- **PCN Project Team Coaching** sessions with bespoke advice on applicable QI tools.
- **Priority places** on QSIR Practitioner and short taster courses
- **Tailored learning** 'top-up' training – as required/requested
- A self-study **Improvement Guide for Projects** as follows...



One Gloucestershire
Improvement
Community





**One Gloucestershire
Improvement
Community**

Quality Improvement Guide for Projects

How do I use the document?

This document can be used to support us to organise our thinking about our Quality improvement project. The document is structured around **six** main topics:

- Project information
- Why do we want to make a change?
- What changes will we make?
- How will we track our progress?
- How will we test our change ideas?
- How will we evaluate our work?

It has three levels of support:

- Prompt questions to provide a structured way of thinking about the project
- Supporting questions to help investigate the topic (inc cross-references)
- Quality Improvement tools, techniques and methodologies to help dig deeper where required

Prompt questions

Why do we want to make a change?

What problems or opportunity are we addressing?

Who needs to be involved?

What data do we have?

What is our aim?

Are there any key themes?

Supporting questions

Exploring the problem and/or Fishbone diagram

Working with Stakeholders

Understanding data (incl data sources... and setting a baseline)

Setting a SMART aim and objectives

Key theme references

Quality improvement tools, techniques or methodologies

Further information

All the materials launch as pdfs (so they can be viewed online) but editable versions are also provided – look out for the editable version, for instance, here is an [editable version](#) of this document.

If you're interested in learning more about QI or would like some support, contact us at: qlib.qsir@gloucestershire.nhs.net

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Prompt questions to
provide a structured
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the project

Supporting questions
to help investigate the
topic further

Quality Improvement
tools, techniques and
methodologies to
help dig deeper where
required

Why do we want to make a change?	
What problem or opportunity are we addressing?	<i>[What problem are we solving? Is this a mandated project? What will happen if we do nothing?]</i> Exploring the problem and/or Fishbone diagram
Who needs to be involved?	<i>[Who needs to be involved to make the project a success? How will we work with your stakeholders?]</i> Working with Stakeholders
What data do we have?	<i>[What data do we have or need to understand the problem? How will we display our data?]</i> Understanding data (incl data sources, and setting a baseline)
What is our aim?	<i>[What is the outcome/benefit we are looking for? What is our elevator pitch?]</i> Setting a SMART aim and objectives
Are there any key themes?	<i>[What themes does our project support? E.g. Core 20+5, Health inequalities, 10 Year Plan Core principles (Prevention, technological, Communities) Do we need an: Engagement and Inclusion Assessment, a Quality Impact assessment, a GP Impact Assessment]</i> Key theme references

Prompt
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Supporting
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Project information

Why do we want to make a change?

What changes will we make?

How will we track our progress?

How will we test our change ideas?

How will we evaluate our work?

Project information

Project Information			
Project title	<i>[High level description of the project]</i>		
Is there any useful background info?	<i>[Is there any important information to consider?]</i>		
Start Date		Projected End Date	

Why do we want to make a change?

This guide will help us to:
...use structured prompts to **clearly define the purpose and aims** of our improvement project, ensuring clarity and direction for ourselves and the wider team.

Why do we want to make a change?	
What problem or opportunity are we addressing?	<i>[What problem are we solving? Is this a mandated project? What will happen if we do nothing?]</i> Exploring the problem and/or Fishbone diagram
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Why do we want to make a change?

This guide will help us to:
...identify and **engage relevant stakeholders**, locate **key data sources**, and **recognise themes** that inform and strengthen our project planning.

Why do we want to make a change?	
What problem or opportunity are we addressing?	<i>[What problem are we solving? Is this a mandated project? What will happen if we do nothing?]</i> Exploring the problem and/or Fishbone diagram
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What changes will we make?

This guide will help us to:

...feel confident in developing **change ideas**, using proven improvement tools and techniques

... and prioritise and **scope** our ideas to **support our staff** to drive meaningful progress,

What changes will we make?	
What are our change ideas?	<i>[What changes can we make that will result in the outcomes we are looking for? What areas might we change? What change concepts will we use?]</i> Change Concepts , Affinity diagrams and Driver diagrams
How do our processes work?	<i>[How do our processes work and how can we make them work better for us?]</i> Process mapping
What is in scope?	<i>[What/who will we include and what/who will we exclude/leave out of the project (this time)?]</i> Scoping our project
How can we support our workforce through change?	<i>[People react differently to change – what can we do to support colleagues when introducing change?]</i> Reactions to change

How will we track our progress?

This guide will help us to:
...plan, measure, and track progress through **defined outcomes and project stages**, using data to guide decisions and demonstrate impact.

How will we track our progress?	
What changes will result in the outcomes we seek?	<i>[What measurable outcomes will this project deliver? To our patients, staff, services, business processes?]</i> Outcomes and benefits
How will we measure the outcomes?	<i>[What data will describe the change we make? What is the best way to display our data?]</i> Effective measurement
What are the planned stages in your project?	<i>[What steps/activities are needed to bring about change? Who will do it? When?]</i> A high-level plan for our work
What is the budget for the project?	<i>[What is the budget allocation? Are there any anticipated cost-savings]</i> Monitoring our spend
Anything else?	<i>[Are there any costs (incl staff costs)? Are there any risks or issues? Constraints? Dependencies?]</i> Other considerations

How will we test our change ideas?

This guide will help us to:

...apply **small tests of change** and evaluate their impact using PDSA cycles, learning from each iteration to refine and improve my approach.

How will we test our change ideas?	
What changes do we want to test out?	<i>[Which of our change ideas do we want to test out? Do we need to create a prototype? Shall we phase our changes? How can we priorities our activity?]</i> Small tests of change
How will we plan and execute our test?	<i>[What's the plan? What will we do? What did we learn? What will we do next?]</i> Plan Do Study Act (PDSA)
Do we need any additional resources?	<i>[e.g. staff time, specialist/expert input, equipment, IT infrastructure]</i> Additional resources
How will we record our findings?	<i>[How will we record our results? Think about including quantitative and qualitative data. What is the story we are trying to tell?]</i> Recording our results

How will we evaluate our work?

This guide will help us to:

...**record and report findings** in a way that demonstrates project outcomes and supports future improvements, sharing learning with others to build a culture of continuous improvement.

How will we evaluate our work?

How will you write up your project?

[How will we summarise our work? What data will demonstrate our achievements? What are our lessons learnt? What patient or staff stories will enrich our report?]

[Reporting our findings](#)

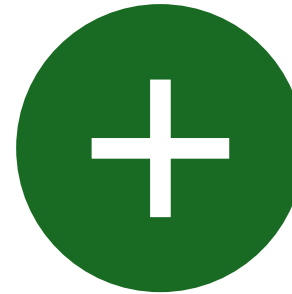
Some useful questions

- What did your project achieve?
- Was this in line with your project aims?
If not, what did you do instead?
- What difference has project made to the population you were focussing on?
- What are your next steps?

Summary



This document is intended to help us make our project successful by asking **useful questions**.



Some we might find easy to answer, but others may take a bit **more investigation**.



The tools, methodologies and techniques described can help us **delve deeper** into these areas.



But the **conversations and discussions** that result are as important as the words we write in to document.

Click to download the **[Improvement Guide to Projects](#)**

For more quality improvement information and support,
contact Jane Lee at:

glicb.qsirgloucestershire@nhs.net

Any questions?

Appendix: Learning objectives

By the end of the guide, I will be able to:

1. ...use structured prompts to **clearly define the purpose and aims** of our improvement project, ensuring clarity and direction for ourselves and the wider team.
2. ...identify and **engage relevant stakeholders**, locate **key data** sources, and **recognise themes** that inform and strengthen our project planning.
3. ...feel confident in developing **change ideas**, using proven improvement tools and techniques ... and prioritise and **scope** our ideas to **support our staff** to drive meaningful progress ...plan, measure, and track progress through **defined outcomes and project stages**, using data to guide decisions and demonstrate impact.
4. ...apply **small tests of change** and evaluate their impact using PDSA cycles, learning from each iteration to refine and improve my approach.
5. ..**record and report findings** in a way that demonstrates project outcomes and supports future improvements, sharing learning with others to build a culture of continuous improvement.