

Tips to help you achieve success

Right people involved and engaged from the start (i.e. frontline clinicians)

Involve your local QI or transformation colleagues

Have an executive sponsor working alongside you

Clear aim statement – what you want to achieve and by when

Planning, monitoring and control

A real understanding of the current issue / problem

Collect data and metrics to measure improvement

Clear links to local and national objectives

Include patients and carers in the work

Communicate effectively using the most appropriate channels to promote the work

Celebrate your successes, however large or small

Culture – understand readiness for change and levels of engagement / team relationships

Improvement methodology – useful tools and resources

Summary

[First steps towards quality improvement: a simple guide to improving services](#)

This resource provides those involved at any level in improving health or social care with the information needed to take the first steps towards making quality improvements, thus giving improvement projects the best possible chance of success.



[Improvement leaders' guide - improvement knowledge and skills - general improvement skills](#)

This Improvement leaders' guide describes different types of knowledge and skills that will help in making improvements for patients and provides guidance in developing relevant improvement knowledge and skills.



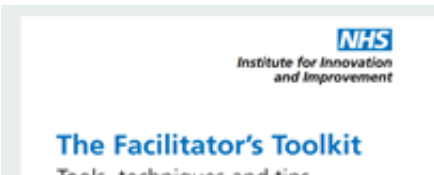
[Promoting and sustaining improvement: what works?](#)

This document describes the contributing factors that can have an impact on improvement work. The guidance covers topics such as sustainability and spread, challenges, emerging thinking, adoption and creating an attraction for change.



[The facilitator's toolkit - tools, techniques and tips for effective facilitation](#)

This toolkit contains ideas on making sessions more productive and exercises to make sessions more interesting and memorable. Topics include: icebreakers; encouraging group discussion; overcoming constraints; and reviewing the session. The toolkit includes top tips for facilitation.



[Making data count](#)

This practical, interactive guide is suitable for those working at all levels in the NHS, from ward to board, and will show you how to make better use of your data.



[Stakeholder involvement: an overview](#)

An overview of stakeholder tools to help you understand which ones to use in order to best involve key groups and understand and act on their perspectives.



[Leading improvement: an overview](#)

An introduction to what leadership is and its importance in increasing quality and patient/ service user experience at lower cost.



[Leading improvement framework](#)

A model derived from research from the NHS which examined the knowledge, skills and capabilities that leaders need to achieve relevant and sustainable improvements.



[Sustainability model and guide](#)

Provides practical advice on how you might increase the likelihood of sustainability for your improvement project.



[Suspicion of sepsis \(SOS\) dashboard for outcomes measurement](#)

A national dashboard of SOS codes (emergency admissions with infection that can cause sepsis) provides insight into the numbers of emergency admissions, rates of survival, and lengths of stay linked with a range of different factors. The data are provided over a number of years to facilitate measurement of the impact of improvement strategies, focussed on the use of measurement in improvement to support local teams in determining the innovations to be shared and in identifying best practice.



[Quality, service improvement and redesign \(QSIR\)](#)

The QSIR programmes focus on service improvement and are delivered to a range of staff involved in healthcare.

