

3/3/17

Quality Improvement: Fake news, or making mental health great again?



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Aim

To foster an appreciation of Quality Improvement (QI) as an approach and develop skills in using some basic QI tools

Objectives

- Difference between Quality Improvement and improving quality
- Importance of variation
- Recognise The Model for Improvement
- Understand and use a simple driver diagram

Quality Improvement or improving quality?

- QI is:
 - A different approach from the traditional way
 - Uses systematic methodology / tools
 - Staff on the frontline discover the solutions
 - Encourages small rounds of testing
 - Measures show if change is an improvement
 - Tackles complex and stubborn problems

RAG Ratings

Measurement for Improvement Versus Measurement for Judgement and Research

Different roles for measurement

Research

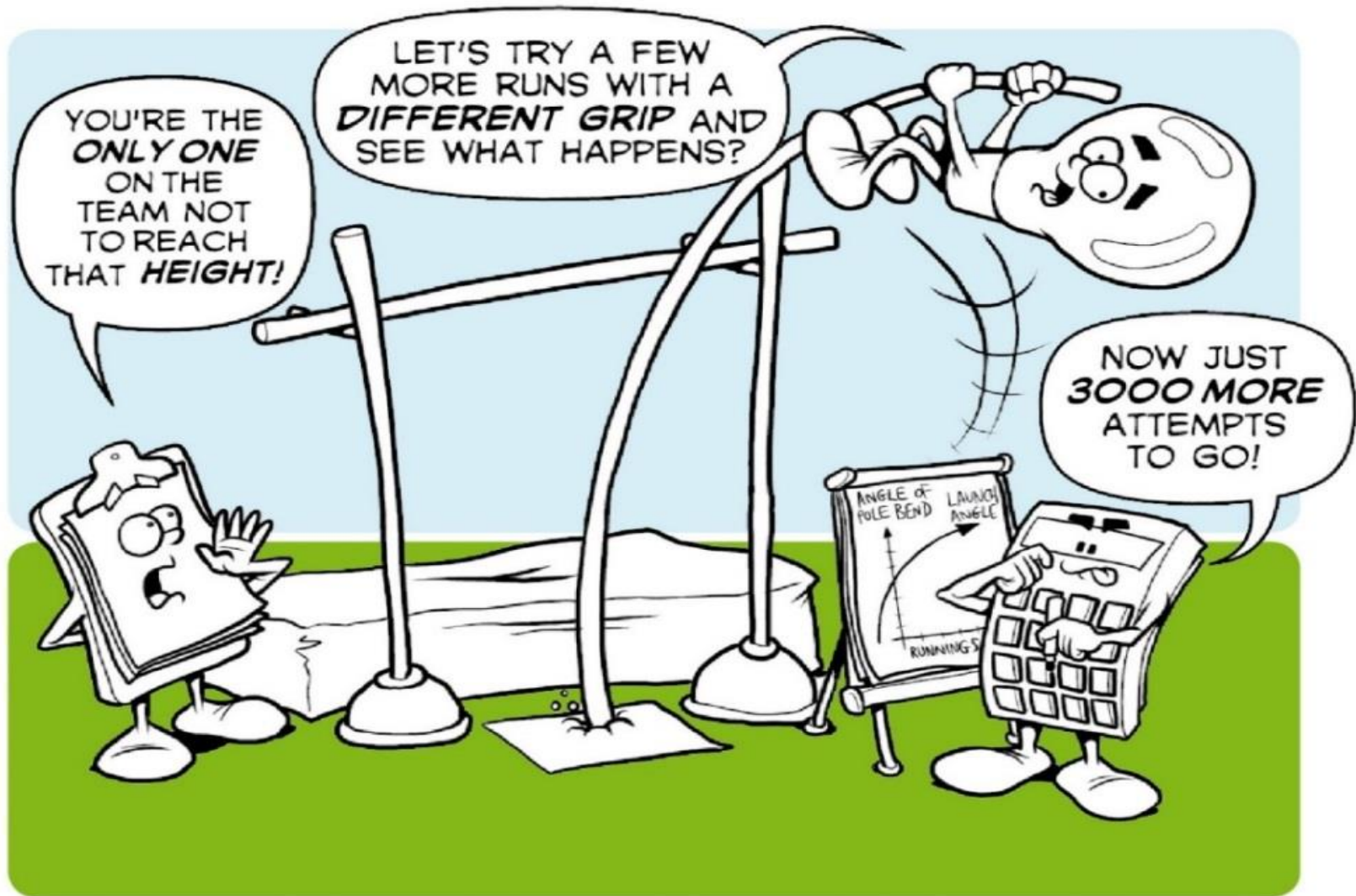
- **Is drug A better than drug B for men aged over 75? What are its side effects?**

Judgement

- **100% of men aged over 75 should get drug A – so what proportion of them got it last year?**

Improvement

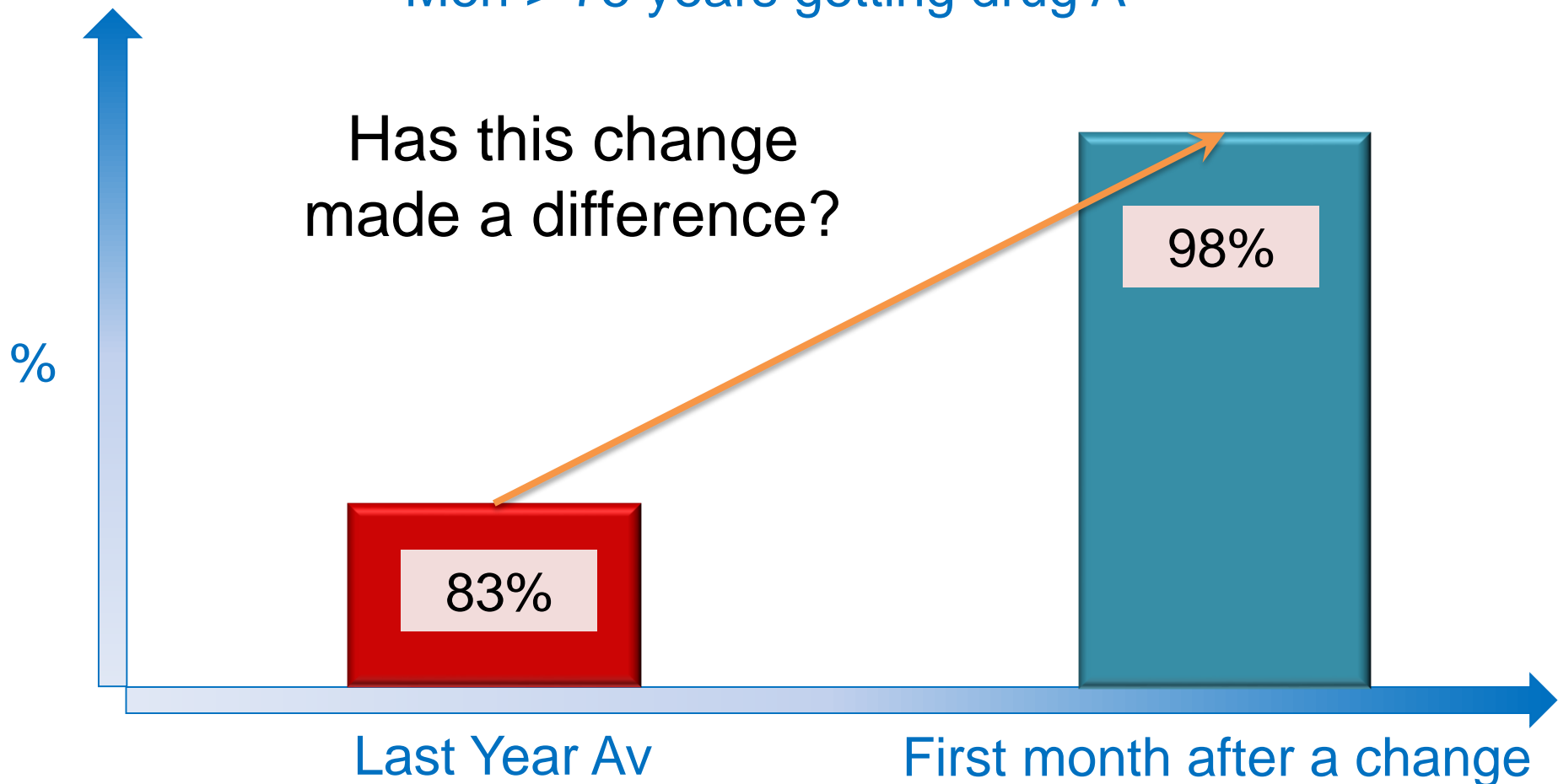
- **Locally not enough men over 75 got drug A – if we do something about this has our change made a difference?**



Choosing the right measurement approach is vital

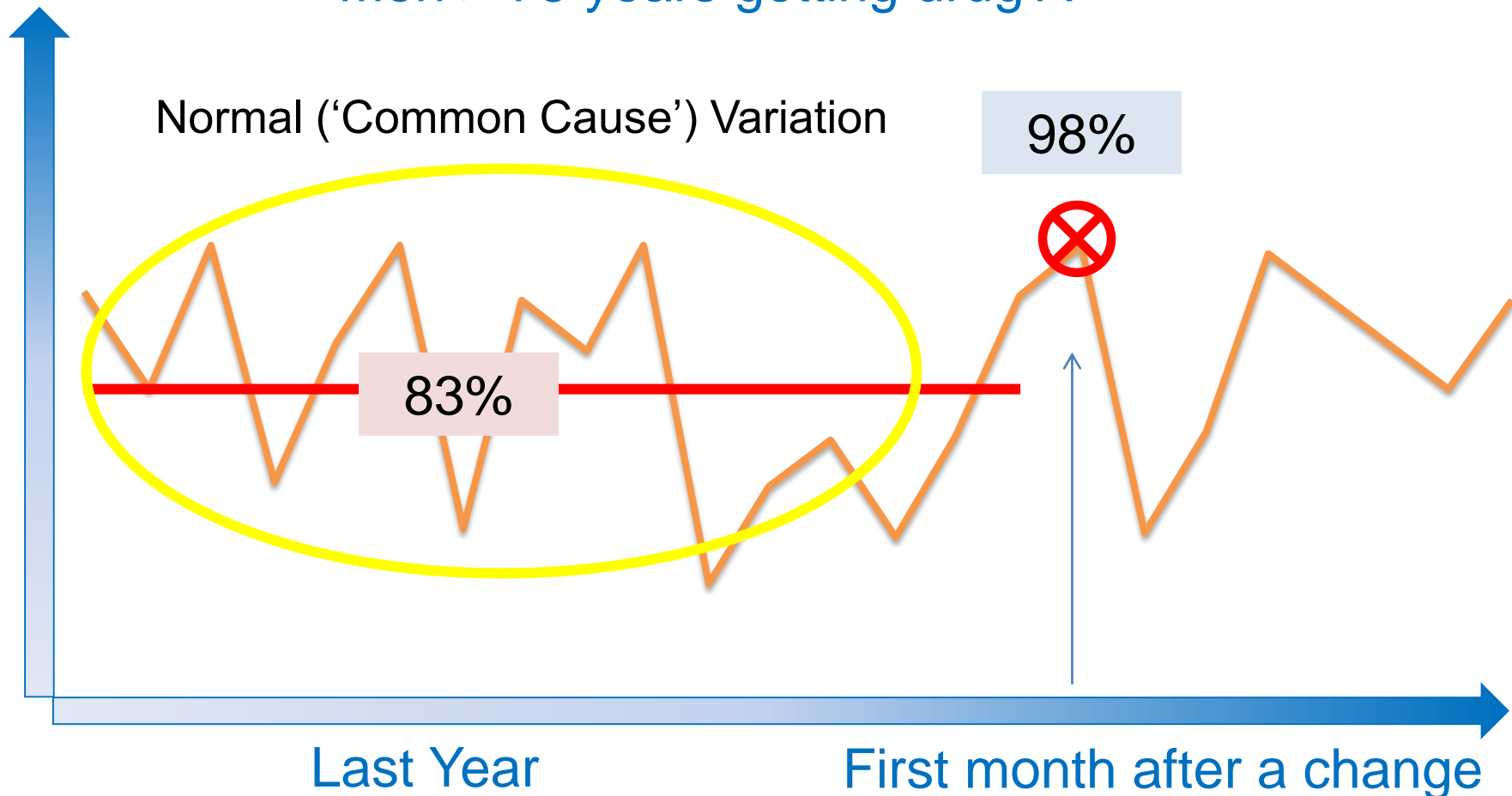
Men > 75 years getting drug A

Has this change
made a difference?

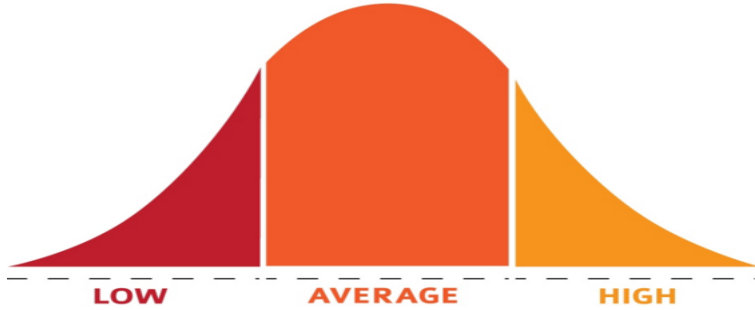


Choosing the right measurement approach is vital

Men > 75 years getting drug A



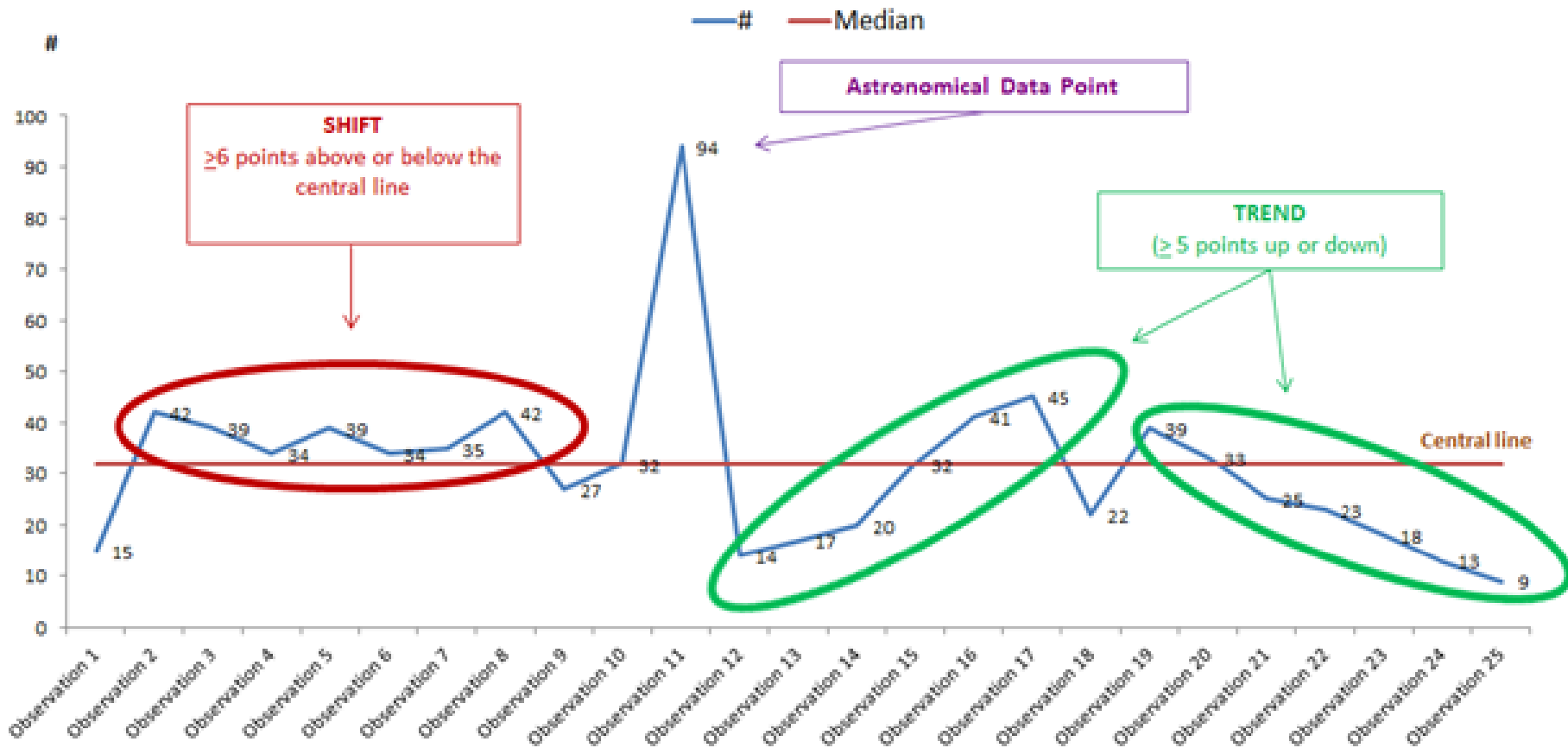
BEWARE OF AGGREGATED DATA



Normal ('Common Cause') Variation)

'Special Cause Variation'

Interpretation of a Run Chart: **Shift**, **Trend** & **Astronomical Data Point**



How to actually *do* it?

The Model for Improvement (IHI)

AIM

What are we trying to accomplish?

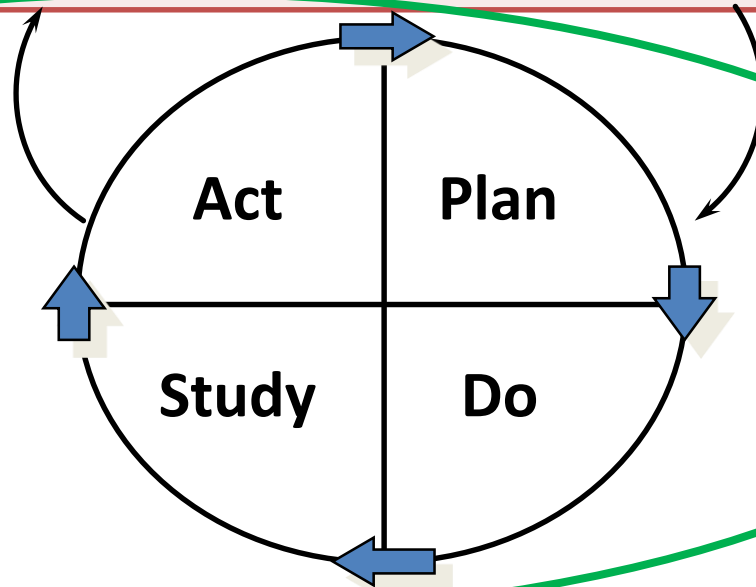
MEASURES

How will we know that our change is an improvement?

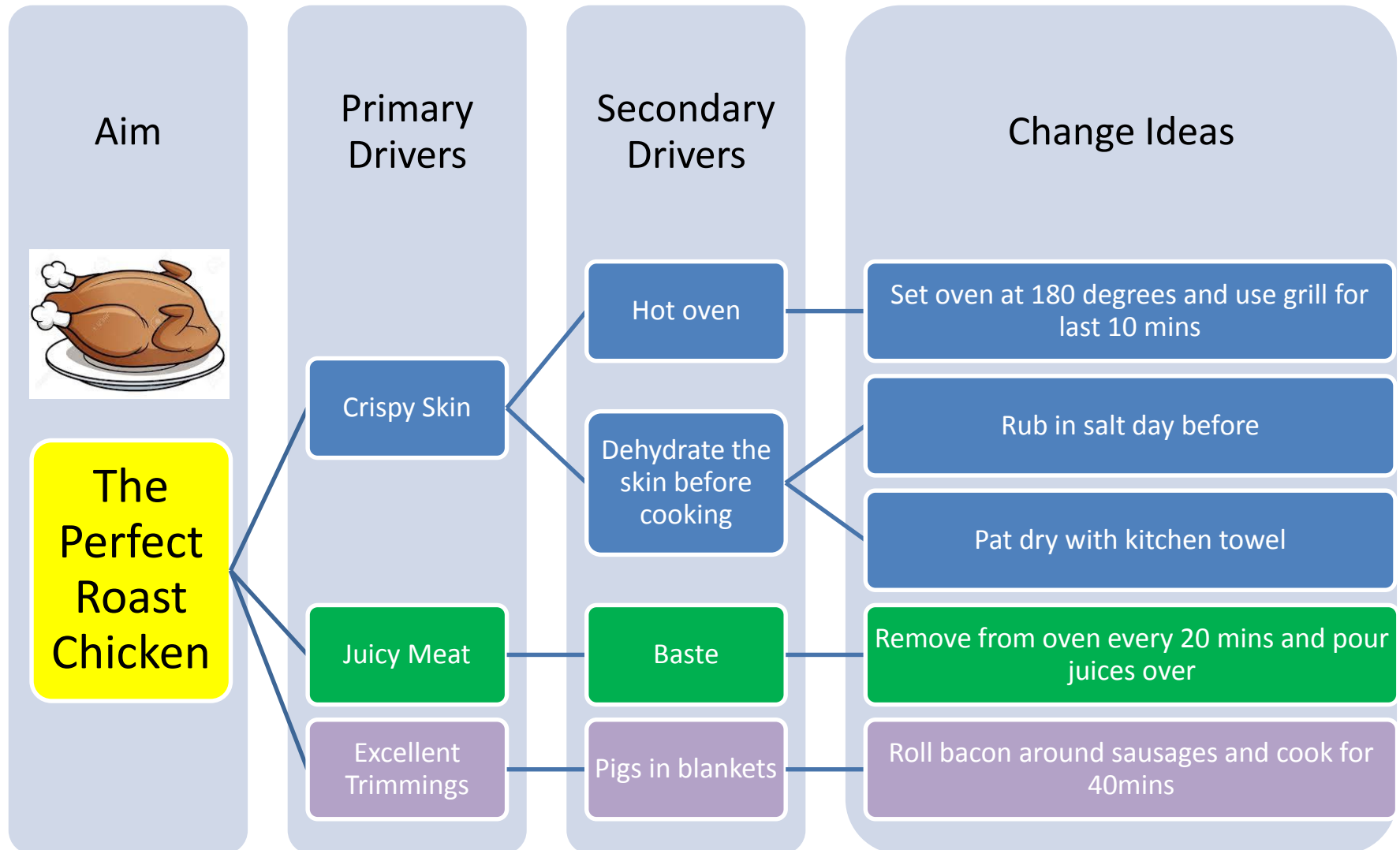
CHANGES

What changes can we make that will result in the improvement we seek?

TESTING IDEAS

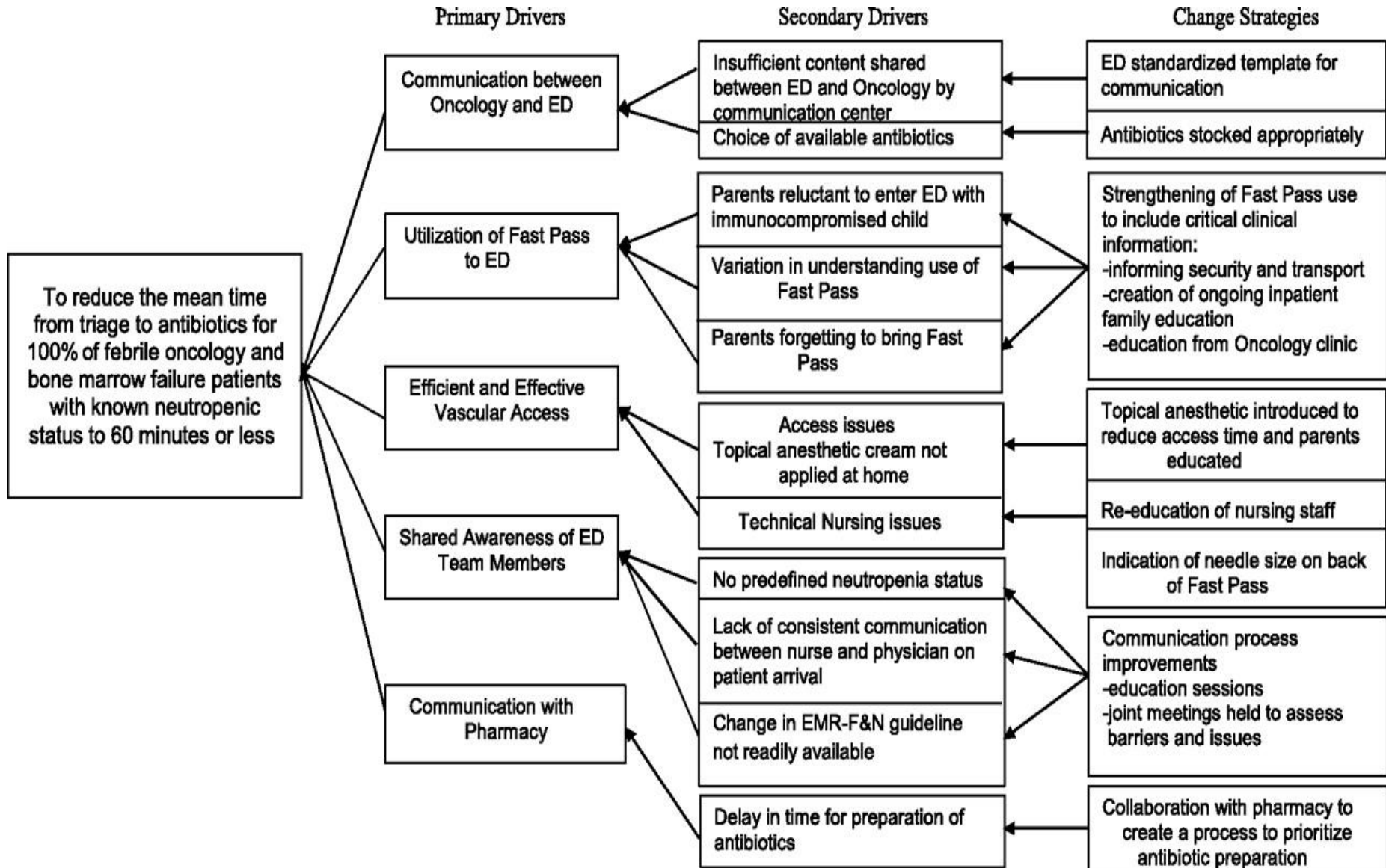


Driver Diagrams



Exercise

Example Driver Diagram taken from:
<http://pediatrics.aappublications.org/content/130/1/e201>



Next Steps

Thank You!



Presentations from East London Foundation NHS Trust and Tees, Esk and Wear Valleys NHS Foundation Trust can be seen here:

<https://www.kingsfund.org.uk/projects/quality-improvement-mental-health-care>

Further resources can be found via:

<http://qi.eft.nhs.uk>

www.mindsetqi.net

To join the global mental health improvement network (a virtual mailing list of people leading work in this field across the world), visit:

<https://groups.google.com/forum/#!forum/mhimprove>

Details of the work of the Scottish Patient Safety Programme (mental health) can be found here:

<http://www.scottishpatientsafetyprogramme.scot.nhs.uk/Media/Docs/Mental%20Health/End%20of%20Phase%20Report.pdf>

<https://carers.org/news-item/carers-scotland-get-involved-going-beyond-harm-mental-health-event>