Self- and Peer-Review as Tools for Quality Improvement
Ellie Parker and Hannah Bolger

What is Quality Improvement?

• “better patient experience and outcomes achieved through changing provider behaviour and organisation through using a systematic change method and strategies” The Health Foundation 2013

Underlying Principles

• Understanding the problem
• Understanding the processes and systems within the organisation
• Awareness or resources and capacity
• Choosing the right tools to bring about change
• Engagement and skills of leadership, staff and patients
• Evaluating and measuring the impact of a change.
Tools

- Self- and peer-review
  - Understanding the problem
  - Shared learning
  - Engagement
  - Evaluation
- PDSA cycles – Institute for Healthcare Improvement
  [http://www.ihi.org/resources/Pages/HowtoImprove/default.aspx](http://www.ihi.org/resources/Pages/HowtoImprove/default.aspx)
  - Small changes can make a big difference
  - You never know in advance what might happen
  - Small changes are within your control or influence

Self Review

- Time to think about the service as a team - understanding the problems, engaging everyone in the process of learning and improving
- Safe space to identify strengths and challenges - and to discuss resources, organisational blocks etc.
- Highlights areas that would benefit from additional input - will improve the value of peer review
- Will improve the value of peer review – creating time and space to share learning

Peer Review

- Francis Report (2013)
- Fresh pair of eyes
- Opportunity for reflection
- Peers understands requirements and challenges of older adults services
- Service user / carer input
- Able to help services plan improvements
- Dedicated time to consider quality improvement

Tools

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**PDSA Cycles**

**Plan**
- Objective
- Intervention
- Plan
- Act

**Study**
- Complete the analysis of potential
- Test in small groups
- Communication

**Do**
- Carry out the plan
- Document outcomes
- Plan next steps

**Act**
- What changes are needed?
- How will we monitor?

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**Learning Cycle**

- Individual Learning
- Team Learning
- Feedback
- Share Learning

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**Activity**

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