

# A quick guide to Life QI

Life QI is an online quality improvement (QI) platform that makes it easy for teams to run QI projects and organisations to report on QI activity.

It can also help those involved in projects to connect with the QI community, making cross-organisational working easier.

The portal is used by more than 400 organisations across the UK.

Find out more on the Life QI website: <https://www.lifeqisystem.com/>



## Getting started

**Sign up, or log in** – and set up your profile

**Start a new project** – click on the Start a new project + button

**Start a new project +**

There will be a series of boxes to complete.

<b>What's the purpose of this new project?</b>	Give your project a title.
<b>Describe the problem</b>	The description should identify the gap between the current (problem) state and the desired (aim) state, of a process or system.  When describing the project it might help to think about who, what, when, where and why.
<b>What are you trying to accomplish?</b> <b>What is the aim?</b>	<b>This is an example of a good aim:</b> By March 2020 we will reduce the incidence of pressure ulcers in the trust by 50 per cent.  <b>This is not so good:</b> We aim to reduce harm and improve patient safety for all of our internal and external customers.  Set out the reasons for addressing the problem and why it is important. It might be useful for the reasons to cover the benefits that may result for patients, colleagues, the way things are done or reducing costs, for instance. The stronger the rationale for addressing the problem, the more likely it is to secure support.
<b>Who is on the project team?</b>	Use the <b>Invite new members +</b> button.
<b>Categorise your project</b>	Use the <b>Link a priority +</b> button.  Here you can add trust priorities to your project.  Use the <b>Add a tag +</b> button.  Tags are used to record the theme or type of project. Reports can be generated on specific tags.

## When and where is the project taking place?

Enter the start and end date and the location.

**Start date**

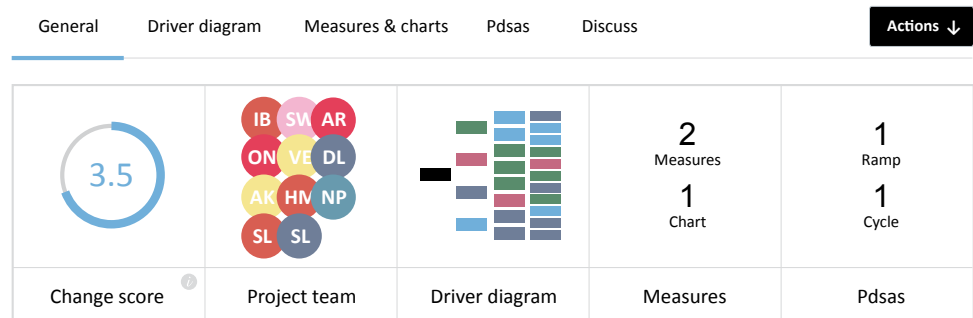
**End date**

**Location**

Use the create project button.

**Create project** ✓

Dashboards will appear blank, ready for further information to be added. Once complete, a dashboard should look like the example below:



## Driver diagram

<b>Aim</b>	This needs to be SMART: specific, measurable, attainable, realistic and time-bound.
<b>Primary drivers</b>	These are the larger, over-arching factors that will affect your goal. These should be broad and do not need to be specific or measurable.
<b>Secondary drivers</b>	These are the factors that affect each of the primary drivers. These are the more specific areas that you will need to plan changes.
<b>Change ideas</b>	These are determined from the secondary drivers. These are the specific and quantifiable ideas for change that you will test and measure through PDSA cycles.

## Measures

### Add measures

Click on the **New measure +** box

Give your measure a descriptive name/title so it can be easily identifiable.

#### Measure type

Use a balanced set of measures to assess if the changes you are making are leading to improvements. You should consider having three types of measures:

#### Outcome measures



– the aspect(s) of the system you ultimately want to affect as a result of your project

#### Process measures

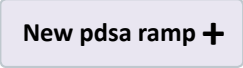

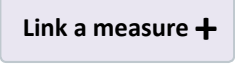

– the parts or steps in the system that affect the outcome measure

#### Balance measures

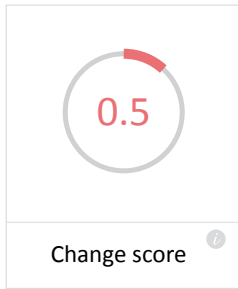
– the measures that will tell you whether you are introducing problems or unexpected results elsewhere in the system.

<b>How will you collect and analyse data?</b>	<p><b>Data collection plan</b></p> <p>Provide a detailed description of how and when the data will be collected and who will collect this. The data collection plan should cover:</p> <ul style="list-style-type: none"> <li>• How the data is collected</li> <li>• Where you are getting your data from</li> <li>• How often the data is collected</li> <li>• Who is responsible for collecting the data.</li> </ul>
<b>Chart type</b>	<p>To ensure you use the most appropriate charts for your project see Life QI's detailed blog post on this subject at: <a href="https://blog.lifeqisystem.com/picking-the-right-spc-chart-everytime">https://blog.lifeqisystem.com/picking-the-right-spc-chart-everytime</a></p> <p>This includes a helpful infographic to guide you.</p>
<b>Can this measure be linked to any drivers?</b>	<p>Click the  button. Link to the aim/primary or secondary drivers.</p> <p>Click the </p>

## Plan Do Study Act (PDSA)

<b>New PDSA ramp</b>	<p>Click the  button. Enter a title. Enter an aim.</p> <p>Describe the objective of this PDSA cycle to give it a specific focus.</p>
<b>Change idea</b>	<p>Although it is not required, all PDSAs should be linked to a change idea from your driver diagram.</p>
<b>Who is responsible for this PDSA?</b>	<p><b>Who</b> – each PDSA cycle should have one person that is ultimately responsible for executing this test. Note that this will not notify the user.</p> <p><b>When</b> – when the PDSA cycle is due to complete.</p> <p><b>Where</b> – this might be a ward, a department or even a building. You should type whatever is most relevant to describe where your activity will be focussed.</p>
<b>What's the plan for your test of change?</b>	<p><b>Overview/notes</b></p> <p>Describe your plan for carrying out this PDSA cycle. This should be detailed, but specifics around the different tasks should be populated as tasks in the PDSA task list.</p> <p>Click the  button.</p>
<b>What will happen? Define how you will measure the outcome.</b>	<p><b>Prediction</b></p> <p>Outline your prediction of what will happen when you run this test. Prediction should include what you expect to happen and why.</p> <p>When writing your prediction, if you identify an adverse outcome that you believe could/should be avoided, try adjusting the plan to reduce the chance of that negative outcome occurring.</p> <p>Click the  button</p> <p>Click the  button</p>

## Project scores



**Update scores as project progresses**

- 0.5 Intent to participate
- 1.0 Charter and team established
- 1.5 Planning for the project has begun
- 2.0 Activity, but no changes
- 2.5 Changes tested, but no improvement
- 3.0 Modest improvement
- 3.5 Improvement
- 4.0 Significant improvement
- 4.5 Sustainable improvement
- 5.0 Outstanding sustainable results

## Programmes

As many QI projects are part of larger organisational, regional or national initiatives, Life QI enables you to link multiple projects together under one over-arching programme, through the programmes feature. This makes collaborating across organisations, hospitals and regions easy. You can create and find all of your programmes on the programmes page.

Using the programmes feature you can:

- View the status of a programme (active, completed, or cancelled)
- Identify the key users, organisations and groups involved in a programme
- Gain an overview of the key project statistics, such as number of active/completed/cancelled projects, number of measures, number of changes ideas, number of PDSA cycles and number statistical process control (SPC) charts.