Quality improvement
Making change happen...

NHS
Kent Community Health
NHS Foundation Trust

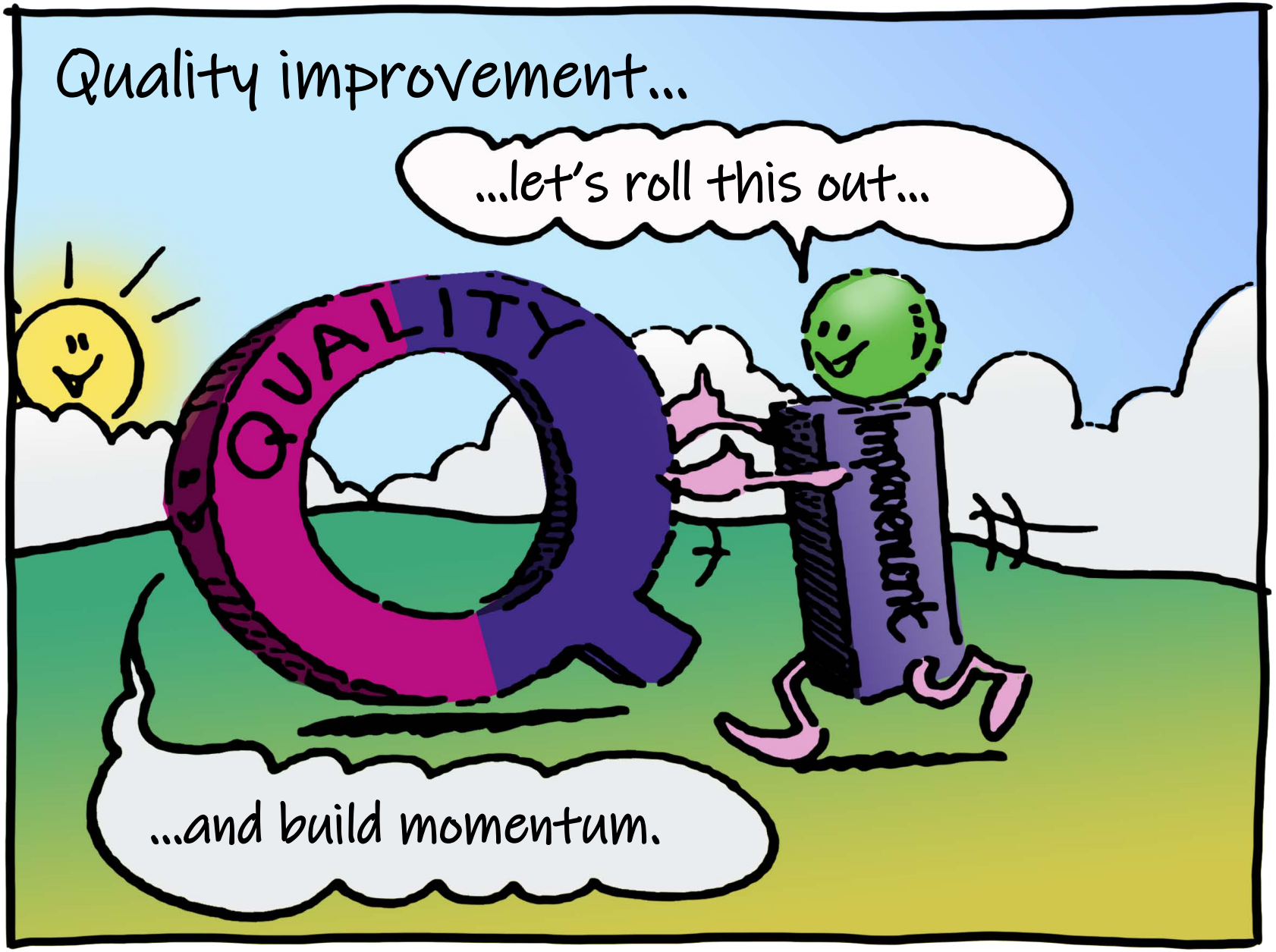
An illustrated introduction to QI

Introduction

This is our illustrated introduction to quality improvement (QI) produced using images drawn at the first Kent Community Health NHS Foundation Trust QI Conference, held in July 2019.

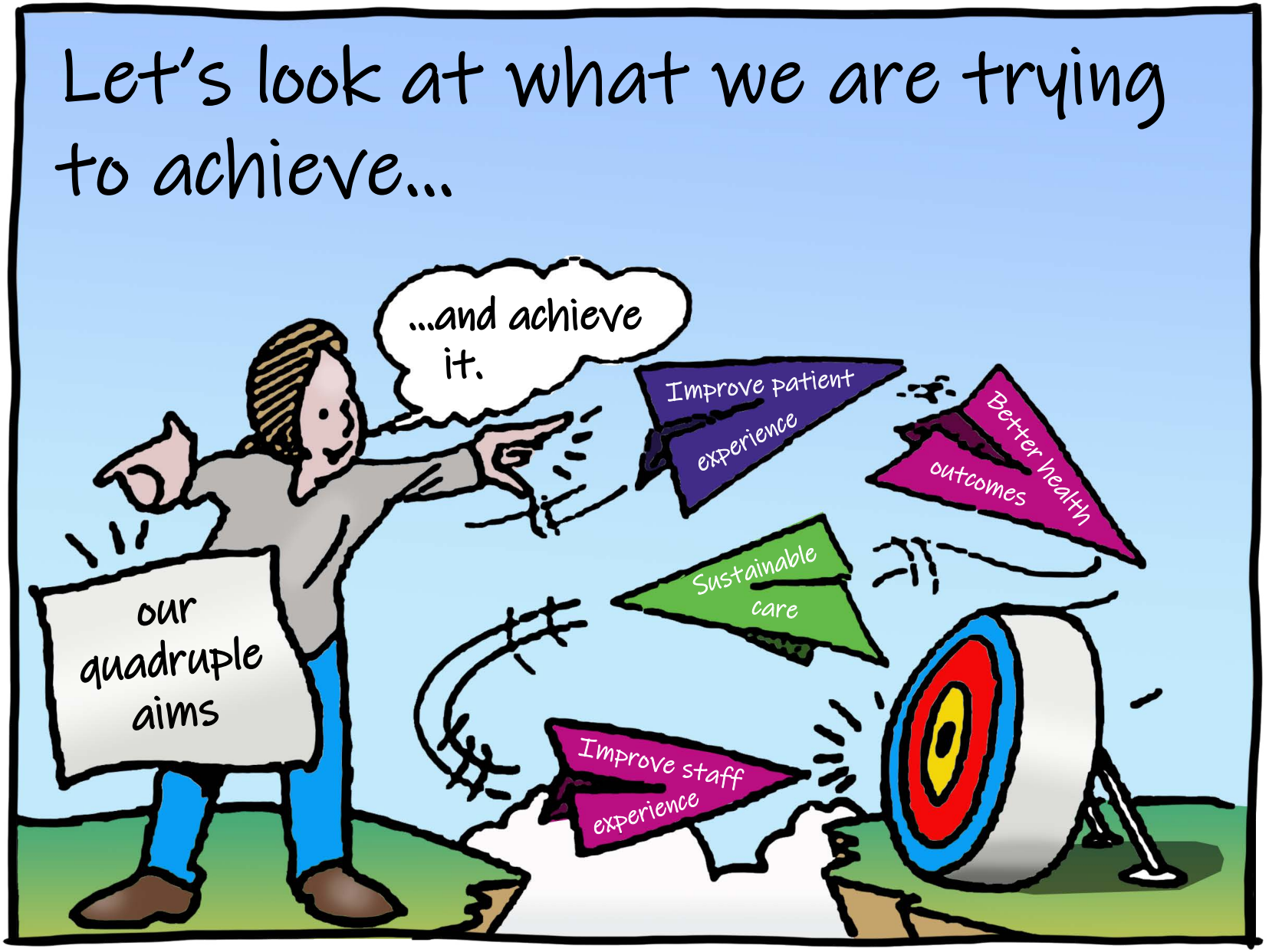
Illustrated are some of the concepts and topics discussed, drawn by Graham Ogilvie who has kindly given us permission to use them in this booklet.

Quality improvement (QI) is about looking at what we do and seeing if we could do it better.



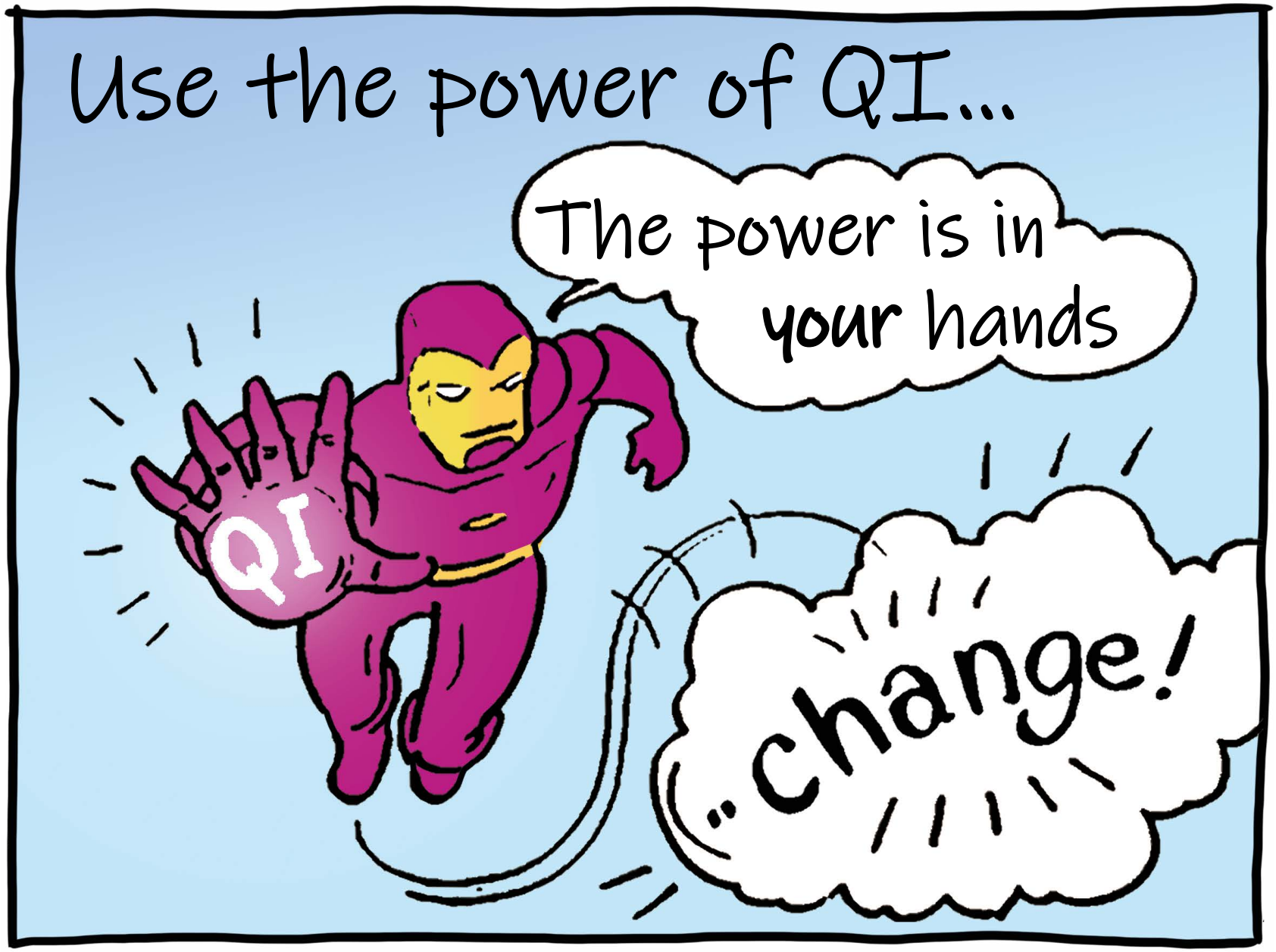
It's about looking at things with fresh eyes and seeing if we could make improvements.

QI is one of the trust's four priorities.



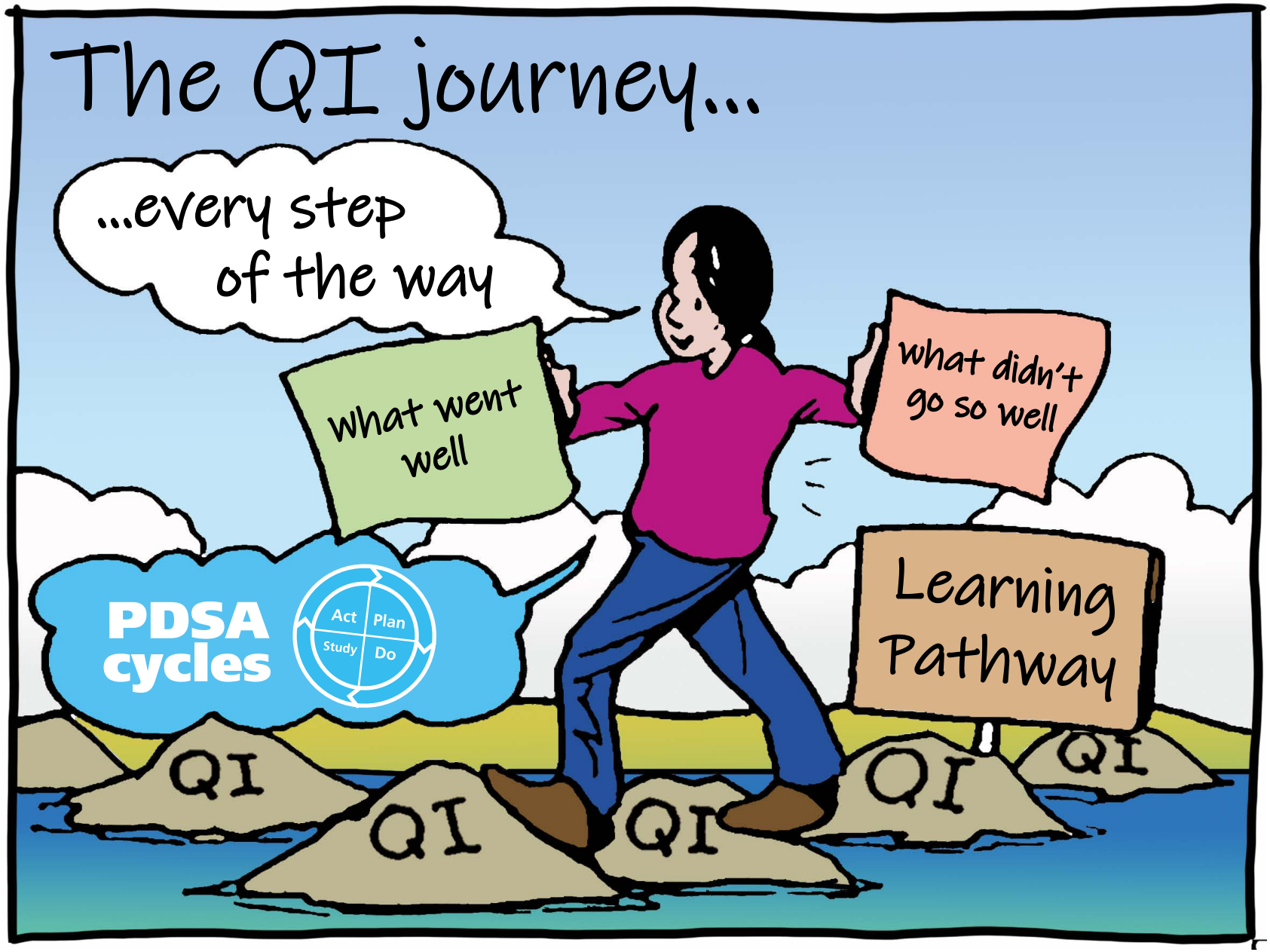
It's led by colleagues on the frontline, who are best placed to know what needs changing.

We need you and your ideas to help us...

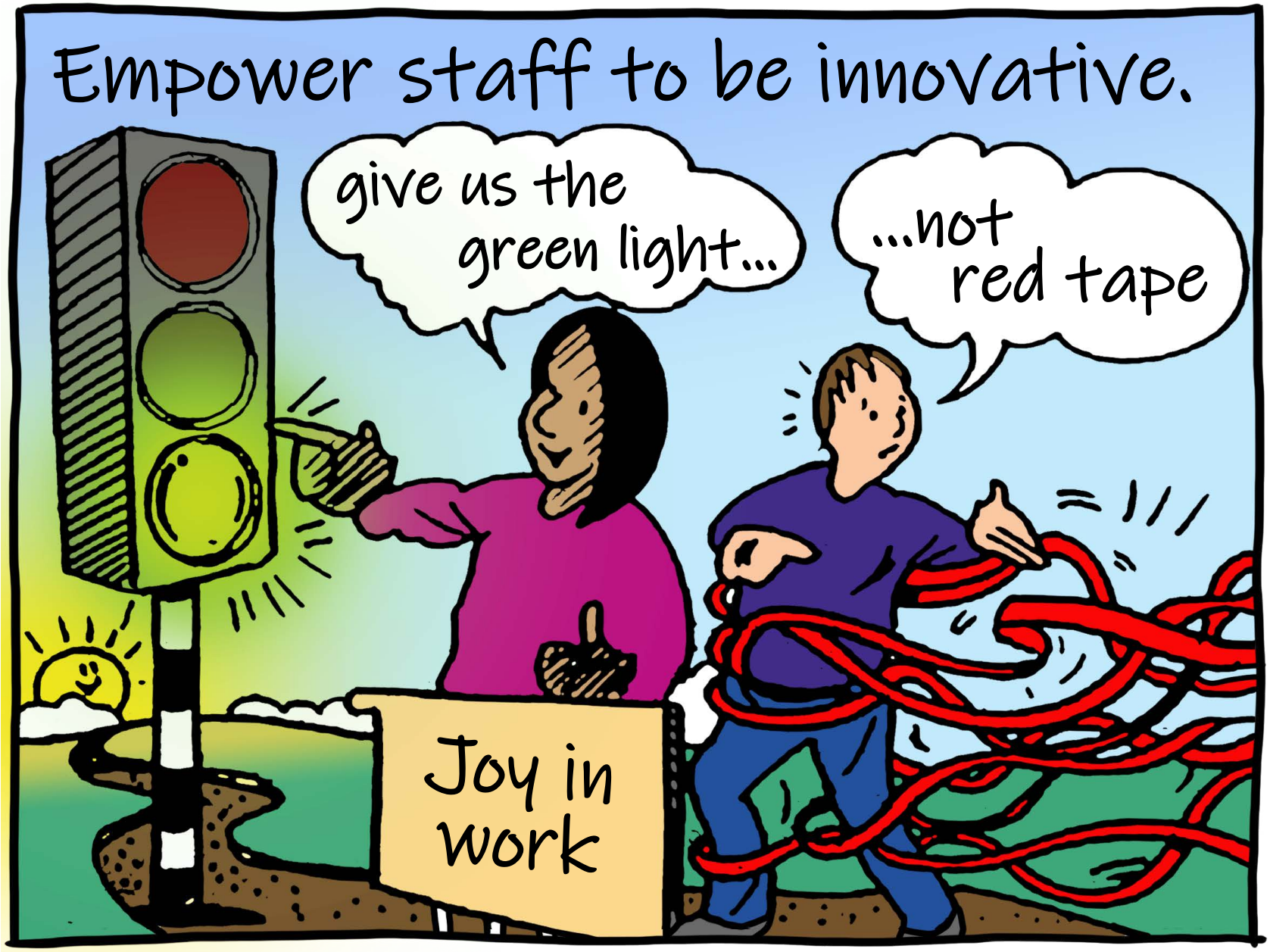


...to make change happen.

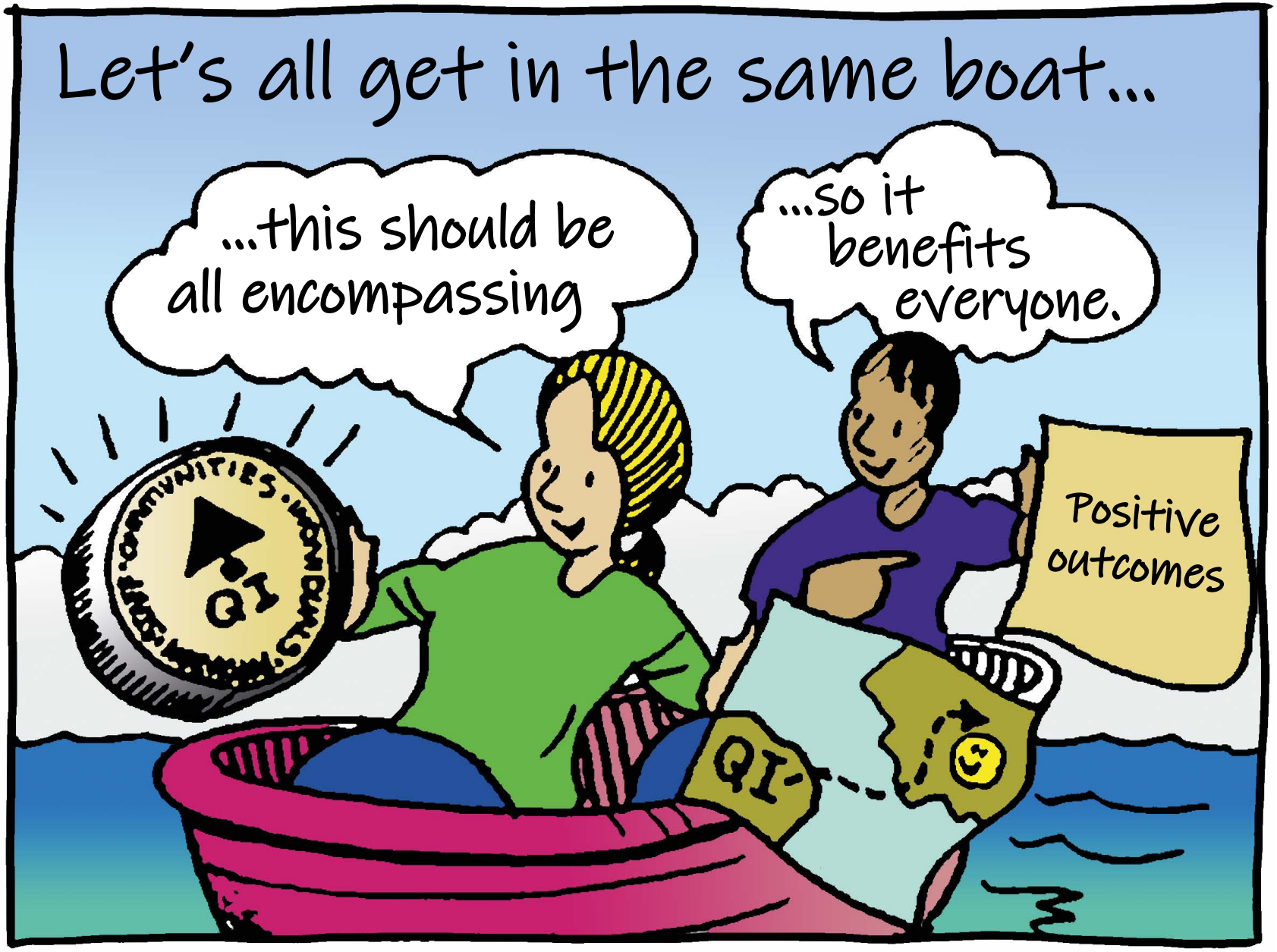
Take a look at what you do. If you think it could be done better, in a different way...



...you could start your own QI project.

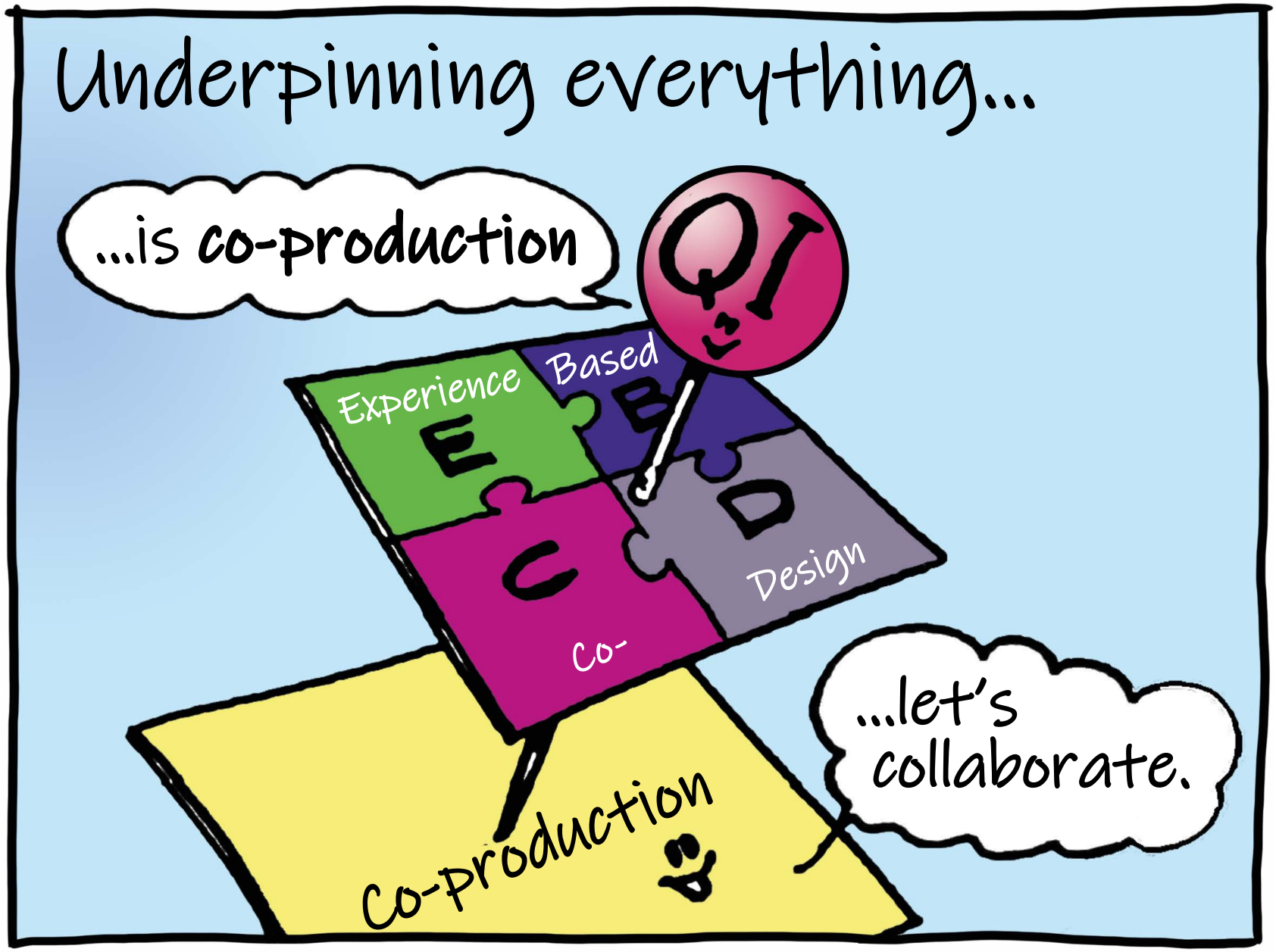


Your aim should be to make an improvement.



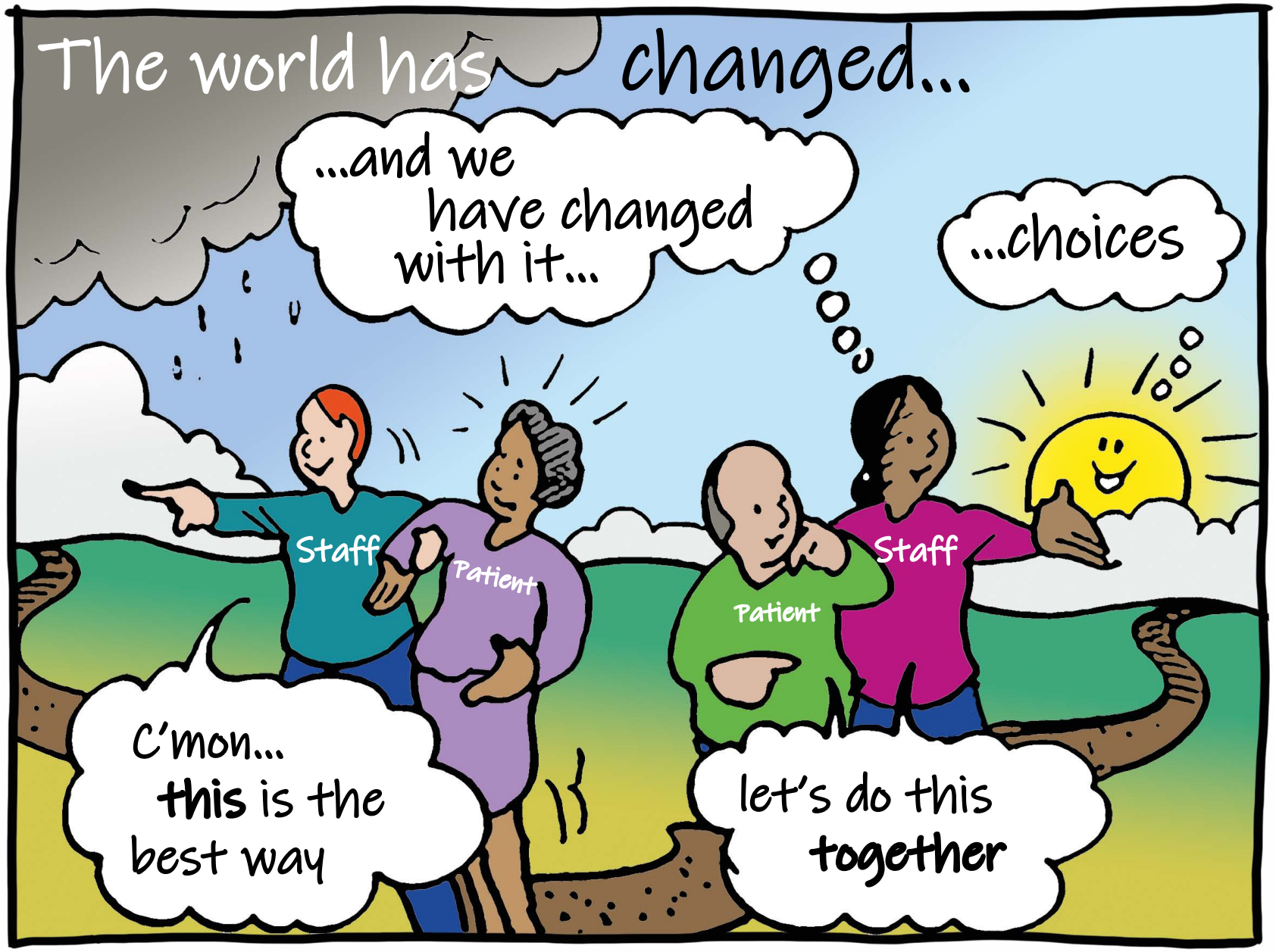
You will need to involve the whole team.

At the heart of all we do is our patients.
They need to be involved too.

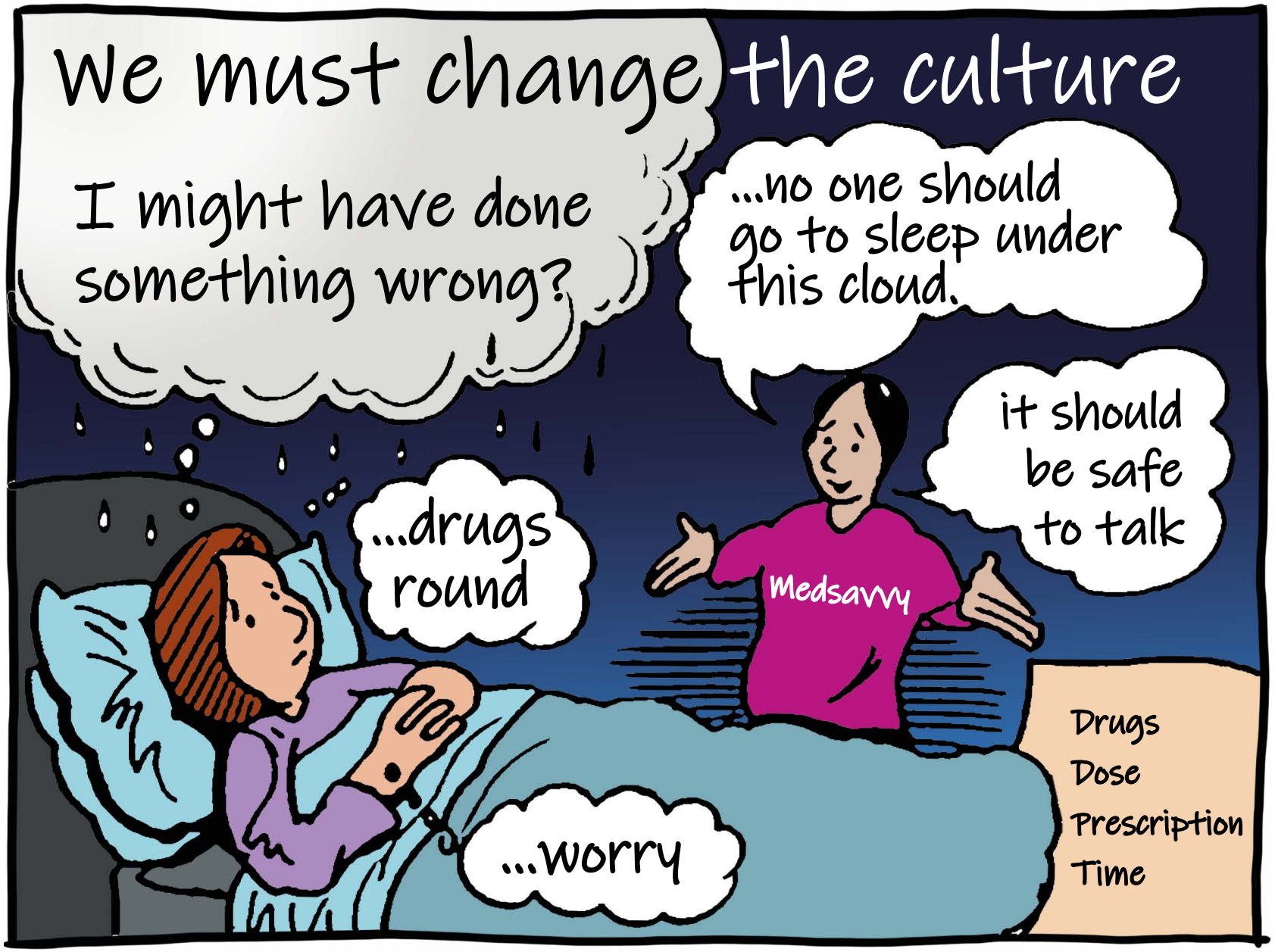


Everyone's voice is important – you should take all views on board.

It's not about management deciding to change things.
It's about your ideas and everyone working together.



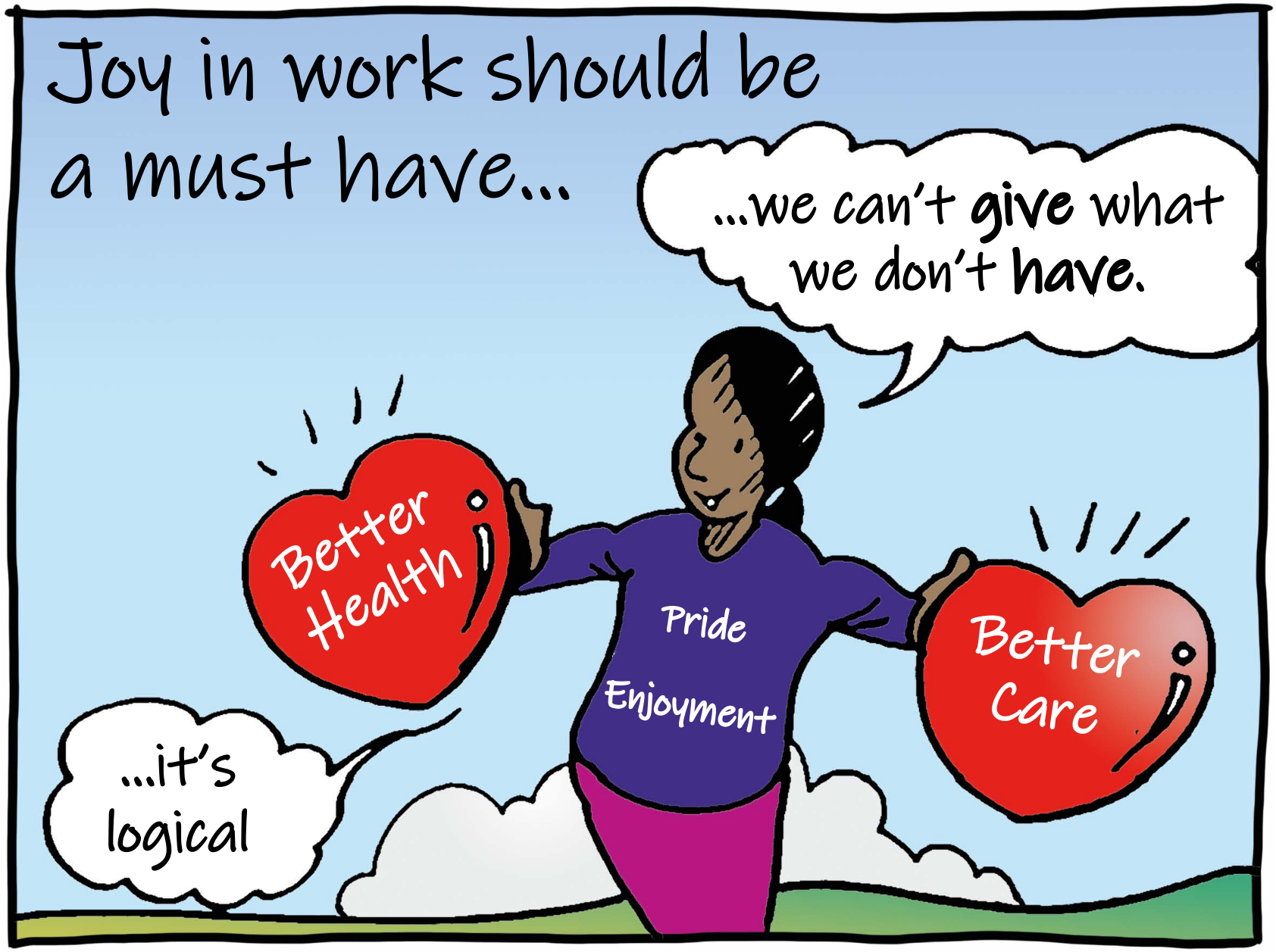
It's about learning, seeing how we might have done things better and changing the way we do things in future.



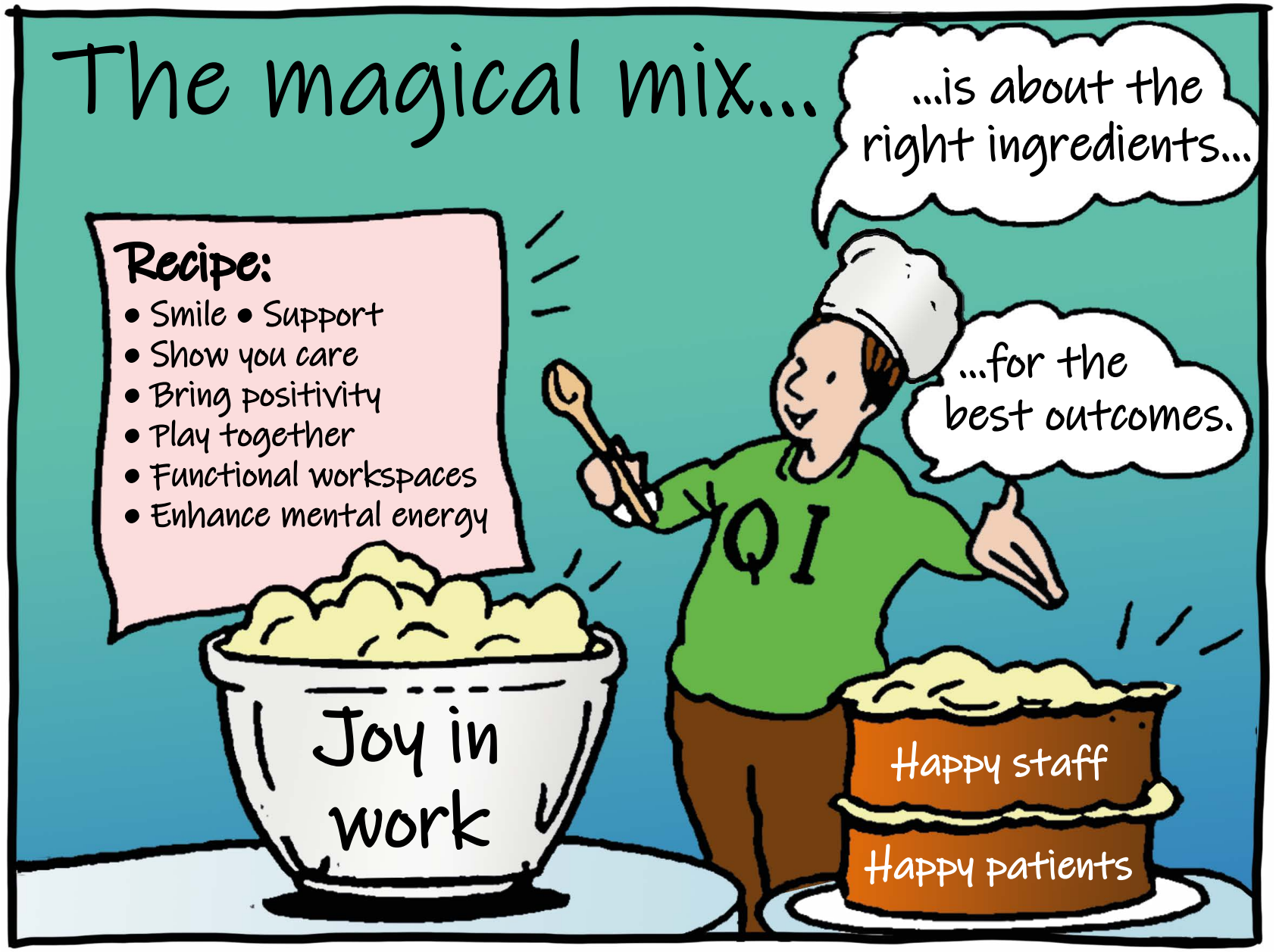
It's about making improvement for our patients –
and our staff too.

Two little words can make a huge difference
we all like to feel valued
...thank you..
Work load
A bit of support and encouragement goes a long way
...thank you..

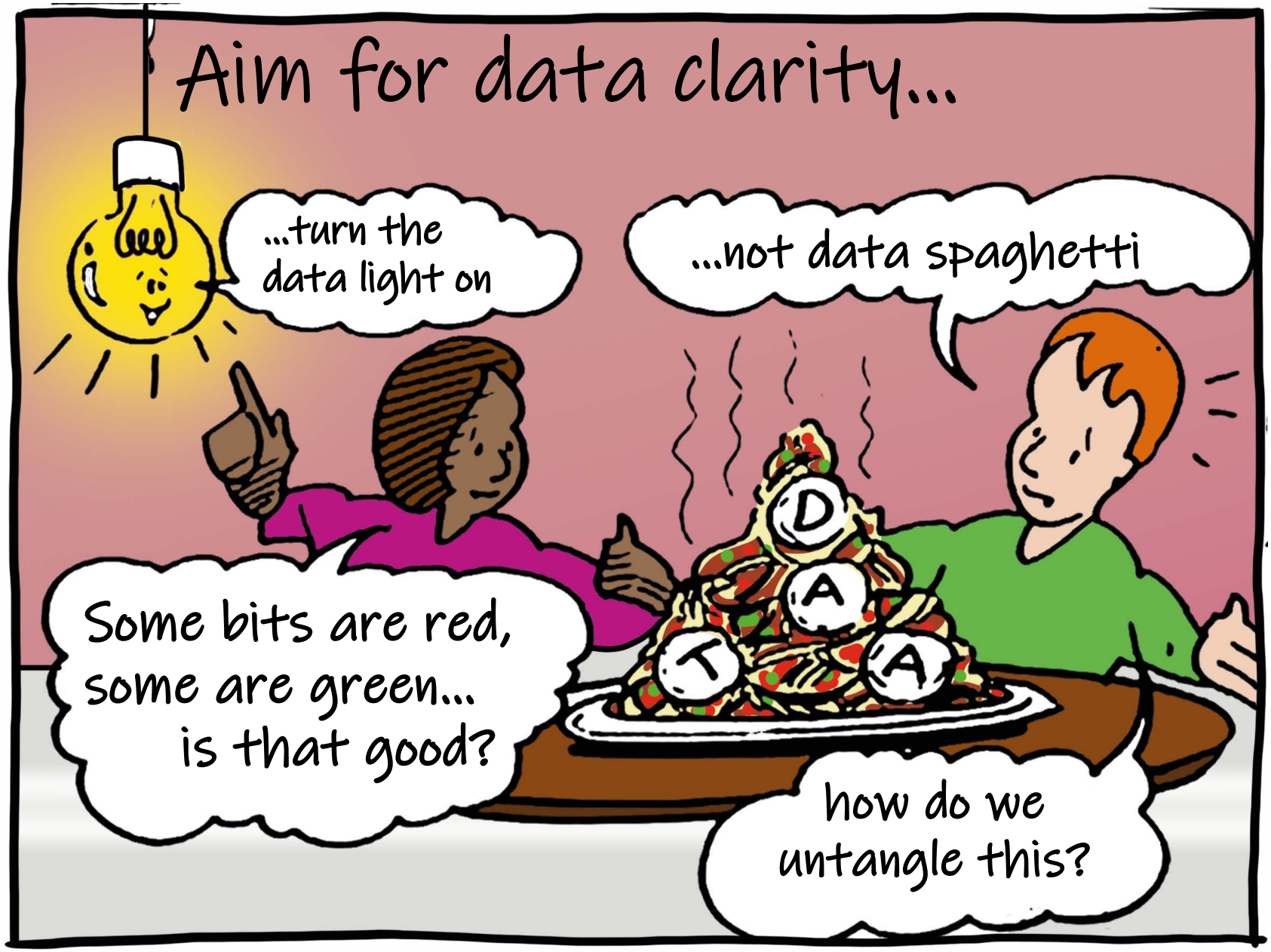
It's about having pride in your work.



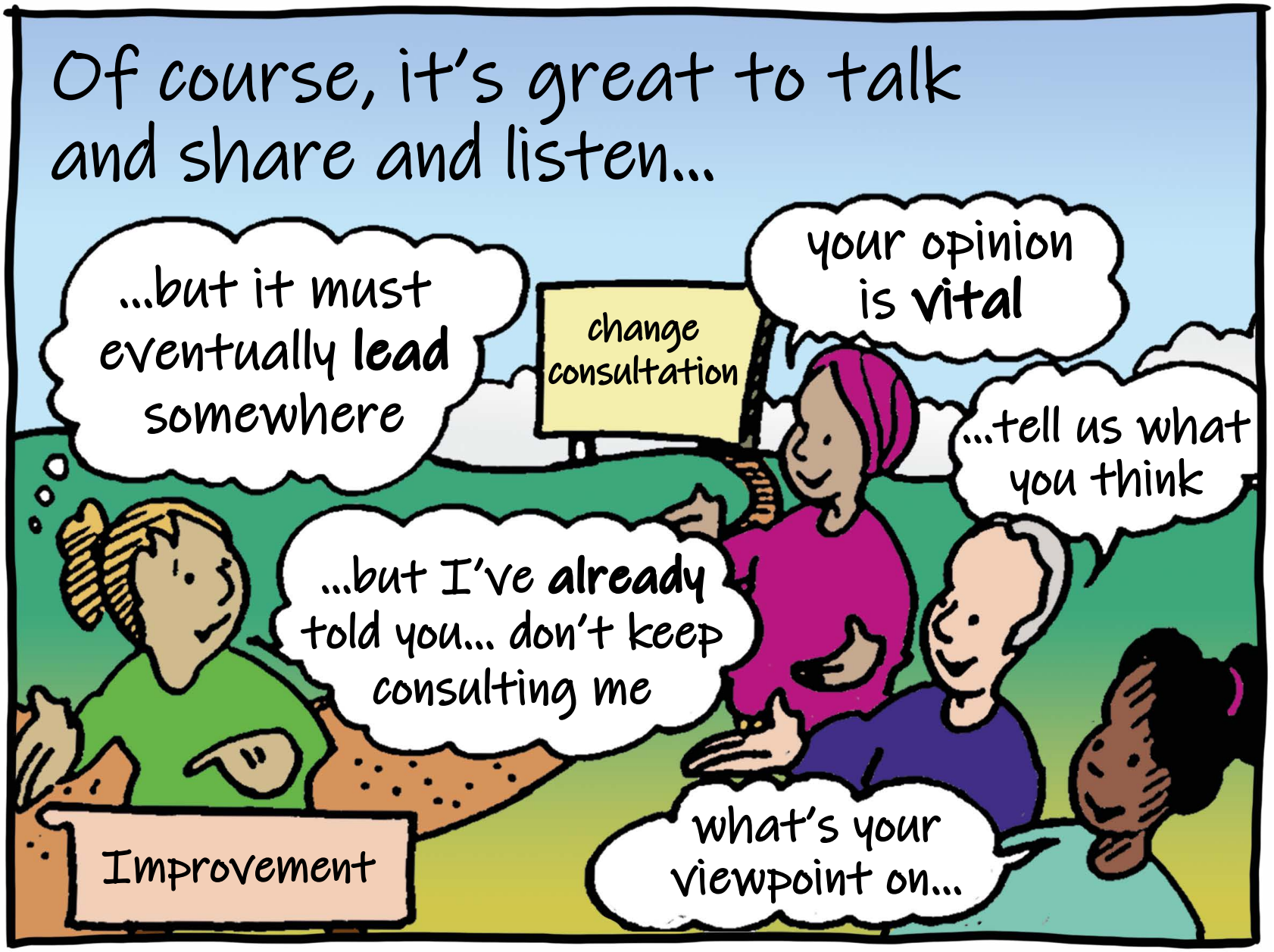
It's about bringing everyone and everything together.



Your QI project will involve collecting and analysing data.
There are many QI tools you can use to help.

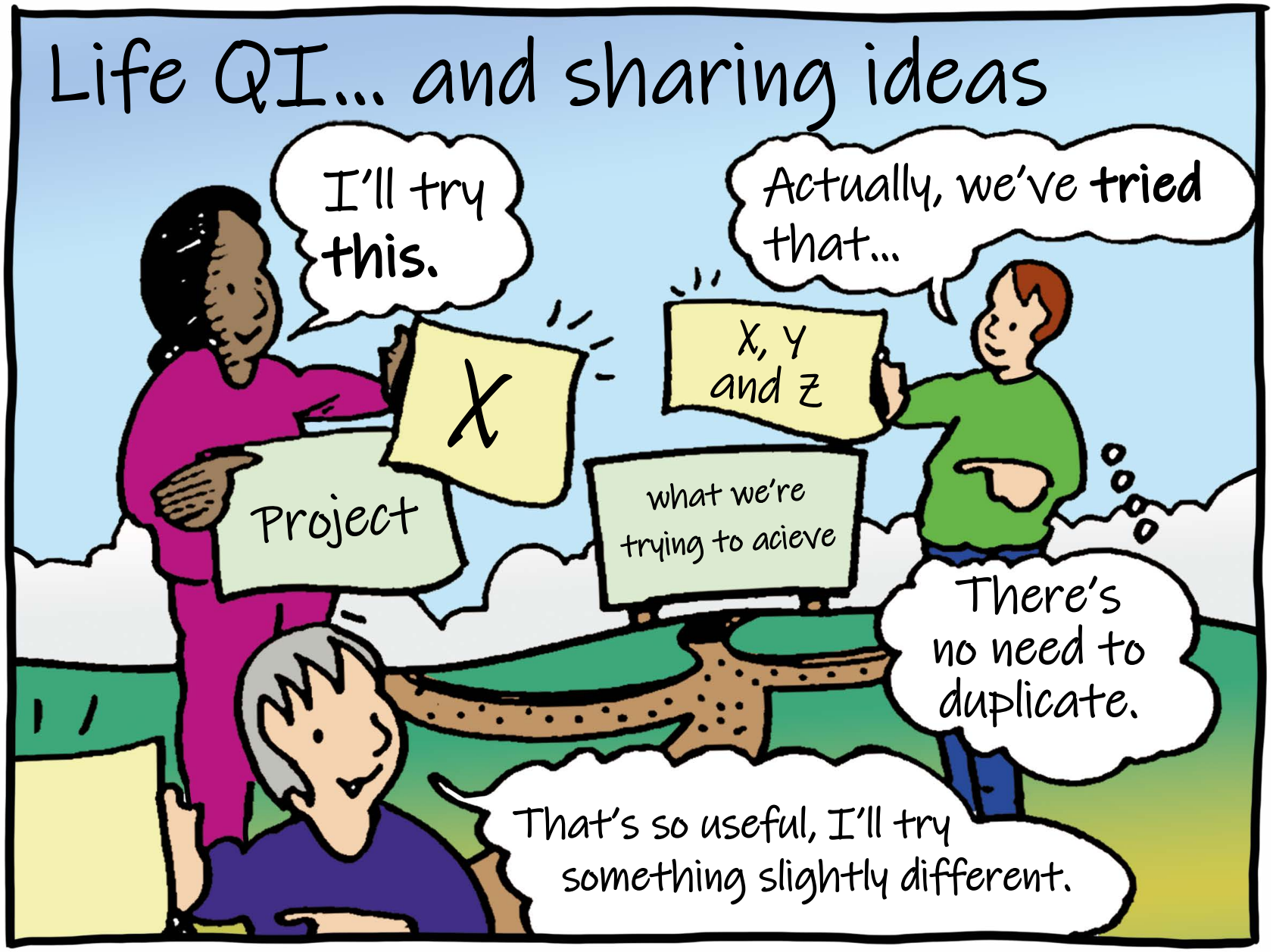


Based on the results, take action...

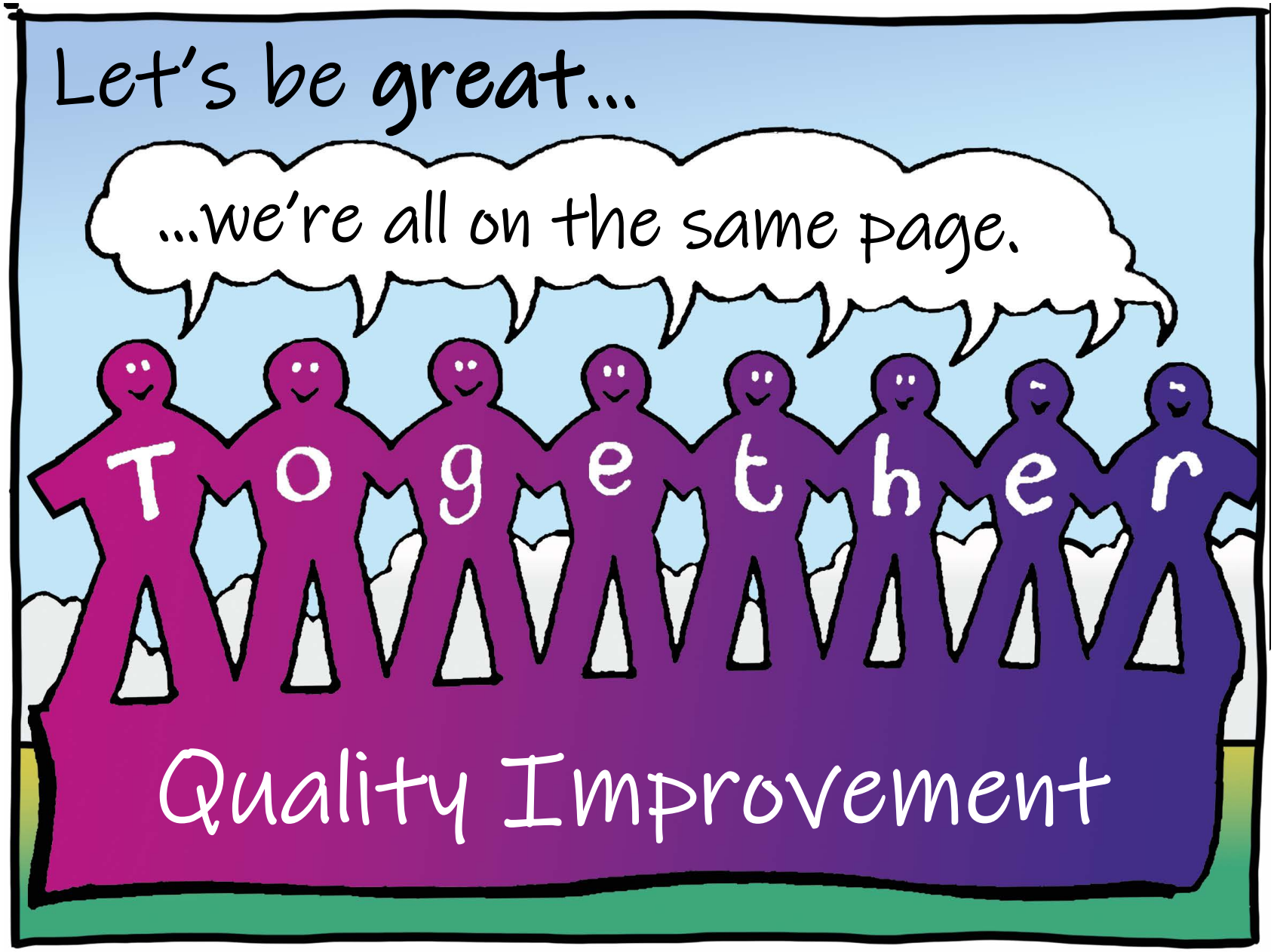


...and implement change.

Did you achieve your aim? Or do you need to go back and try again?
If your project was a great success then share it with others.



Make change happen.
Let's all be great together.



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