

Foundations of Quality Improvement

The Rufus Centre, Flitwick, MK45 1AH

19 March 2018

One Day Training

- Open to all health and social care clinical and managerial staff who have an interest in Quality Improvement
- Learn practical skills for improving quality

Course content:

- The current healthcare context
- How to apply improvement science
- Improvement methods and how to apply them
- The Model for Improvement
- Using Plan Do Study Act cycles
- Improvement tools and techniques including Driver Diagrams and Process Mapping
- Measurement for Improvement
- Engaging and leading others
- How to use the LIFE QI Platform to start and manage your projects

**Free but limited places, delivered by
Eastern Academic Health Science Network**

Register on line to book at place:

<https://www.eventbrite.co.uk/e/blmk-foundations-of-quality-improvement-tickets-41812694896>



Joanna Yellon, Quality Improvement Coach, Eastern AHSN

Joanna has a special interest in Quality Improvement at all levels and has recently joined the team bringing her breadth of experience and pragmatic approach. She particularly values the role of networks and the opportunities for cross-organisational learning. Joanna has Healthcare experience in the NHS and Private sector including Commissioning, Provider Services and at Regional level.

Joanne has held several Board level positions and had responsibility for organisational improvement, quality assurance and strategic developments. Joanna originally trained as a Registered General Nurse at Addenbrookes and studied a MBA.

Barbara Hercliffe, Improvement Coach, Eastern AHSN

Barbara is a former Radiotherapy Radiographer with a wide range of QI skills and experience. She has been working in an improvement role in the NHS for over 10 years and now works at the Eastern AHSN as an Improvement Coach. Using proven improvement methodologies, approaches and tools, she works with multidisciplinary teams and people on a range of quality improvement projects across clinical networks and local health economies. Barbara strongly believes that involving patients and staff in developing, designing and implementing changes is fundamental to sustaining improvement. She values the importance of networking with other colleagues to share best practice and examples of what works well so that we can learn from each other and avoid re-inventing lots of wheels!

Barbara works with colleagues across the east of England region to offer coaching in QI skills that will support teams to improve the quality and safety of health and care systems for their patients and service users.