DEVELOPING A QI COACH PROGRAMME

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1. Background

This Developing People – Improving Care (2016) framework identifies improvement skills as one of the critical capabilities in need of further development among NHS organisations.

In response to national drivers HHFT has developed a quality improvement (QI) strategy to increase QI capability across the organisation.

2. Aim

To increase improvement capability across Hampshire Hospitals NHS Foundation Trust (HHFT) in 2018/19. Resulting in an:

- Increase in QI practitioners
- Increase in QI coaches
- Increase in registered QI initiatives

3. Our Process

- Model for improvement (Langley et al. (2009) The Improvement Guide)
- Launched the QI academy: A three tier development programme (figure 1)
- Recognising achievements (figure 2)

4. Developing the QI Coach Role

- Developed the ‘Role of the QI Coach Knowledge and Skills Framework’ (figure 4)
- QI coach skills development programme underway
- QI coaches support participants on the QI practitioner programme and other staff leading improvement
- Coaches supported to deliver QI training to trust staff
- QI coach peer support meetings and networking
- Co-facilitation of QI practitioner programme

4.1 Results: Increased Capability

- Identified 5 QI experts already working in a QI role to test a coaching approach to support QI practitioners.
- QI skills & confidence survey to inform QI coach development programme (figure 3)

4.2 Results: Increased QI Activity

- A 73% increase in voluntarily registered QI work (figure 6)
- Average of 8 new QI initiative’s per month
- Total registered QI initiatives: 230+
- Local QI networks developed by coaches to expand sharing and learning
- A growing QI community (figure 7)

5. Learning

- Plan to increase training capacity to meet increasing demand
- Plan for capacity as well as capability: Organisation commitment to free up staff to carry out initiatives and provide coaching time

6. Next Steps

- Increase QI resource capacity Jan 2020
- Scale up all QI training Mar 2020
- Ongoing CPD for coaches

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