4.2 Increase Improvement Capability

- Access to intranet resources and templates
- Launched QI Academy: 3 tier training programme (figure 3)
  - Gold: QI coaches 10
  - Silver: QI practitioners 73
  - Bronze: Improvers 150

5. Summary

- Creating an improvement culture requires a clear strategy, organisational capability, aligned systems and staff engagement.
- Increased awareness and engagement from the staff at the ground level has generated increased staff led improvement initiatives.
- The capability programme has led to a 16% increase in the use of QI methodologies and improved patient care outcomes.
- Further work continues to increase capability and embed practice.

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