

A Joint Healthcare Conferences UK & MINDSet

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Using Quality Improvement Approaches to Improve Care Pathways in Mental Health

Monday 30 October 2017 De Vere West One Conference Centre, London

The Quality Improvement Journey

Develop a shared purpose and work together



Implement and spread

Discover and understand the problem

Measure, evaluate, learn and re-test

Get creative Design and test

Supporting Organisations



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The Five Year Forward View for Mental Health aims to improve outcomes for people through better access to effective integrated care pathways, crisis care and physical health care for a range of mental health conditions.

There is a growing recognition that quality improvement approaches have the potential to help solve many of the problems encountered when developing and improving mental health care pathways.

Quality improvement can be defined as a 'working together, using methods, tools, data measurement, curiosity and an open mindset to improve health care' – the Health Foundation Quality Improvement Made Simple.

Quality improvement is particularly good at helping us when we face problems where underlying issues aren't obvious or completely understood, where solutions depend on changes in human behaviour and when 'what to do for the best' isn't known at the onset.

Quality improvement utilises the expertise of people closest to the issue – people with lived experience of mental illness, staff and community partners, as well as system leaders – to identify potential solutions and test them. Done well, this can release great creativity and innovation and accelerate meaningful improvements in mental health services.

This event will discuss current developments and future trends in quality improvement in mental health services. The day will offer the chance to network with others, find out how quality improvement is spreading in mental health settings and discuss real-life improvement case studies with mental health clinicians who are using quality improvement approaches.

You'll be able to share your improvement ideas and experiences (successes and challenges!), reflect on your own practice and create a plan to develop your personal effectiveness in quality improvement. We'll also show you how to use the MINDSet quality improvement tools, how to submit a case study and how to use the resources it offers. You will gain tools, techniques and support to get started on improving quality early and continuously.

Key topics will include an introduction to the improvement journey stage by stage, commonly used quality improvement tools and techniques and support you to develop your own skills as an improver.

- Engaging colleagues and stakeholders
- Coproduction with service users and carers to accelerate progress
- Identifying quality issues in your service and generating ideas for improvement
- Defining quality goals and simple approaches to measure, evaluate, learn and retest
- Building in sustainability and spread
- Tips for writing up your improvement work and sharing your learning

The event attracts CPD accreditation points contributing to professional development and revalidation evidence.



Who should attend?

- Clinicians (nursing staff, psychiatrists, psychologists, pharmacists) involved in redesigning services and improving quality and safety in mental health
- Service users and carers, experts by experience involved in improving quality and safety in mental health
- STP leaders, commissioners and managers involved in quality improvement
- Clinicians and service users involved in designing integrated care pathways for people mental health conditions
- Quality and safety leads, clinical audit leads

10.00 Chair's Welcome & Introduction

Geraldine Strathdee *Clinical Director* Mi4

10.05 What is Quality Improvement?

Anna Burhouse

Director of Quality Improvement
Rubis QI, Northumbria Healthcare NHS Foundation Trust

- what is quality improvement?
- current trends and themes in quality improvement
- the improvement journey
- using quality improvement in mental health
- developing the Habits of an Improver

10.15 Improving access to primary care mental health services

David Kingdon

Professor of Mental Health Care Delivery
University of Southampton
& *Consultant Adult Psychiatrist*
Southern Health NHS trust

- improving outcomes through better access to effective integrated care pathways
- implementing quality-focused workforce redesign
- using a Collaborative Care Model to engage stakeholders, identify issues and plan improvement
- using clinical and system measures to track improvement in quality and outcomes

10.55 *Tea & Coffee*

11.15 Improving access the psychosis care pathway

Elizabeth Graves

Research Facilitator
Southern Health NHS Foundation Trust

- Using co-design with service user to develop pathways of care
- Using baseline and progress measures to engage team members
- Using improvement techniques (e.g. PDSA Cycles)
- Hints and tips to make service improvement as easy as possible
- Questions/reflections for the plenary panel session

11.50 Improving crisis care using the clinical microsystems approach

Dr Catherine McDonnell

Consultant Psychiatrist
Western Health and Social Care Trust, Northern Ireland

- introducing an improvement culture using the clinical microsystems approach
- coaching for improvement
- using a Driver Diagram and Plan Study Do Act (PDSA) cycles
- using Run Charts to monitor progress
- questions/reflections for the plenary panel session

12.25 Improving the access to secondary care through effective caseload management

William Hall

Avon & Wiltshire NHS Partnership Trust

Zo Payne

Mental Health Consultant
Otsuka Health Solutions

- planning and managing for continuous improvement
- the role of User Stories and User Requirements in developing a solution
- using modelling and iterative development to test and refine a solution
- questions/reflections for the plenary panel session

13.00 *Lunch break*

13.55 Improving mental health awareness and suicide prevention using a whole community approach

Clare Dickens

Mental Health and Wellbeing Coordinator
University of Wolverhampton

Steve Gilbert

Expert by Experience Consultant
Connecting with People

- adopting and spreading innovations to new settings
- engaging stakeholders and building support
- developing and writing a business case
- questions/reflections for the plenary panel session

14.30 Improving safety with 'No Force First'

Dr Jennifer Kilkoynne

Clinical Director - Centre for Perfect Care
Mersey Care NHS Foundation Trust

Iris Benson

Expert by Experience
Mersey Care NHS Foundation Trust

- coproduction – involving service users and carers
- developing a supporting culture within the wider organisation
- adoption and spread of improvements across the organisation
- questions/reflections for the plenary panel session

15.05 Quality improvement tools and resources

Dr Kathy Chapman

Project Director
MINDSetQI

- creating a plan to develop your personal effectiveness
- delivering improvements in quality early and continuously
- accessible guidance, tools and templates
- other sources of support and development

15.40 Plenary Panel Session

Questions and reflections on using quality improvement approaches in mental health

Geraldine Strathdee *Clinical Director* Mi4

Anna Burhouse *Director of Quality Improvement* Rubis QI, Northumbria Healthcare NHS Foundation Trust

Kevin James *Expert by Experience Consultant*

Dr Jennifer Kilkoynne *Clinical Director - Centre for Perfect Care* Mersey Care NHS Foundation Trust

16.00 *Close*

Programme is subject to updates and changes

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For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One Conference Centre, 9-10 Portland Place, London, W1B 1PR. A map of the venue will be sent with confirmation of your booking.

Date Monday 30 October 2017

Conference Fee

- £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
 £300 + VAT (£360.00) for voluntary sector / charities.
 £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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