Quality Academy Knowledge & Evidence Team

**Innovate.Improve.Share**

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| **Your request for evidence:**  Literature search ID: 1916 – Quality Improvement – What is QI doing during COVID-19 at other trusts? | **Date of literature search: 15/04/2020**  **Search conducted by:** Caroline Timothy  **Contact details:** [caroline.timothy@nhs.net](mailto:caroline.timothy@nhs.net) x5412 |
| **In Summary:**  The Health Foundation’s Q programme has published a number of blog pieces recently on quality improvement during the time of COVID-191, 2. The main points to consider are re-prioritisation of improvement work2 and the need to ‘hibernate’ some existing improvement work3.  The Quality Improvement team at East London NHS Foundation Trust have been putting together information on virtual learning to help those working remotely at this time. They also have a number of current projects4.  There are a number of examples on Twitter of rapid improvement projects/ideas that are happening because of work on COVID-19. One example is Bex Russell’s tweet on How to improve staff recognition when in full PPE5.  The Quality Improvement (QI) Academy at Walsall Healthcare NHS Trust has developed an app to share good ideas and specific needs to tackle the Coronavirus epidemic6. | |

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| **No.** | **Key information** | **Document** |
| 1. | Furnival, J., 2020. **Healthcare improvement in the time of COVID**. *The Health Foundation*.  In this blog piece the author asks what role can and should QI take during and after the COVID-19 pandemic? The blog is structured into 4 parts:   1. Priorities, processes and redesign 2. Taking care, learning and sharing 3. The improvement positive mindset 4. (And finally, and more hopefully) Thinking about improvement after the crisis.   Under priorities, processes and redesign the author says decisions have been made often building on previous learning from QI during Swine flu and other experiences. These decisions include: the re-prioritisation of improvement work, the need to ‘hibernate’ some existing improvement work building on the guidance shared by the [iHub in Scotland](https://q.health.org.uk/news-story/resource-guide-to-hibernating-quality-improvment-projects/). The need and argument to keep going with safety-related improvement work as much as possible, moving improvement development and training online, perhaps building on pre-existing online QI training from IHI Open School, NHS England and [mass open online courses (MOOCs)](https://www.mooc-list.com/tags/quality-improvement) many from universities, the enactment and value of [virtual QI coaching, workshops and meetings](http://horizonsnhs.com/communities/virtualcollaborate/), and the need to try to keep some data collection going where possible. Many of these reprioritisation activities are being done to ensure that **QI capacity can be redeployed where needed**, be that in clinical practice, operations, elsewhere or in establishing new processes (such as staff testing) or redesigning existing ones, (such as virtual corporate induction for new starters), or elsewhere. In these examples, **laying out processes, protocols and procedures clearly using QI tools such as value stream mapping helps to identify new obstacles and hand-offs in these processes to communicate and test new ways of working speedily**. | Please click [**here**](https://q.health.org.uk/blog-post/healthcare-improvement-in-the-time-of-covid/) to read this blog |
| 2. | Pereira, P., 2020. **How can Q support our response to COVID-19?** *The Health Foundation*.  This blog explores how Q might learn, share and find ways to bring its improvement energy and expertise to a rapidly changing context. It considers: process redesign and flow; safety science; visual management and measurement; staff engagement and morale; scaling and spread. | Please click [**here**](https://q.health.org.uk/blog-post/how-can-q-support-our-response-to-covid-19/) to read this blog |
| 3. | Healthcare Improvement Scotland, 2020. **Resource: Guide to hibernating Quality Improvement programmes**. *The Health Foundation & NHS Improvement*.  Q’s partners at Healthcare Improvement Scotland have created a draft guidance document on the hibernation of programmes. It outlines processes and good practice to close programmes down well, so that they are easier to get back up and running when the time is right. | Please click [**here**](https://q.health.org.uk/news-story/resource-guide-to-hibernating-quality-improvment-projects/) to view this web page |
| 4. | Quality Improvement Team, 2020. **COVID-19 Resources – Virtual Learning**. *East London NHS Foundation Trust*.  The Quality Improvement team at East London NHS Foundation Trust have been putting together information on virtual learning to help those working remotely at this time. The ELFT Quality Department (Quality Improvement and Quality Assurance) have regularly practised virtual working methods and since the outbreak of the COVID-19 they have been testing and learning more about how to work in this way. This page has some learning and recommendations from their experience so far, and further guidance found from others working virtually too.  One of the projects that the QI team has been working on is a [QI Project for Referrals to Community Therapies](https://qi.elft.nhs.uk/wp-content/uploads/2018/08/Jonathan-Davidson-Lucy-Rands-Larissa-Barnet-TOWER-HAMLETS-1.pdf). Information on all Current QI projects can be found [here](https://qi.elft.nhs.uk/collection/current-qi-projects/). | Please click [**here**](https://qi.elft.nhs.uk/collection/virtual-working/) to view this web page |
| 5. | Bex Russell Twitter page.  An example of a COVID-19 rapid improvement project can be seen on this Twitter feed from Bex Russell, Critical Care Sister at University Hospitals Bristol and Weston NHS Foundation Trust (UHBW)…  Possibly the quickest #qualityimprovement project I've ever done... How to improve staff recognition when in full PPE! Thanks to everyone who helped get this sorted in less than 24 hours #Covid\_19 #uhbristol\_ICU  #patientsafety @UHBristolNHS  ImageImage | Please click [**here**](https://twitter.com/Borisbex/status/1245015967530393607) to view this Twitter page |
| 6. | Quality Improvement, 2020. **COVID-19 – Download the LiA CrowdFixing App Now**. *Walsall Healthcare NHS Trust*.  The Quality Improvement (QI) Academy at Walsall Healthcare NHS Trust say that due to the enormous pressure staff at their trust are under at this time there has never been a more important time to work together and listen to one another. To help enable this, an app is available to share good ideas and specific needs to tackle the Coronavirus epidemic. Any ideas are then collected and reviewed by the QI Team and escalated to the Division or the Covid-19 incident control, then acted on wherever possible. The QI Team will keep staff up-to-date with these actions via regular posts on the app and in wider Trust communications. | Please click [**here**](https://www.walsallhealthcare.nhs.uk/professionals/quality-improvement/) to view this web page |

**Search Strategy:**

Search 1 – “quality improvement” OR “quality academy” last month only.

**Resources searched:** AMED, BNI, CINAHL, EMBASE, Medline, NICE, NICE Evidence Search, advanced Google search