

Value Management Collaborative

Flash report December 2021



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Learning Module 12

17 November, MS Teams

The session focused on project management and supported participants to:

- Understand why project management is necessary for improvement projects
- Discover key project management themes to support you to manage a successful improvement project
- Gain knowledge of project management tools in the context of quality improvement



Learning Module 13 6 December, MS Teams

Delivered as part of the capacity and capability programme, this session focused on **facilitation skills** and **courageous conversations**.



Participants increased their understanding of the role of a facilitator and the skills required, and learned how to effectively use the 'Ladder of Inference' model.

Value Management resource pack

We are continuing to develop the resource pack – improvement coaches, check your emails in the coming days for how you can help.

Project surgery – reflection session 30 November, MS Teams

Participants reflected on how they have successfully overcome obstacles in implementing value management and how the approach has made a difference.

Key learning points are highlighted below:

Implementing value management:

- Enabled local teams to have real-time data to inform their services
- Gave staff an opportunity to pause, focus, and think about what they are doing and what's important

The approach:

- Provided a structure for weekly coaching sessions, huddles and daily management
- Enabled staff to consider their own safety and wellbeing as well as those they provide care for

If you were not able to attend, we would be grateful if you could spare a few minutes to complete our short survey to share your own reflections

Thanks to everyone for your participation in our recent activity.

Spotlight on NHS Tayside – Ward 2, Ninewells Hospital

Capacity work around 'Lost Time'

Ward 2 Ninewells have been working on improvement work to identify what is causing 'lost time' on their ward.

- A poster was put up in a central area, for **staff to write down themes for anything that delayed them during their shifts** over a seven day period.
- Once the 'lost time' themes were collected, the team were asked to tally every time they encountered one of the themes over the next seven days.
- With the support of the Improvement Coach, they were then able to **analyse the data** collected by creating a **Pareto Chart** to see where to focus their improvement efforts and plan a **PDSA**.

Themes generation

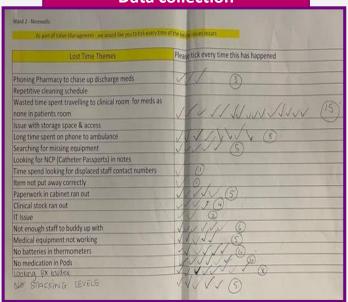
Do you have lost time?

As a team do you feel that some processes take a lot of time and might feel like lost time? Areas like:

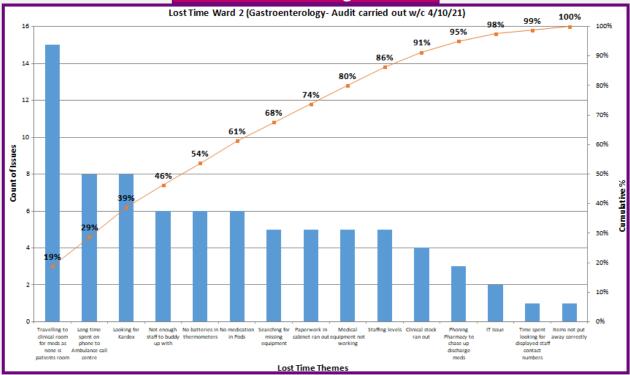
- · Looking for missing items
- Travelling across different areas
- Time on the phone waiting

We are looking to capture these themed areas to help look at ways we can improve these.

Data collection



Pareto chart showing lost time



Testing through PDSAs

Ward 2 have started doing PDSAs to test working from the treatment room drug cupboard as an alternative to using drug trolleys. During this test of change they are assessing if this reduces the time wasted and if there are any benefits, problems, or safety risks.

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Join the conversation



Use the Value Management hashtag and follow @ihubscot on Twitter to join the conversation.

Next steps for 2022

17 & 31 Jan

11am

Drop-in sessions

These MS Teams drop in sessions provide coaches and team leads with an opportunity to network and collaborate, share learning and successes, and troubleshoot any issues.

Module 14: Introduction to Statistical Process Charts

24 Jan 2-3pm This session for improvement coaches and team leads will focus on **statistical process control charts**, looking at ways to develop these to support displaying measures on the visual management board and managing variation within their improvement work.

24 Feb 2-3.30pm

Module 15: Productive Zone of Discomfort

This session aimed at improvement coaches and team leads will focus on the **productive zone of discomfort** and support understanding of the basic concept of the circles of influence and concern.

TBC Feb

Project Surgery – Medical Representation in Value Management

This event for coaches and team leads is an opportunity to hear from guest speakers about their experiences as medical representatives implementing value management, to share learning, and offer and receive support and ideas from other boards.

March

Virtual site visits and partnership agreements

We will be in touch in the new year to arrange virtual site visits in March 2022 to discuss forward plans with participating boards and agree updates to the partnership agreement.

MS Teams

All of the resources relating to the collaborative are available in the library channel within our <u>Value Management</u> <u>Collaborative MS Teams group</u>. If you are not already a member of the team, you can **request to join via this link.**

Happy holidays and best wishes for 2022 from the Value Management team!

We would like to thank participating boards for all their hard work and continued support through these challenging times.

We look forward to seeing what next year brings.





We aim to spotlight a participating board in the next flash report. This is an opportunity to showcase some of your team achievements in implementing value management.

Please get in touch if you would like to feature as a spotlight in February.

Contact us:



