



Breakout 4: Accelerate your learning for improved outcomes - hints and tips

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Quality Management Systems Portfolio, HIS

Improvement Hub
Enabling health and
social care improvement

Introductions

- Please take a few minutes to say hello to others sitting at your table....letting them know....
- your name and where you work (if you don't know each other already)
- what you'd like to get out of this session, and
- one thing this week that has brought you joy



Objectives

What makes a good Learning System which improves quality and safety? What are the components of that?

Review a good example of an effective learning system at the heart of an organisation, and a poor example

How can you effectively accelerate your learning locally in relation to Value Management?

Have some time/space to reflect on what you have locally and what can you can build upon

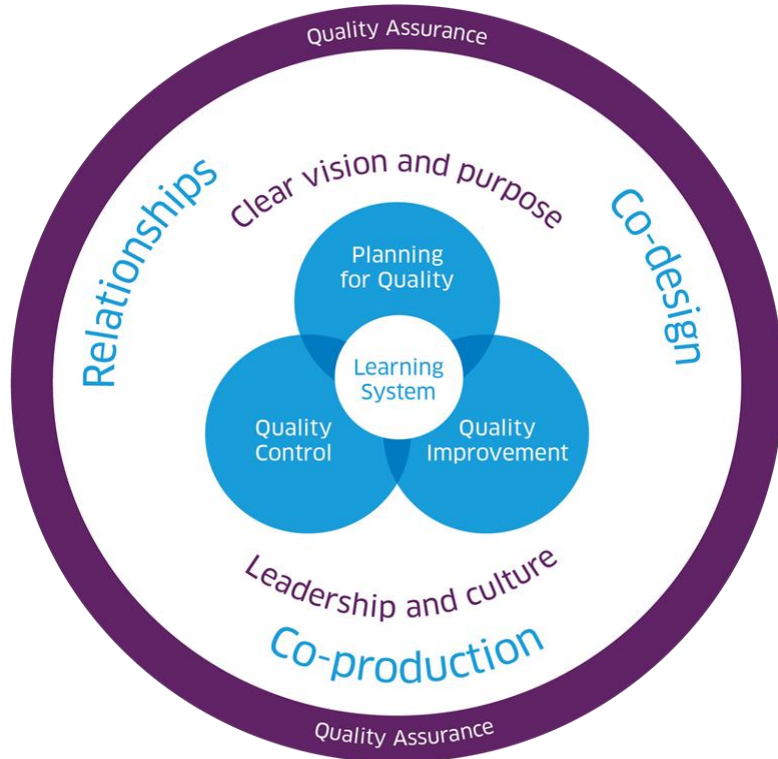


Who am I?

- Senior Improvement Advisor in Quality Management System Portfolio
- Passion for learning for improvement
- Psychology background
- Addiction Services/Mental Health/Clinical Effectiveness/Clinical Governance
- ScIL cohort 1 (back in 2015)
- Unscheduled care improvement/duty management acute site



High-level Quality Management System Framework

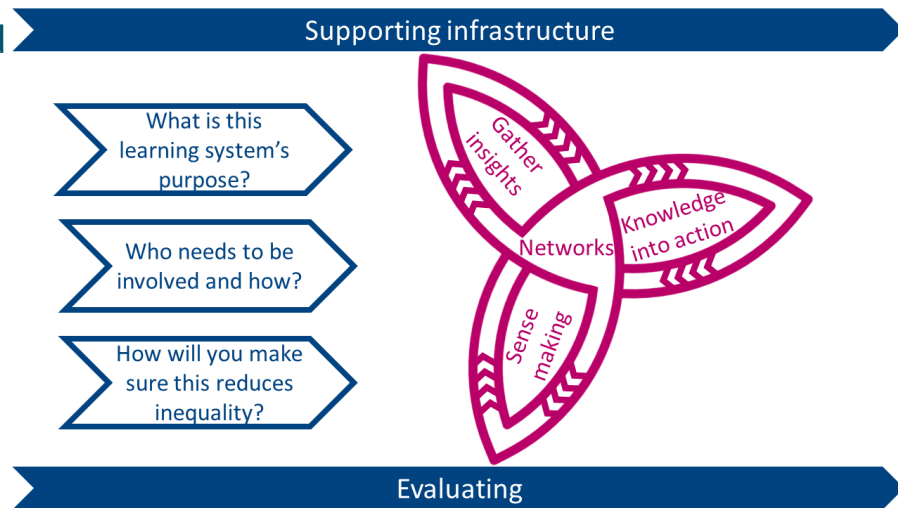


Integral to any effective Quality Management System is a Learning System

How can a good system for learning improve quality and safety?

A learning system should:

- support individuals to learn through its culture and networks
- be informed by evaluation and reflective practice
- enable people to assess what is and isn't working through the use of qualitative and quantitative data, stories and insights
- develop processes to aid decision-making and turn knowledge into action
- build systems to identify “bright spots” and generalisable learning



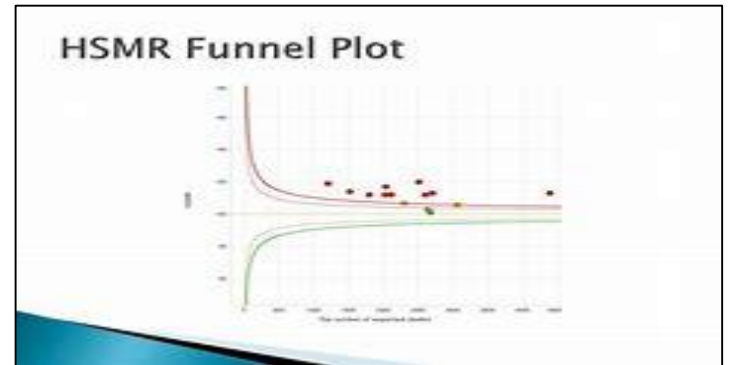
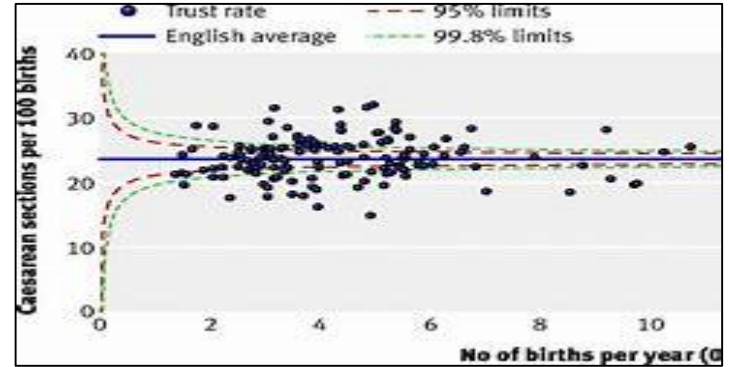
Example of the Nightingale Hospital, London

- Pandemic taught us all that we can be more agile in the NHS
- Teams across the country were responding to new information and new treatment advice at pace
- The Nightingale was a 500-bed intensive care hospital set up in a conference centre in 11 days
- Bedside Learning Co-ordinators - a new role
- 'Learning fast and acting fast'
- Robust governance structures and access to decision-making bodies

What happened in Shrewsbury and Telford Hospital NHS Trust?

Ockenden Review

- Failure to investigate
- Failure to learn
- Failure to improve



Conclusion - hints and tips

- Determine the scope/structure of your learning system
- Connect to organisational/national priorities
- Make connected data available
- Make it easy to participate
- Develop/use templates to capture data and enable sharing
- 'Package up' emerging learning to influence decision-makers
- Ensure robust governance structures
- Identify those with similar issues and connect them

***Learn
fast,
act fast***

Discussion

- What have been your successes around your local learning system for Value Management?
- What have been your challenges around your local learning system for Value Management?
- What could you do to further build upon, develop and share the learning that needs to happen around your Value Management improvement work?
- What do you need from others to be able to do this?

Keep in touch

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