

## North West KQulP Bulletin

This edition aims to share the principles of the NW KQulP Essential QI Training and information from the first workshop.



### The North West KQulP Quality Improvement priorities are:

- To increase home dialysis rates
- To increase transplant rates
- Re-establish the MAGIC network which ended in 2020

[To view priority aims and structures, click here](#)

**The first step in delivering a successful improvement project is to ensure you have a skilled improvement team.**

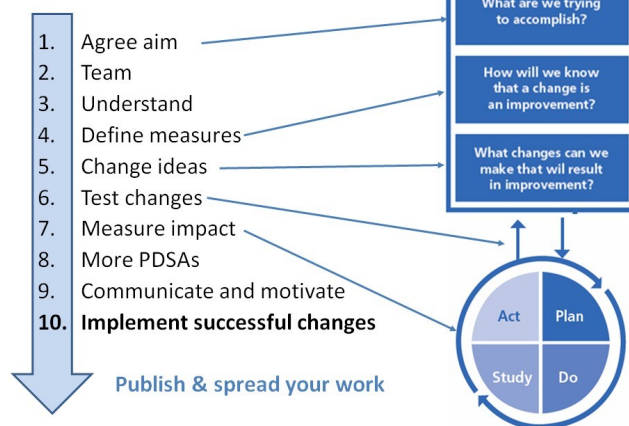
KQulP has developed an essential QI toolkit with the aim of:

- Increasing QI capability across the multi-professional team
- Building confidence and leadership skills
- Sustainability

The KQulP essential toolkit includes three interactive workshops, using the IHI Model for improvement (Fig.1) as the framework [You can view NW programme dates here](#)

**Fig. 1 IHI Model for Improvement**

### Steps in QI



**On the 8th July**, the first of three workshops was delivered in the North West. It started with presentations by members of the North West multi-professional team followed by interactive sessions in two project based breakout rooms.

[To view the workshop slides, click here](#)

### Presentation 1 — Introduction to Quality Improvement

Dr Rosie Donne, NW KQulP medical lead, started the afternoon with an introduction to the steps of QI and what is needed to get started.

#### **Rosie's key messages were:**

- \* For QI to be successful, we need to use a structured approach
- \* Not every change is an improvement, but every improvement requires a change
- \* Expect people to resist change, its all part of the process.



### Presentation 2 — Stakeholder Engagement and Communication

Amanda Balshaw-Greer, NW KQulP nurse lead, presented on how to identify project stakeholders and how to engage and communicate with them.

#### **Amanda's key messages were:**

- \* 80% of quality improvement is about the people
- \* To motivate people to change, we need to set the fire within rather than underneath them
- \* By using QI tools and techniques in a methodical way, success is possible.



If you want to find out more about KQulP, visit the [UK Kidney Association](#) website

And you can find us on twitter [@Thinkkidneys](#) #NWKidneys

**Following on from the presentations, attendees were separated into project breakout rooms for an interactive session.** These provided an opportunity to ask questions and network with other centres. The purpose of these sessions was for attendees to start thinking and planning how they will apply the QI skills and techniques to their projects. Four trusts from the region were involved, each sending one medical and one nurse to lead either home therapies or transplant first. Members of the Renal Patient Led Advisory Network (RPLAN) also attended, ensuring the QI projects are co-produced.

### Activity One

Each attendee was asked to draw their signature with their non-dominant hand and discussed how this applies to QI. Here are some of the comments made.

***The key message is you may feel uncomfortable making a change, but you can do it.***

- Difficult and uncomfortable
- Had to think how to start
- Wrote it backwards
- I'm getting better the more I do
- It takes more effort
- Very shaky

### Activity Two

Each breakout room built a process map. Although it was fun, the delegates realised it's not easy mapping out a simple process. ***Key learning from the exercise included knowing where the process starts and finishes, really understanding each step, and demonstrated the need to involve the whole team to understand the full experience.***

[To view the process steps, making a cup of tea click here](#)

[To view the process steps, making a slice of toast, click here](#)

### Activity Three

Attendees were asked for their definition and thoughts on the elements of good communication. You can find out how they responded by [clicking here for the word cloud](#)

### Attendees started to apply QI techniques and tools to their QI project

[Click here to view their thoughts and plans](#)

#### Building an improvement team.

- Who do we need to help us with this project;
- How are we going to get them involved; and
- What role might they play

#### Developing 'our Shared Purpose'.

- Looking at what unites them and
- Why they are taking this action.

#### Understanding project stakeholders

- How to map them, and
- Prioritising communication strategies.



### Some feedback from those who attended:

**I learnt a lot today which I will apply to a current blood and organ donation project we are running in collaboration with some community stakeholders who will be engaging with their immediate community. Thank you. Really informative. (From patient)**

**Feel far more positive about starting my new role. Only thing to add maybe 5 more mins in break out**

**With this in mind, the next workshops will have less presentation time and more breakout time**