

A Healthcare Conferences UK Masterclass

Quality Management & Using Data for Improvement

Friday 11 March 2016 Hallam Conference Centre, London



By the end of this masterclass delegates will be able to:

- Understand how to apply systems thinking to developing a quality system
- Appreciate how knowledge of variation should guide improvement work
- Consider how to use data effectively for improvement at every organisational level
- Understand the core principles of different improvement methods
- Understand how to align research, assurance, innovation and improvement to achieve system-level aims

The Masterclass will be facilitated by

Dr Amar Shah

Associate Medical Director (Quality Improvement)

& Consultant Forensic Psychiatrist

East London NHS Foundation Trust



10% card payments discount*
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The aim of this 1-day masterclass is to understand how to use data from Board to ward in the pursuit of improvement, how to apply continuous improvement to tackle quality issues, and how to align assurance, improvement and research to build a holistic quality system.

The Keogh review and the King's Fund report on reforming the NHS have made clear that organisations must work to embed continuous improvement within their operational philosophies. However, successful long-term improvement relies on a number of contextual factors. Adding Quality Improvement to existing structures and systems will not be enough – there is a need to review and redesign all aspects of operations in order to embed continuous improvement.

This masterclass will start by giving participants a grounding in quality, systems thinking, variation and the common features of all improvement methods. We will then move to measurement, and the use of data for improvement from Board to team-level. Finally, we will cover the topic of how to link assurance, research, innovation and improvement in the pursuit of common aims in order to achieve system-level performance improvement.

Programme

- 09.30 Coffee and Registration
- 10.00 Introduction and aims of the day.
- 10.20 Understanding how to approach a quality problem.
- 11.00 Coffee
- 11.15 Exploring continuous improvement methods.
- 12.15 Exploring variation and use of data for improvement.
- 13.00 Lunch
- 14.00 Practical session on learning key improvement tools.
- 15.15 Tea
- 15.30 Developing a holistic quality system.
- 16.00 Conclusion

Amar is Consultant forensic psychiatrist and Associate Medical Director at East London NHS Foundation Trust. He leads a large-scale quality improvement programme across the organisation, aimed at developing a quality system focused on improvement and embedding continuous improvement at every level.

His current work involves supporting teams across the organisation to apply continuous improvement in tackling complex quality issues within mental health and community service settings, many of which have little evidence base to draw on. The programme is also redesigning organisational structures and systems to align with improvement, developing a holistic approach to quality which brings together assurance, research, innovation and improvement in a shared purpose.

He has expertise in quality and safety improvement, having spent time working at the National Patient Safety Agency, and is an IHI improvement advisor. He has a Masters in mental health law, an executive MBA and a postgraduate certificate in medical education.

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Venue

Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date

Friday 11 March 2016

Conference Fee

- ☐ £395 + VAT (£474.00) for NHS, Social care, private healthcare organisations and universities.
☐ £549 + VAT (£658.80) for Commercial Organisations

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

*Card Discount

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A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

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