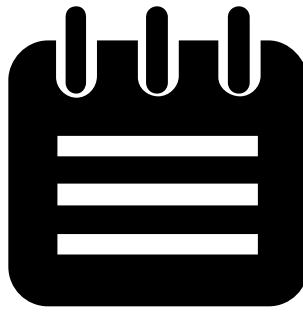
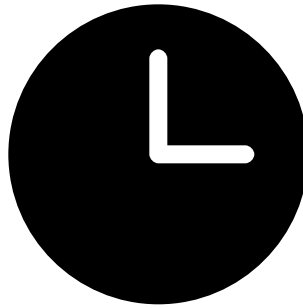


Quality improvement in health care: lessons on leading and implementing solutions





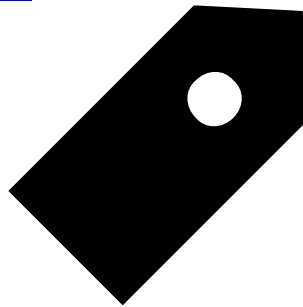
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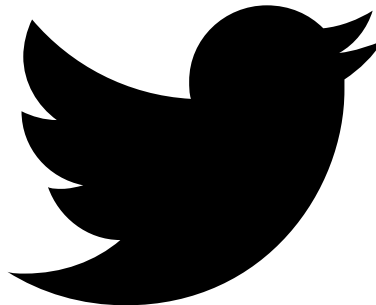
- 8.45am-4.45pm



- [The King's Fund, London W1G 0AN](#)



- Paid event



- [#qualityimprovement](#)

Speakers include



- Prof Don Berwick



- Suzie Bailey



- Will Warburton

About this event



This one-day event is for people leading and delivering [quality improvement \(/node/2249\)](/node/2249) strategies and approaches in health care organisations including NHS acute, mental health and community trusts.

It will help you to make a success of quality improvement projects in your organisation by drawing on lessons around leading, implementing and embedding initiatives that improve clinical effectiveness, safety and patient experience.

Experts in quality improvement

Benefit from the experience of leading experts in quality improvement who will share tested quality improvement interventions and approaches:

- [Professor Don Berwick \(/about-us/whos-who/don-berwick\)](/about-us/whos-who/don-berwick), International Visiting Fellow, The King's Fund
- Will Warburton, Director of Improvement, the Health Foundation
- Dr John Dean, Clinical Lead, Quality Improvement Hub, Royal College of Physicians and Deputy Medical Director (Transformation), East Lancashire Hospitals NHS Trust

Evidence-based examples

Learn how health care organisations improve from evidence-based examples that will be shared by the Care Quality Commission.

Lessons on creating the right culture

Discover how to create and embed a culture within your organisation that enables clinicians to apply quality improvement approaches.

Speakers include



Professor Don Berwick

International Visiting Fellow, The King's Fund



Suzie Bailey

Director of Leadership and Quality Improvement, NHS Improvement



Will Warburton

Director of Improvement, the Health Foundation



Professor Ted Baker

Deputy Chief Inspector of Hospitals, Care Quality Commission

Programme

8.45am

Registration opens

9.00-9.45am

Breakfast session

This breakfast session is open to all attendees. Further details on the session will be available soon.

10.00-11.15am

Session one: Opening plenary

Professor Don Berwick will open the event and in this session you'll also hear from the Care Quality Commission on how hospitals improve and NHS Improvement on how to develop a culture that enables continuous quality improvement.

Show session detailsHide session details



10.00AM WELCOME

Professor Chris Ham

10.10AM A SYSTEM-WIDE APPROACH TO QUALITY IMPROVEMENT



Professor Don Berwick, International Visiting Fellow, The King's Fund

- What steps can be taken towards embedding quality improvement in the NHS?
- Examples of quality improvement and innovation in health care.
- Investing in quality improvement programmes.

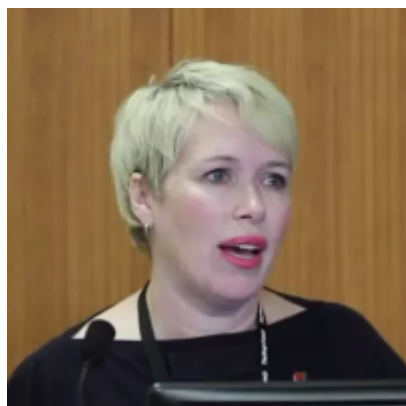
Keynote

10.30AM HOW HOSPITALS IMPROVE: EVIDENCE-BASED EXAMPLES IN HEALTH CARE



Professor Ted Baker, Deputy Chief Inspector of Hospitals, Care Quality Commission

10.45AM DEVELOPING CULTURES THAT ENABLE AND SUSTAIN CONTINUOUSLY IMPROVING AND HIGH-QUALITY CARE



Suzie Bailey, Director of Leadership and Quality Improvement, NHS Improvement

- A brief overview of the work NHS Improvement is leading in both the Virginia Mason Institute, and Culture and Leadership Programmes.

11.45am-1.00pm

Breakout session 2A

Developing cultures for continuous improvement

[Show session details](#)
[Hide session details](#)

11.45AM DEVELOPING CULTURES FOR CONTINUOUS IMPROVEMENT

Facilitated by:

- **Sue Burgin**, Development Advisor, NHS Improvement
- **Greg Madden**, Senior Development Advisor, NHS Improvement

Drawing on learning from the success of trusts involved in both the Virginia Mason Institute Programme and the NHSI Culture Leadership Programme, Sue and Greg will provide practical guidance on developing a culture of continuous improvement.

Simon Wright, Chief Executive, Shrewsbury and Telford NHS Trust (SaTH)

In September 2015 (SaTH) embarked on a programme of work in partnership with the Virginia Mason Institute in Seattle (United States). As one of just five trusts chosen, Simon will share learning on how the partnership is supporting the trust overcome many obstacles to providing

safe, effective and compassionate care within the organisation.

Breakout session 2B

Working collaboratively with patients and service users in quality improvement



11.45AM WORKING COLLABORATIVELY WITH PATIENTS AND SERVICE USERS IN QUALITY IMPROVEMENT

Facilitated by:

- Chris Naylor, Senior Fellow, Policy, The King's Fund
- Shilpa Ross, Senior Researcher, The King's Fund.

In this session, Shilpa and Chris will explore the potential opportunities to work with patients, service users and carers as partners in quality improvement, drawing on lessons from mental health. There will be an overview of how co-production can add value to quality improvement methods projects, with speakers sharing examples of successful collaborative working.

Speakers include:

- Anna Burhouse, Director of Quality, West of England Academic Health Science Network
- Paul Binfield, Head of People Participation, East London NHS Foundation Trust
- Joanna Goodrich, Head of Evidence and Learning, The Point of Care Foundation
- Bev Fitzsimons, Head of Improvement, The Point of Care Foundation.

Breakout session 2C

Improvement through inspection? Lessons from how health and social care providers are responding to CQC's inspection and rating programme.



11.45AMIMPROVEMENT THROUGH INSPECTION? LESSONS FROM HOW HEALTH AND SOCIAL CARE PROVIDERS ARE RESPONDING TO CQC'S INSPECTION AND RATING PROGRAMME

Facilitated by:

- Professor Kieran Walshe, Professor of Health Policy and Management, Alliance Manchester Business School, University of Manchester.

Based on research being carried out by The King's Fund and Manchester Business School, this session will explore how health and social care providers have responded to CQC's inspections and ratings and what impact this has on the processes of improvement and on the quality of care.

Through case studies and examples from acute care, mental health, primary care and adult social care, in this session the research team will provide an insight into how CQC and providers can maximise the potential benefits of inspection and rating, and minimise the potential adverse consequences. We will also hear from a provider who has been through the special measures regime about the impact of inspection on their quality improvement journey.

Presentation 1: Narratives of inspection and rating in acute, mental health, general practice and social care

- Dr Emma Richardson, Research Associate, Alliance Manchester Business School, University of Manchester
- Jill Roberts, Senior Researcher, The King's Fund.

Presentation 2: How hospitals respond to inspections: analysis of routine data

- Dr Thomas Allen, Research Fellow and Dr Nathan Proudlove, Senior Lecturer, Alliance Manchester Business School, University of Manchester.

Breakout session 2D

Creating clinical capacity to coach and lead improvement across health and care.



11.45AMCREATING CLINICAL CAPACITY TO COACH AND LEAD IMPROVEMENT ACROSS HEALTH AND CARE

Facilitated by:

- Dr Durka Dougall, Senior Consultant, Leadership & Organisational Development, The King's Fund
- Martin Land, Leadership Associate, The King's Fund.

Since 2012 The King's Fund and Health Education East of England have run five cohorts of the Quality Improvement Fellowship. This flexible programme aims to increase capability and capacity in quality improvement within clinicians at a senior level to support, coach and lead improvement programmes where there may not be a burning platform or a directive from external source.

The current cohort of fellows is situated within the 6 sustainability and transformation partnership (STP) footprints in the east of England and they are using an improvement approach to support and lead teams on work within STP priorities, across primary and secondary care.

In this practical and interactive workshop, Sarah and Martin will give an overview of the quality improvement journey and framework and provide an insight into some of the sustainable successes.

Speakers include:

- Jacqueline Birch, Head of Risk, Assurance and Compliance, West Hertfordshire Hospitals NHS Trust
- Dr Zilley Khan, Medical Education Fellow and Quality Improvement Fellow, Papworth Hospital NHS Foundation Trust and Associate Lecturer, University of Cambridge
- Alison Lathwell, Strategic Workforce Programme Lead, Bedfordshire, Luton and Milton Keynes sustainability and transformation plan (STP)

2.00-3.15pm

Breakouts sessions repeated

The morning breakouts will be repeated in this slot after lunch.

3.35-4.45pm

Session four: Faster discovery and learning, next steps for quality improvement

This session will feature solutions to help spread quality improvement further and faster in health care.

Show session detailsHide session details



3.35PM WELCOME BACK**Will Warburton, Director of Improvement, the Health Foundation**

- Supporting health care improvement, including information on the creation of a new institute to help build the field of improvement research.

3.45PM IMPROVING QUALITY IMPROVEMENT: THE ROLE OF RESEARCH AND EVALUATION**Professor Mary Dixon-Woods, RAND Professor of Health Services Research, and Wellcome Trust Investigator, University of Cambridge**

- Why the evidence-base around how to improve health care needs to improve.
- Understanding which interventions and approaches work, and which don't and why.
- Making improvement big: the 'at-scale' versus scaling challenge.

4.05PM MAKING A SERIOUS AND SUSTAINED COMMITMENT TO QUALITY IMPROVEMENT**Dr John Dean, Clinical Lead, Quality Improvement Hub, Royal College of Physicians and Deputy Medical Director (Transformation), East Lancashire Hospitals NHS Trust**

- Bringing clinical peer groups together to upscale the development of improvement capability.
- Insights from the Royal College of Physicians' Future Hospital Programme.

4.25PM QUESTION AND ANSWER SESSION**Professor Chris Ham and Suzie Bailey**

Attendees will be invited to put their comments and questions forward and join the discussion about the next steps for making change happen faster and implementation.

- Suzie Bailey, Director of Leadership and Quality Improvement, NHS Improvement.
- Professor Chris Ham, Chief Executive, The King's Fund.

4.45PM CONFERENCE FINISHES

Event partners

We're running this event in partnership with NHS Improvement and the Health Foundation. If you're interested in running an event with us please [email Louisa Sidery](mailto:Louisa.Sidery@kingsfund.org.uk).



Improvement



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