This bulletin collates information from key resources relating to quality improvement published 1st – 30th September 2019. These are presented to assist in the aim of continuously improving the quality of care and outcomes for patients; and are arranged by source.

**HQIP Healthcare Quality Improvement Partnership**


**NHS England and NHS Improvement**

Call for evidence: pharmacy aseptic services review [https://improvement.nhs.uk/resources/call-evidence-pharmacy-aseptic-services-review/](https://improvement.nhs.uk/resources/call-evidence-pharmacy-aseptic-services-review/)

“This review is a result of Lord Carter’s report into Operational productivity and performance in English NHS acute hospitals: unwarranted variations 2016, which looked at the efficiency and cost effectiveness of aseptic services in England.”
Delayed transfer of care (DTOC) improvement tool (July 2019 data)
https://improvement.nhs.uk/resources/delayed-transfer-care-dtoc-improvement-tool/

Improving weekend discharges and reducing patient delays: a case study into using criteria-led discharge at South Warwickshire Foundation Trust

Introducing MOOC School
https://www.england.nhs.uk/sustainableimprovement/introducing-mooc-school/
A “series of two-and-a-half hour webinars sharing best practice guiding you through how you can go about setting up your own online course. The webinars will take you through the principles of building a MOOC from concept to completion. … the webinars will also demonstrate the QI Learning Platform”. See Improvement Fundamentals (https://www.england.nhs.uk/sustainableimprovement/improvement-fundamentals/; Twitter @QIFundamentals) for more information on the programme’s online courses on the QI Learning Platform.

Making data count:
Statistical process control tool
https://improvement.nhs.uk/resources/statistical-process-control-tool/

Structured query language (SQL) for statistical process control
(Video added; SQL XmR test template updated)

Recently published journal articles
Below are the contents pages from 2 journals, BMJ Quality & Safety and BMJ Open Quality, containing articles relevant to quality improvement (QI).

<table>
<thead>
<tr>
<th>BMJ Quality &amp; Safety</th>
<th>Full-text articles available via your NHS OpenAthens login.</th>
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<tr>
<td><a href="https://qualitysafety.bmj.com/">https://qualitysafety.bmj.com/</a></td>
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<td>RSS - <a href="http://qualitysafety.bmj.com/rss/current.xml">http://qualitysafety.bmj.com/rss/current.xml</a></td>
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ORIGINAL RESEARCH
- Effects and costs of implementing predictive risk stratification in primary care: a randomised stepped wedge trial
- Hospital nurse staffing and staff–patient interactions: an observational study
- Variation in use and outcomes related to midline catheters: results from a multicentre pilot study
- Use of performance reports among trauma medical directors and programme managers in the American College of Surgeons’ Trauma Quality Improvement Program: a qualitative analysis
- What US hospitals are currently doing to prevent common device-associated infections: results from a national survey
- Exposure to incivility hinders clinical performance in a simulated operative crisis

VIEWPOINT
- Sepsis and antimicrobial stewardship: two sides of the same coin

QUALITY IMPROVEMENT REPORT
- Electronic health record-based clinical decision support alert for severe sepsis: a randomised evaluation

QUALITY & SAFETY IN THE LITERATURE
- Quality and safety in the literature: September 2019
LATEST CONTENT – September 2019

ORIGINAL RESEARCH
- Patient’s perspective on improving the quality of acute medical care: determining patient reported outcomes
- Effect on nurse and patient experience: overnight use of blue-depleted illumination
- Improving laboratory test utilisation at the multihospital Yale New Haven Health System
- Pedagogical value of a hospitality awards programme
- Quantifying disruption of workflow by phone calls to the neuroradiology reading room
- Short-notice (48 hours) ACCREDITATION trial in Australia: stakeholder perception of assessment thoroughness, resource requirements and workforce engagement
- Implementing primary palliative care best practices in critical care with the Care and Communication Bundle

RESEARCH & REPORTING METHODOLOGY
- Mapping outcomes in quality improvement and system design activities: the outcome identification loop and system impact model

QUALITY IMPROVEMENT PROGRAMME
- Reducing unnecessary delays during the transfer of patients from the paediatric intensive care unit to the general ward: a quality improvement project

QUALITY IMPROVEMENT REPORT
- Improving hepatitis C screening and diagnosis in patients born between 1945 and 1965 in a safety-net primary care clinic
- Impact of a pharmacist intervention at an intensive care rehabilitation clinic
- Streamlining workflows and redesigning job roles in the theatre sterile surgical unit
- Reducing prolonged chemoradiation treatment times for cervical cancer
- Promoting low-flow anaesthesia and volatile anaesthetic agent choice
- Write2me: using patient feedback to improve postconsultation urology clinic letters
- Rapid cycle testing drives improved communication and satisfaction using in-person survey

SHORT REPORT
- Spoken communication and patient safety: a new direction for healthcare communication policy, research, education and practice?
- Workflow-based data solutions are required to support antimicrobial stewardship in general practice

Other journal articles
Here we highlight articles reporting QI studies, methods and audit to drive quality improvement. These articles, with one or more authors affiliated to a UK/NHS organisation, have been published recently in journals which are not featured regularly in this bulletin. Please contact the Library for help with accessing the full-text of the articles or to request a literature search in your specialism.


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### From the Institute for Healthcare Improvement

**Are You Using Data the Right Way?**
[http://www.ihi.org/resources/Pages/Publications/Are-You-Using-Data-the-Right-Way.aspx](http://www.ihi.org/resources/Pages/Publications/Are-You-Using-Data-the-Right-Way.aspx)

The limitations of a typical ‘dashboard’ display are discussed and compared with a specific tool such as a Shewhart chart “to display and interpret data over time”.

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### From ‘Q’ (The Health Foundation & NHS Improvement)

**How to make your improvement project proposal compelling**
Blog post by Penny Pereira [Q’s Programme Director] | 20 Sep 2019
[https://q.health.org.uk/blog-post/how-to-make-your-improvement-project-proposal-compelling/](https://q.health.org.uk/blog-post/how-to-make-your-improvement-project-proposal-compelling/)

Shortlisted projects for 2019 - more information about each project is available at:
[https://q.health.org.uk/get-involved/q-exchange/shortlisted-ideas/](https://q.health.org.uk/get-involved/q-exchange/shortlisted-ideas/)

#EvidenceBasedQI – Putting our Heads Together!
Ambulance Q: Enhance & Accelerate Improvement across boundaries
Building Improvement capability across a system (North West Surrey)
Building Improvement Capability around Anticipatory Care Planning
Co-design to innovate in Respiratory Outpatients in Gloucestershire
Community of Practice: Human Factors (HF) & Quality Improvement (QI)
Co-producing QI training – Broadmoor Hospital and beyond ...
Co-producing solutions to the outpatient challenge with patients
Crossing boundaries with QI to improve prisoner health
Delivering community paediatrics for Roma/Slovak families in Sheffield
Developing Communities of Practice to facilitate wide scale change
Gamification for Human Factors
Improvers without borders
Improving improvement
Improving QI capability within the NE & Cumbria MSO network and beyond
Move sleep assessment appointments out form hospital to GP surgeries
mPOWER-Supporting Midwives to Tackle Obesity using the mHealth Technology
Outpatients Innovation Collaborative
Pre-operative asymptomatic bacteriuria: changing the paradigm
Psychology 4 Improvement
QI Training & Project Support for Trust Support Services
Quality coach development programme
Redesigning outpatients through inclusive participatory co-design
Reducing unnecessary out-patient appointments in kidney care
Supporting colorectal cancer patient self-management
Supporting parents to care for children with medical complexity
The virtual hug of support
Unifying QI across three Trusts in an STP
Using QI to tackle health inequalities in Primary Care Networks (PCN)
Virtual blood clinics
Flow Coaching – empowering front line staff to make improvements
Blog post by Vincent Baxter [member of the emergency care improvement team] | 13 Sep 2019
https://q.health.org.uk/blog-post/flow-coaching-empowering-front-line-staff-to-make-improvements/
Discusses “how flow coaching can be a powerful tool for engaging frontline staff in the quality improvement process” following a recent Q visit to Imperial Healthcare NHS Trust.

Preventing catastrophes with good team working
Blog post by Juliette Kumar | 12 Sep 2019
https://q.health.org.uk/blog-post/preventing-catastrophes-with-good-team-working/

Patient safety in partnership: Our plan for a safer future
Blog post by Cheryl Crocker | 4 Sep 2019
“Patient Safety Director Cheryl Crocker writes about the launch of the AHSN[*] Network’s plan to support the NHS Patient Safety Strategy and how essential Q members are to making the plan a success.”
* Academic Health Science Network

Spotlight on MUSIQ (Model for Understanding Success in Quality)

In the Model for Understanding Success in Quality (MUSIQ): building a theory of context in healthcare quality improvement, the authors described the development of a “conceptual model that can be used by organisations and QI researchers to understand and optimise contextual factors affecting the success of a QI project” (Kaplan et al., 2012). 25 contextual factors likely to influence QI success were identified. A recently published article (Douglas et al., 2019) “sought to determine which MUSIQ contextual factors were associated with successful QI initiatives” in a study across 21 sites. Last year Reed, Kaplan and Ismail (2018) reported the results of a study which aimed to “better understand the roles of, and inter-relationships between, contextual factors within QI&I initiatives”, identifying new factors and creating a revised model (MUSIQ v2.0).


https://qualitysafety.bmj.com/content/21/1/13

* National Institute of Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) Northwest London, Imperial College London, Chelsea and Westminster Hospital

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