

# Community of Improvement Practice

Creating a culture of continuous improvement at The Dudley Group



# How we use NHS IMPACT

The best practice guide to continuous improvement in the NHS

NHS IMPACT (Improving Patient Care Together) has been launched to support NHS organisations and systems to have the skills and practices to deliver continuous improvement. It will inform the ways of working across services at every level including NHS England.

At Dudley, we are actively using IMPACT to guide the development of our improvement method, working towards delivering our vision and the People Plan goals.



The following five pages, summarise our current position and future focus for each of the five IMPACT components.



Approved by  
Executive Committee  
07/11/2023

## How to create the Community of Improvement Practice.

The following four actions have been agreed by the executive team.

- Every member of staff must have one appraisal objective to undertake an improvement change. These will be at an appropriate level/size for their job role agreed with their line manager in their appraisal.
- Every department manager /team lead to nominate a member of staff to become an Improvement Champion (IC). The target is 1 in 20 staff become Improvement Champions within 2 years. When an IC leaves the department, a new person will be put forward to join the CoIP.
- An Improvement Champion is someone who has completed three DIP training courses and applied the skills to three projects; earning them a certificate for each. For example; Bronze, Silver, Gold, or Bronze, PlotTheDots, Improvement Mindset.
- Improvement Champions are allocated one whole day per month in their rota/work plan to undertake improvement activity.

## Function of the Community of Improvement Practice

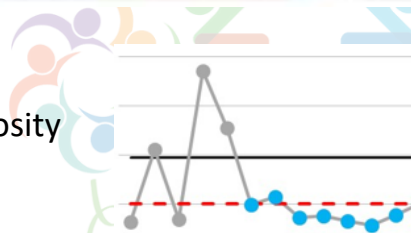
- Having achieved Improvement Champions (IC) status, the DIP team will ‘coach the coach’ to further develop the capability of the ICs to be able to support other staff.
- The ICs will provide support to staff in their area on how to apply improvement skills to achieve their appraisal objective.
- The ICs will regularly share their learning and support each other to continue their own development as improvement coaches and better support staff with their improvement projects.
- As the CoIP grows in number, specialist groups may be formed within it consisting of cross-divisional and multi-disciplinary staff. The CoIP will become an in-house Improvement Consultancy to tackle trust challenges such as discharge, length of stay, waiting lists etc.
- Through these actions of learn, share and support, the CoIP will continually develop the culture of continuous improvement at DGFT.

# Improvement Training and support with your improvement project

<p><b>Improvement Fundamentals</b> <u>eLearning</u></p> <p>7 modules introducing:</p> <ul style="list-style-type: none"> <li>• PDSA</li> <li>• Value &amp; Waste</li> <li>• 6S</li> <li>• Balanced metrics</li> <li>• Process mapping</li> </ul> <p> eLearning 2 points</p>	<p><b>Improvement Coach Bronze</b> <small>Included in Managers' Essentials</small></p> <ul style="list-style-type: none"> <li>• PDSA</li> <li>• Value &amp; Waste</li> </ul> <p> Classroom &amp; Project 5 points</p>	<p><b>5-day Improvement Event</b> <small>Containing Improvement Coach Silver</small></p> <ul style="list-style-type: none"> <li>• Cell overview</li> <li>• Flow</li> <li>• Pull</li> <li>• 6S</li> <li>• Standard Work</li> <li>• Visual Management</li> </ul> <p> 5-day Event &amp; Project 37 points</p>	<p><b>Improvement Coach Gold</b> <small>Included in Developing Leaders</small></p> <ul style="list-style-type: none"> <li>• A3 thinking</li> <li>• Current state</li> <li>• Balanced metrics</li> <li>• Root cause analysis</li> <li>• Future state</li> </ul> <p> Classroom &amp; Project 16 points</p>	<p><b>Improvement Mindset Training</b></p> <ul style="list-style-type: none"> <li>• Introduction to Kata</li> <li>• The challenge</li> <li>• Improvement Kata</li> <li>• Coaching Kata</li> </ul> <p> </p> <p> Classroom &amp; Project 15 points</p>
---	--	---	---	---

## Plot the Dots

Use data to focus our curiosity and inform decisions with Statistical Process Control charts.



## Leadership Behaviours



## Improvement Leadership

Create a culture of continuous improvement where your team thrives.

# Book onto Our Training

**NHS**  
The Dudley Group  
NHS Foundation Trust

  
**Dudley  
Improvement  
Practice**



Scan QR code to  
view our latest  
dates and book on  
within moments!



<https://forms.office.com/e/S0vNBRkJRK>



@DGFTimprovement