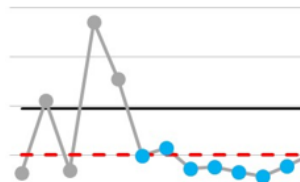


# Improvement Training and support with your improvement project

<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> <i>Included in Managers' Essentials</i></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> <i>Containing Improvement Coach Silver</i></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> <i>Included in Developing Leaders</i></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>
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## 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.

# Improvement Training - content and certification

Course Title	What is it about?	Is this for me?	How do I get a certificate?	How much time?
<b>Improvement Fundamentals eLearning modules 1-7</b>	Modules cover an introduction to the Dudley Improvement Practice approach, Value and Waste, the PDSA model for improvement and use of data.	For all staff to quickly acquire a broad overview of the basic principles of continuous quality improvement.	Completion of a short assessment at the end of each module.	2 hours to complete all 7 modules. Can be done all at once or at any pace over a few weeks.
<b>Improvement Coach Bronze</b>	Understand the Plan Do Study Act approach to learning in an improvement project. Practise applying Value & Waste in your work.	For all staff as their first application of the DIP method to a small, real-world improvement idea. This course is included as part of Managers' Essentials.	Prerequisite: None Certificate: Demonstrate the use of PDSA on a real-world improvement idea.	½ day training + 2 hours work on a small project.
<b>Improvement Coach Silver</b>	Gain an advanced understanding of the components of continuous improvement required to sustain a focus on improvement within a team or department.	For staff at any level keen to develop and apply your improvement skills and for managers wishing to develop their teams and services. This course is included as part of a 5-day improvement event.	Prerequisite: Improvement Coach Bronze. Certificate: Demonstrate the application of one of the tools in your department of service.	½ day training + 4 hours work on a small project.
<b>Improvement Coach Gold</b>	Understand and apply all the components skills of an A3 project plan on a page. Includes current state mapping, balanced <u>metrics</u> and root cause analysis.	For staff at any level keen to deliver a specific improvement project and for managers wishing to support their teams with their own projects. This course is included as part of Developing Leaders.	Prerequisite: Improvement Coach Bronze. Certificate: Demonstrate the use of the A3 to show quantifiable improvement on your chosen project.	1-day training course and complete an A3 improvement project – which will comprise of approx. 16 hours project work spread over 8-12 weeks.
<b>Kata - Improvement Mindset &amp; Improvement Coaching</b>	An alternative approach to improvement problem solving which involves learning a new habitual way of thinking about improvement without producing a <u>plan in advance</u> . Kata is a routine to build new improvement skills with a focus on learning.	Suitable for anyone interested in undertaking a <u>fairly complex</u> improvement challenge which doesn't have a plan in place or where it is unclear as to how the challenge can be achieved.	Prerequisite: Either eLearning or Practice Coach Bronze. Certificate: Demonstrate use of a Kata board for an improvement project over a period of 2 months or more. DIP Kata training is accredited with Cardiff university.	2-day Kata course and undertake a Kata improvement project comprising of approx. 8 hours project work over 6-8 weeks including a minimum of three 15-minute coaching cycles.

## Annual Review - Guidance for setting your improvement objective



We are committed to creating a culture of Continuous Improvement, where our people are trusted, valued, and empowered to suggest and be involved in delivering improvements in their areas of work. To play your part in contributing to this culture, you have a responsibility to participate in improvement activities at a level appropriate to your post/role. This includes attending the relevant improvement and leadership training, and applying these skills to improve the health, wellbeing and experience of our patients, staff, and local population. In your annual appraisal you will be responsible for generating at least one improvement idea within your area, implementing it with support, and tracking progress.

	Team member	Team Leader	Senior Leader
Improvement responsibility	Responsibility to support patient care through improving the quality of services and operational efficiency. To actively seek out improvement opportunities and test a change idea, gaining support from colleagues.	<p>Responsibility to support patient care through improving the quality of services and operational efficiency.</p> <p>To lead on and participate in Continuous Improvement initiatives and be responsible for developing your skills through appropriate training.</p> <p>Responsible for encouraging and supporting your team members in delivering their own service improvements.</p>	<p>To be accountable for, lead on, and participate in Continuous Improvement initiatives. To be responsible for developing your skills through appropriate training.</p> <p>To be accountable for promoting a culture of Continuous Improvement. Responsibilities include encouraging and supporting improvement activities, celebrating successes and sharing learning to enable improvement spread.</p>
Example improvement objective	<p>Make improvement suggestions in huddles and record changes or improvements you have made. Review friends and family feedback or complaints – share these in the team, propose improvement ideas and take them forward.</p> <p>Attend Time to Share events to see what improvements you could try in your area.</p> <p>Use the eight wastes to identify a waste or inefficiency in your work area.</p> <p>Use a PDSA form to plan a small test of change to reduce the waste.</p>	<p>Leading a 6S project, such implementing a stock management system</p> <p>An A3 project on an improved referral process</p> <p>Kata project to reduce waiting list</p>	<p>A3 to deliver a departmental or divisional strategic objective such as improving flow between two departments; Implementing a new pathway or policy.</p> <p>Setting up virtual ward or nurse-led clinic.</p>
Recommended minimum training	<a href="https://learning.dgftpec.co.uk/enrol/index.php?id=61">Improvement Fundamentals eLearning.</a> <a href="https://learning.dgftpec.co.uk/enrol/index.php?id=61">https://learning.dgftpec.co.uk/enrol/index.php?id=61</a>	Bronze, Improvement Mindset, PlotTheDots	Improvement Leadership
Further training	Bronze, Silver, Gold, Improvement Mindset, PlotTheDots	Silver, Gold	Improvement Mindset, PlotTheDots



**To book training:**

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

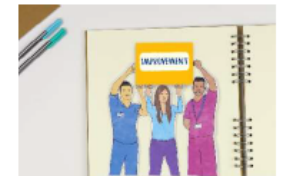
**For more information:**

<http://thehub/dudley-improvement-practice/SitePages/Home%20Page.aspx>

**About Dudley Improvement Practice (3min animation):**

<https://youtu.be/Il6xeRLBFTY>

**Improvement Champions** are available to support you with your annual review improvement objective. Ask your line manager if you would like to be an Improvement Champion for your team or department and be part of the **Community of Improvement Practice**. <http://www.dgft.nhs.uk/wp-content/uploads/2024/02/DGFT-CommunityOfImprovementPractice-2024.pdf>





# Book onto Our Training

**NHS**  
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**Dudley  
Improvement  
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