

# Silver Level Quality Improvement Training

Learning by doing

Session 1: Thursday 6<sup>th</sup> January 2022, 09.00 - 12.30

Session 2: Thursday 13<sup>th</sup> January 2022, 09.00 - 12.30

Delivered via Zoom

## Course overview:

- An opportunity to explore some of the challenges to doing quality improvement work in health services.
- A guided, participatory, journey through the Model for Improvement, using a widely relatable case study from primary care which explores the challenges of trying to improve access to health checks for people with a learning difficulty.
- An introduction to the interface between 'Patient Safety', 'Human Factors', and Quality Improvement.
- Understanding when and how to use behaviour change approaches (such as the ABC Toolkit) within quality improvement work.
- An introduction to the Improvement Academy quality improvement Project Template which you can use to plan your own quality improvement project.

**NOTE:** pre-course and 'homework' videos and exercises form an integral part of the course content and individuals must schedule time to complete these between sessions.

The Improvement Academy offers a small number of funded places to Yorkshire and Humber NHS and social care organisations. A cancellation charge of £75 may apply if less than 48 hours' notice is given.

This event will be delivered by:

### Maureen McGeorge

*Quality Improvement Training Lead,  
Improvement Academy*



Maureen joined the Improvement Academy in 2014 and has extensive experience of quality improvement training, improving service quality and patients' experience. She worked with the Royal College of Psychiatrists leading the development and management of many national clinical audit and service accreditation programmes. She also has experience of working in primary care and in acute medicine with the King's Fund and the Patients' Association. In 2011, she qualified as an Improvement Advisor with the Institute for Healthcare Improvement.

### Allyson Kent

*Mortality Improvement Fellow,  
Improvement Academy*



Allyson is a Mortality Improvement Fellow with the Improvement Academy, supporting both our 'Learning from Deaths' training and our 'learning by doing' Quality Improvement training. Allyson is a member of the Royal College of Psychiatrists expert reference group on Learning from Deaths and is a Queen's Nurse.

Places are limited and will be allocated on a first come first served basis.

To book your place, please contact:

Shahima Begum – Communications, Networks and Training Officer

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[www.improvementacademy.org](http://www.improvementacademy.org)



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