

# Silver Level Quality Improvement Training

Learning by doing

Tuesday 5<sup>th</sup> December 2023, 09.00 - 16.30

Delivered via Zoom

## Course overview:

- An opportunity to explore some of the challenges to doing quality improvement work using an example case study from primary care services.
- An overview of some of the challenges you may face when trying to improve the quality of health services wherever you work.
- A guided, participatory, journey through the Model for Improvement.
- An understanding of when and how to use behaviour change and other quality improvement concepts within your role.
- An understanding of the importance of measurement for improvement.

**NOTE:** participants are expected to have completed the Bronze QI e-learning and to do a quick pre-course exercise.

**Places cost £125 per person. Payment details will be provided once places are booked.**

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. In 2011, she qualified as an Improvement Advisor with the Institute for Healthcare Improvement. As well as working with the IA, Maureen delivers QI training and supports on behalf of the Royal College of Psychiatrists' and the Royal College of Surgeons.

### Mel Johnson

*Assistant Director Patient Safety,  
Improvement Academy*



Mel leads the Yorkshire and Humber Patient Safety Collaborative and brings an applied focus on Human Factors and behaviour change to 'learning by doing' QI training. A nurse by background, Mel joined the Improvement Academy team in May 2015. Most of her career has been spent in a quality role, working in risk and governance as well as managing national Patient Safety initiatives and campaigns.

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

To book your place, please contact:

Jane Hudson – Business Support Officer

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



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