Engaging your workforce in Quality Improvement

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improvewell.com  @ImproveWellUK
The frontline opportunity

"[the issue is] lack of value and support being given to frontline clinicians, particularly junior nurses and doctors. Their constant interaction with patients and their natural innovative tendencies means they are likely to be the best champions for patients and their energy must be tapped not sapped."

- KEOGH REVIEW

"That investment in human development is absolutely necessary if, when alarms ring as they did in Mid Staffordshire, people with their hands on the steering wheel are to have the knowhow to diagnose and fix the problems. The most important single change in the NHS in response to this report would be for it to become, more than ever before, a system devoted to continual learning and improvement of patient care, top to bottom and end to end."

- BERWICK REPORT
Declining morale

“The NHS relies on the dedication of its staff, so the growing concern about staff morale is worrying. Given the close association between staff engagement and quality of care, this is a warning sign that should be taken seriously by NHS leaders.” – Richard Murray, King’s Fund Director of Policy

- 42% of NHS employees feel that their work is valued
- 57% of NHS employees unable to meet demands made on them
- 60% of health leaders say morale has deteriorated in their organisation
NHS staff engagement = performance

CQC Quality of Services
(1 “Poor” to 4 “Excellent”)
- Low: 2.45
- Medium: 2.78
- High: 2.96

CQC Quality of Finances
(1 “Poor” to 4 “Excellent”)
- Low: 2.86
- Medium: 2.88
- High: 3.18

Mortality Rates
Expected mortality rate adjusted to zero
- Low: 3.2
- Medium: -2.23
- High: -4.45

Patient Satisfaction
(Scale up to 100)
- Low: 76.78
- Medium: 77.39
- High: 80.86

Turnover & Absences
Symptoms of poor engagement
- 67,000
  NHS employee turnover in 2015
- £2.4bn
  Lost every year on NHS staff absenteeism
- 845,000
  Sick days paid due to anxiety, stress or depression
- £235k
  Annual salary cost savings per Trust associated with higher engagement
How it works

App-based feedback submissions instantaneously organised and tracked by management dashboard, with additional insights provided from ImproveWell QI reporting.

**STEP ONE**
Idea submission

**STEP TWO**
Dashboard analysis

**STEP THREE**
2-way communication

**STEP FOUR**
Implementation
Our strategy

- Personal Networks
- Customer Referrals
- Global Marketing Partnership
- AHSNs & Other Global Networks
You said, we did...

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>Web app</td>
<td>Full ImproveWell app access via web browser</td>
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<tr>
<td>Teams</td>
<td>Enables multiple ImproveWell programmes within your organisation</td>
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<tr>
<td>Sentiment analysis</td>
<td>Enhanced functionality for greater engagement insight</td>
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<tr>
<td>Observers</td>
<td>View only login dashboard capabilities to allow e.g. external view of the data</td>
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<tr>
<td>Messaging</td>
<td>In-app communication on idea submissions reduces reliance on email</td>
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<td>In-app dashboard</td>
<td>Supports managers so they can respond to ideas directly through the app</td>
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