

Supporting you to achieve a Continuous Quality Improvement Culture

Continuous Quality Improvement (CQI) is the ongoing process of identifying, analysing, and making improvements to systems, processes and services. Organisations with a strong CQI culture are evidenced to achieve improved patient outcomes, and improved operational, organisational and financial performance.

Developing a sustainable CQI culture is more important than ever for NHS organisations, with the Lord Darzi (2024) report highlighting the challenges we need to urgently address. Our CQI Framework will ensure your organisation has a culture that empowers staff to flourish and actively seek to make improvement as part of their standard daily work. We have fully aligned our CQI Framework to NHS IMPACT, so you can be assured that our support is designed to help you achieve these national standards.

Our wealth of expertise in continuous quality improvement, clinical and non-clinical leadership, and our access to a wide range of Subject Matter Expertise will ensure the highest quality design and delivery of your CQI programme. We can offer a tailored solution to support your organisation, including a choice of QI methodology and bespoke levels of support across the 5 Ambition areas of our Framework.

For more information on our offers and services contact us today:

What we offer



Range of Methodologies

Our team are trained and highly experienced in delivering a range of CQI methodologies, including Lean 6 Sigma (DMAIC), QSIR, and Model for Improvement, whilst also offering bespoke options that best suit your organisation.



Skills & Expertise

Our CQI delivery team are experts in root cause analysis, Gemba, Kata coaching, process mapping, PDSA, measuring improvement (SPC charts) and workshop facilitation.

Our Programme and Project Management expertise is underpinned by PRINCE2 and MSP principles.



NHS Experience

Our delivery team is 'of the NHS, for the NHS' – providing a team with a wealth of real-life working experience across NHS Providers and the wider Health and Social Care sectors.

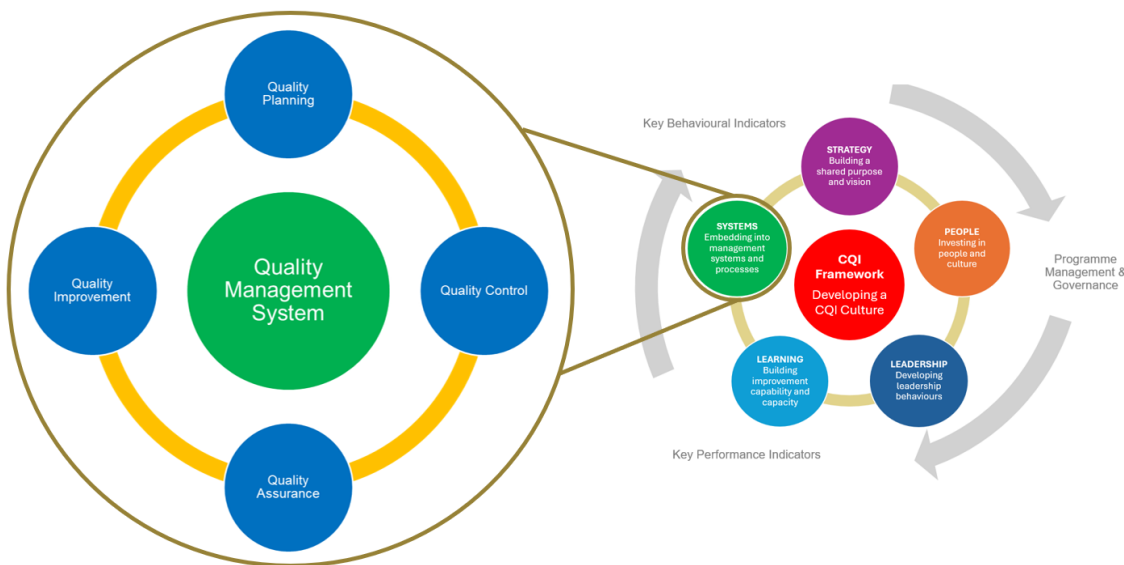
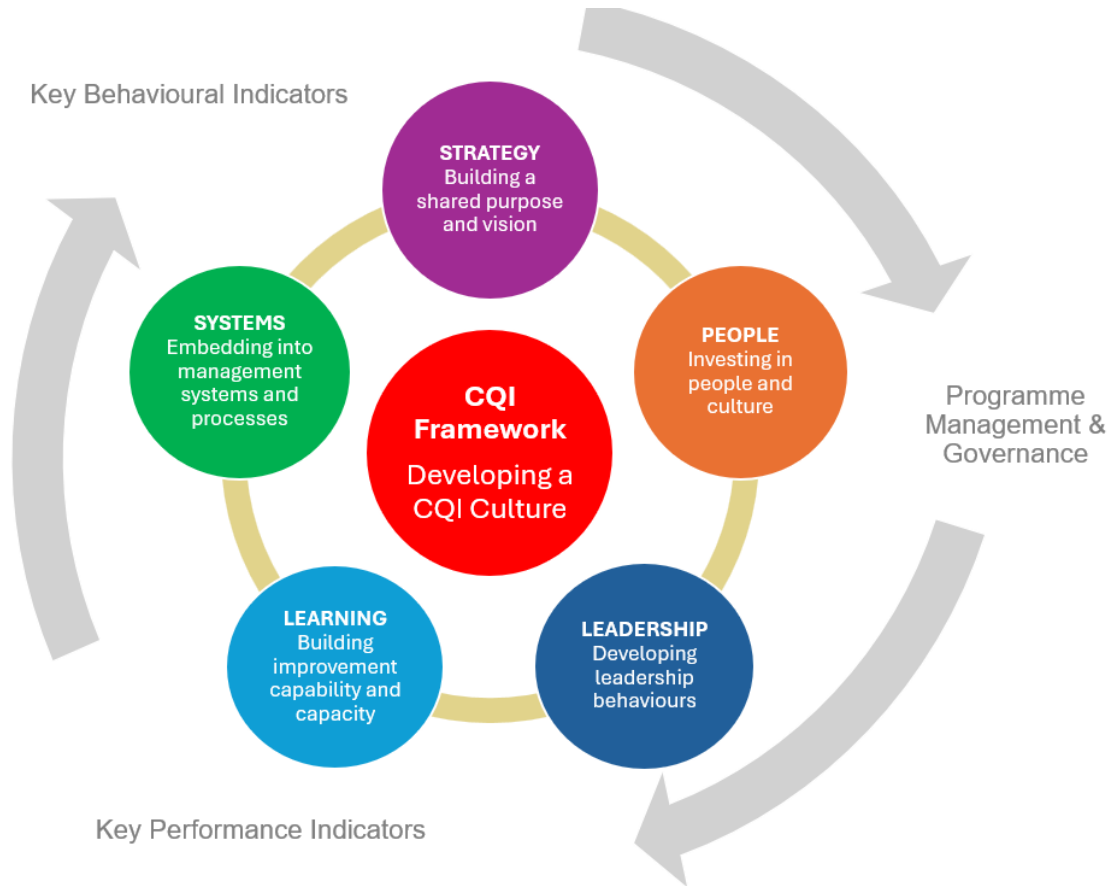
Our CQI Operational Framework

Our CQI Operational Framework is fully aligned to NHS IMPACT and focusses on 5 Ambition areas to facilitate engagement and embed a culture of continuous quality improvement across the organisation. The framework provides the tools and processes needed for sustainable, data-driven improvements, whilst fostering a culture of innovation, accountability and collaboration.

Our 5 Ambition areas that will support you to develop a CQI culture are:

1. **Strategy**
2. **People**
3. **Leadership**
4. **Learning**
5. **Systems**

Our Ambition areas are underpinned by the delivery of a robust Project Management and Governance arrangement and the continuous monitoring and measurement of Key Performance Indicators and Key Behavioural Indicators.



The 5 Ambitions are broken down into a number of key components, against which activities are planned and sequenced. A sustainable CQI culture will be achieved by embedding CQI into management systems and processes, through the development of a Quality Management System (QMS).

No matter where you are in your journey we can tailor our support to help you to reach your own destination. We can support you across all 5 Ambition areas, or a select number of your priority Ambitions areas.

Our Approach:

Strategy – Building a shared purpose and vision

We will support you to co-design an inclusive CQI strategy, purpose and vision, aligning improvement work with your organisational vision and strategic priorities.

People – Investing in people and culture

We will facilitate collaboration with your staff, system partners, and people with lived experience to assess your QI culture, establish a shared and individual purpose, and focus on implementing improvements that matter most to the people.

Leadership – Developing leadership behaviours

We will develop a clear CQI leadership and management approach which includes a comprehensive development strategy, focusing on key behavioural indicators and encouraging leaders to adopt the organisations values into their everyday work.

Learning – Building improvement capability and capacity

We will support you to build improvement capacity and capability by embedding a single consistent QI methodology and equipping your staff with the skills, tools and knowledge of the techniques that enable them to implement and measure improvement, through training, coaching and a suite of QI resources, deployed through a tailored dosing strategy.

Systems – Embedding into management systems and processes

We will support you to build improvement into the business infrastructure of your organisation, its systems and processes by embedding a Quality Management System.

PMO – underpinned by a robust governance and assurance process

We will utilise our expertise in Programme Management to monitor the progress of delivery, measure for return on investment (ROI) and ensure robust governance arrangements are in place to inform strategic oversight and successful operational delivery.

For more information about how we can support your CQI Culture, or to discuss the work of NHS ML, please contact Ally Davies on:

mlcsu.improvement@nhs.net

How you'll benefit



Patient orientated priorities:

You will have an organisation that is driving a consistent set of priorities, through a golden thread from the Floor to the Board.



Co-design and support:

Changing culture is a journey. We will co-design your vision, move you on your journey and support you to do this in a way that is bespoke and right for your own organisation.



Engaged workforce:

You will have an engaged workforce that are able to see opportunities for improvements and do something about them in a constructive and empowering way.



Improved CQI capabilities:

We will leave you with improved capabilities, a higher quality QI approach and an increased passion and understanding for QI, which will support you in your response to CQC well led reviews and your NHS IMPACT plans.

For more information on our offers and services contact us today:

Email: mlcsu.improvement@nhs.net

mlcsu.co.uk