Improvement: Sharing your improvement story

Improvement is everybody's business regardless of job roles. We all have a duty to ensure the best possible care experience, service + outcomes for people

Improvement is possible for everyone. You can always start small and build on it bit by bit. Improvement works best when everyone is involved + things can be explored

Improvement is part of everyday working. It could be something really simple + easy. It is not done as a "one-off." Every day, think: what could we do better and how?

Sharing your Improvement Story

Have you made a change in your service that has made a difference to people who use your service?

Maybe you've approached a problem or issue by trying something new which has made a positive impact.

Has the process of inspection, registration or complaints identified an area for improvement that you have worked on?
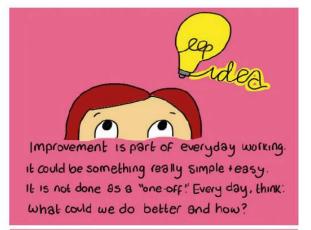
If you have a story to tell, we would like to hear about it so that it can be shared with others.

Why share your Improvement Story?

- Everyone benefits when we share learning and experiences!
- You could inspire others to think about their improvement ideas and giving them confidence to make a change in their service.
- You can show that small changes can make a positive impact to the lives of people you work with.
- You can share lessons learned from you experience so that others can gain from your ideas and solutions.

What makes a good story?

A good story will help others see exactly what the issue was, why it needed to be sorted, how you went about doing it and what difference it made.

We've given you some hints and tips along with an example on the last page.

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PrOACTive

In some cases you might have ideas you want to test- being proactive and using the model for improvement can lead to lasting positive improvement

WHAT? WHY?

Question 1: What are we trying to accomplish? This requires you to understand the problem and what you want to achieve, understanding the "aim" and outcomes you want to focus on

DATA ... EVIDENCE

Question 2: How will we know change is an improvement? This means what evidence or data will prove or let you know you have achieved your aim + outcomes? What can you collect or use to show this?

Where did you start?

What was the problem and what did you want to change? Why was it important to sort it out?

What did you do?

What did you do to tackle the problem, how did you do it and who did you ask for help? Was there a reason you decided to tackle the problem in this way?

How do you know you made a difference?

Measuring the changes means you can prove that what you did made a difference. So, what did you measure to show an improvement and how did it change? How did it make a difference to those experiencing care?

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SUCCESS!

... your idea becomes a tested success with data to prove it. But sometimes change might not be an improvement-learn from it and change direction until you get there.

What did you learn from the experience?

Reflecting on what happened is important if you want to use this approach again. What went well? What would you maybe change next time? Is there anything you are really pleased about? How did you keep going?

EMPOWER

Empower others in your team to also try testing new things-create a culture that promotes improvement thinking. Let them learn and explore new ideas

How are you going to keep this going?

This is the 'what next' question! Now that you've made a positive change, how are you going to keep it going, and are there things you can now do to build on this? Did you share this experience with others in your service?

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