

Improving Care Delivery and Services Level 3



Course Description

This is a 3 day workshop that will build upon the improvement skills you already have from the 1 day improvement workshop or other equivalent learning.

You will have the opportunity to use the tools and techniques on your chosen project.

This will take your improvement knowledge and skills to the next level and assist you to:

- Drive, energise and mobilise improvement
- Generate improvement and innovation ideas
- Lead effective innovation and improvement projects in the workplace
- Support the organisation's change agenda

Who Should Attend?

- There is a requirement to implement a project to improve an aspect of the service using the learning from the course. The project should cross departments/specialities.
- Anyone who already has some improvement knowledge.
- Anyone who has taken part in previous Leadership learning, for example, Foundations in Leadership, Aspiring leaders or equivalent.
- This is a requirement of attending the Senior Leaders programme.

What will it involve?

- You will be required to attend all 3 workshops. There is an expectation that you will apply your learning to practice by delivering a specific quality improvement project, and present the results within 1 year of completion of the course.
- You will provide a brief monthly update of the progress of your project in order to assess readiness to present.
- You should produce a statement of no longer than 200 words to provide evidence of:
 - Previous Service Improvement knowledge.
 - Previous leadership learning.
 - Brief outline of possible project.

The Course Content Includes...

- Human dimensions of change.
- Patient experience and engagement.
- Sustainability.
- Thinking differently - using creativity in improvement.
- Process mapping.
- Measurement for improvement - data collection and analysis, Statistical process control, capacity and demand, return on investment.
- Project management, action plans, risk

Course Dates (9am–5pm):

Day 1: 11th Apr Malton Rugby Club

Day 2: 29th Apr Malton Rugby Club

Day 3: 14th May Malton Rugby Club

Candidates must attend all 3 days

How to Apply for Short Listing:

York Acute/Community: Complete a Detailed Learning Leave Form, together with your 200 word statement and return to CLAD.York@york.nhs.uk

Scarborough Acute: Complete a Study Leave Form, together with your 200 word statement and return to CLAD.Scarborough@York.nhs.uk

SWR Community: Complete a Detailed Learning Leave Form, together with your 200 word statement and return to CLAD.Scarborough@York.nhs

Applications must be received by 5th March 2014

Short listing for this cohort will take place on the 7th March 2014 - Applicants will be informed of acceptance as soon as possible following this date.