

Improving Care Delivery and Services Level 2



Course Description

We are offering a one day Service Improvement workshop on how to apply tools and techniques in the workplace.

Who Should Attend?

- Anyone with a basic knowledge of Service Improvement who is currently working on or intends to work on a small Service Improvement Project.
- **You must have completed Improving Care, Delivery and Service Level 1 or equivalent**

The Course Content Includes...

- Model for Improvement and PDSA cycle
- Importance of measurement
- Stakeholders

There is an expectation that you will implement a small improvement project and deliver a 10 minute presentation 6-9 months following completion of the course.

For individuals who are interested they will need to:

- You must have the approval of their line manager to undertake this course.
- If you are not undertaking this course as part of Senior Leaders or Emerging Leaders you should confirm if you have completed the Improving Care, Delivery and Service Level 1 or equivalent.

For general information please contact Adelle Roberts on **01904 721691 / Adelle.Roberts@york.nhs.uk**

Course Dates (9am–4.30pm)

Conference Room –LARC, (Junction 1a) York Hospital

- 28th April 2014

Classroom 1, Scarborough Hospital

- 27th May 2014

Malton Rugby Club

- 30th June 2014

How to book your place:

York Acute/Community: Complete a Fast Track Learning Leave Form, confirm if you have completed Improving Care and Delivery Level 1 or equivalent and return to CLAD.York@york.nhs.uk

Scarborough Acute: Complete a Study Leave Form, confirm if you have completed Improving Care and Delivery Level 1 or equivalent and return to CLAD.Scarborough@York.nhs.uk

SWR Community: Complete a Fast Track Learning Leave Form, confirm if you have completed Improving Care and Delivery Level 1 or equivalent and return to CLAD.Scarborough@York.nhs.uk