## 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)

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
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<tbody>
<tr>
<td>Conference Room – LARC, (Junction 1a) York Hospital</td>
<td>28th April 2014</td>
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<tr>
<td>Classroom 1, Scarborough Hospital</td>
<td>27th May 2014</td>
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<tr>
<td>Malton Rugby Club</td>
<td>30th June 2014</td>
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### 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