



Working together to improve outcomes and wipe out waste

A comprehensive programme designed to support finance professionals to work on an improvement project together with a clinical or service management colleague.



Quality, Service Improvement and Redesign

Finance and clinical professionals working together to improve outcomes and patient experience while eliminating waste

Quality, Service Improvement and Redesign (QSIR) Practitioner

Designed by NHS Improvement's ACT Academy and provided in collaboration with the HFMA and Future-Focused Finance.

Improving the quality and efficiency of health and social care services is everyone's business. The Berwick Report suggests there is a vital need for front line staff, clinical and operational leaders to be trained in improvement skills in order to integrate service improvement and change within the NHS. The Five Year Forward View further reinforces the importance of creating a culture of change and improvement across the health service, and the Rose Report tells us that 'people must be equipped for the changes the NHS has asked them to make'.

Who is the programme for?

This specific cohort of QSIR Practitioner is designed to support finance professionals to work on an improvement project together with a clinical or service management colleague. Participants are invited to attend as pairs.

Previous programmes have been attended by a wide range of staff, encompassing most professions at a variety of levels of seniority. However, as a finance professional you have a particularly valuable skill set for QI projects, and therefore a vital role to play in the success and sustainability of service improvement.

Why join this programme?

QSIR (Quality, Service Improvement and Redesign) Practitioner is a five day programme (spread over five months) aimed at providing you with the know-how to design and implement more efficient and productive services and processes.

QSIR Practitioner is suited to both clinical and non-clinical staff involved in service improvement projects within their organisation and/or system. Based on previous highly successful programmes, it covers tried and tested approaches, tools and techniques. You will work on a real change project in your organisation or system throughout the programme. This allows you to apply your learning immediately, which in turn accelerates personal and organisational learning and supports teams to build your evidence-base for further change at pace.



How to apply

To apply for a place before the registration closing date 15 January 2018 go to: hfma.to/qsir

Programme objectives

- 1 Enable you to initiate, progress and work towards completing a quality improvement project through the development of your service improvement and redesign skills and knowledge.
- 2 Provide you with up-to-date knowledge on proven quality and improvement tools and techniques.
- 3 Give you confidence to develop creative and innovative ways of meeting patient needs and improve quality of care.
- 4 Provide you with confidence to lead others to plan and deliver quality and service improvement projects.
- 5 Ensure service improvement is linked to patient care and/or organisational aims.

QSIR curriculum

Leading improvements

- Success factors in leading improvement
- Building collaboration through influence
- Mind-set changes
- Defining your aim

Project management

- Six stage approach for project management
- Project charters
- Human factors
- Model for Improvement including PDSA cycles

Measurement for improvement

- Perils of RAG ratings
- Understanding variation
- Driver diagrams
- Run charts/SPC charts

Sustainability of improvement

- Sustainability frustrations
- Factors affecting sustainability
- Applying the NHS Sustainability Model

Engaging & understanding others

- Stakeholder identification and communication
- Using qualitative approaches
- Human dimensions of change
- Working with resistance

Creativity in improvement

- Mental valleys
- Creative techniques to explore problems
- Observation
- Idea generation
- Harvesting ideas
- Testing new ideas

Process mapping

- What is a process map?
- Identifying sources of waste
- Current and future state mapping
- Facilitating a mapping event

Demand and capacity

- Understanding demand, capacity, activity and backlogs
- Understanding flow
- Why do we get queues?
- How do we balance demand and capacity?

“As a finance professional, now working in clinical redesign, I would highly recommend the QSIR programme to finance colleagues. I feel that the programme provides a pragmatic toolkit and common language that supports the linkage between financial management, corporate support and improvement science. I feel that my learning from the QSIR programme, alongside experience of working in clinical redesign to improve the quality of patient care will be invaluable to me, both from a career perspective and also by influencing my decisions as a healthcare finance professional working in a multidisciplinary team.”

Jenny Davis

Programme director – clinical reconfiguration & redesign, MSB Institute

2018 programme details

Dates

Day 1: Thursday 1 March
Day 2: Wednesday 4 April
Day 3: Wednesday 2 May
Day 4: Tuesday 19 June
Day 5: Tuesday 10 July

Applicants should note they need to be able to commit to attend all of the 5 days.

Venue

110 Rochester Row, Victoria, London, SW1P 1JP

For more information and apply for a place, go to:
hfma.to/qsir

Closing date for registration
15 January 2018

If you need more information please contact us at NHSI.ACT@nhs.net and enter 'QSIR Practitioner' in the subject bar to help us direct your query appropriately.

Full details of the programme will be made available at a later date for those who get a place.

Participants who attend all five days in full will receive a certificate of attendance.

This programme is provided free to HFMA members and their colleagues working in the NHS. However, it does not include any hotel or travel costs which will be the responsibility of your host organisation. Non-attendance at a workshop will incur a cancellation charge.

Contact us

Email: NHSI.ACT@nhs.net
Web: improvement.nhs.uk
Twitter: [@ACT2improve](https://twitter.com/ACT2improve)

This programme has been accredited by the RCN Centre for Professional Accreditation until April 26th 2018. Accreditation applies only to the educational content of the programme and does not apply to any product.

The Institute of Healthcare Management endorses all the educational programmes delivered by the ACT Academy, NHS Improvement.

