Aligning the worlds of improvement and digital

Collaborating for technology-enabled care

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Led by

The Health Foundation

Supported by

NHS England and Improvement

Why is this an important issue?

We cannot achieve the quadruple aim if the worlds of digital and improvement continue to work separately

Why is this an important issue?

Improvement enables sustainable change, giving agency to those delivering and receiving care

Effective collaboration enables rounded solutions: and is part of the improvers tool kit

> “I have never seen the pace of what we have achieved here – and I attribute that success to the collaboration between digital and improvement teams.”
>
> Q Lab UK participant

About Q

We are a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care. We share our knowledge and support each other to tackle challenges. Together, we make faster progress to change health and care for the better.

@theQCommunity

About NHS England and NHS Improvement and the NHS Transformation Directorate

NHS England and NHS Improvement leads the National Health Service (NHS) in England.

The NHS Transformation Directorate drives innovation at scale in order to improve health and care for people and support staff.

We will give a voice to front line staff, patients and service users. We will make their great ideas a reality; we will test pilot new ways of operating that can support them, and we will spread the learning by scaling the adoption of successful pilots at a sustainable pace.

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Is collaboration between the worlds and methods of improvement and digital an issue in your organisation or health and care system?

What holds you back from trying to work collaboratively together?

Aligning the worlds of improvement and digital: what are we learning?

What we're learning in Q

Q Exchange and Q Lab UK were delivered by Q and funded by the Health Foundation and NHS England and NHS Improvement in partnership for digital health and care.

Aligning the worlds of improvement and digital: what is needed?

1. Bridging/facilitation role

- **Connecting the right people**
- **Creating opportunities for people to work together**
- **Harnessing knowledge that exists across the system**

"The drivers for change come from the people on the ground, but if they don't have an understanding of what 'the art of the possible' is, they won't be thinking of how technology can be used."

Q Lab UK participant

Aligning the worlds of improvement and digital – what's needed?

2. Co-design and collaboration

- **Tensions and challenges to navigate together**
- **Exploring ideas and assumptions**
- **Different language and behaviours**

"We were brought in as a team member as opposed to a provider who only gets called in every now and again to talk technical. That's broadened out the project and it has felt more of a partner approach."

Q Lab UK participant

Aligning the worlds of improvement and digital – what's needed?

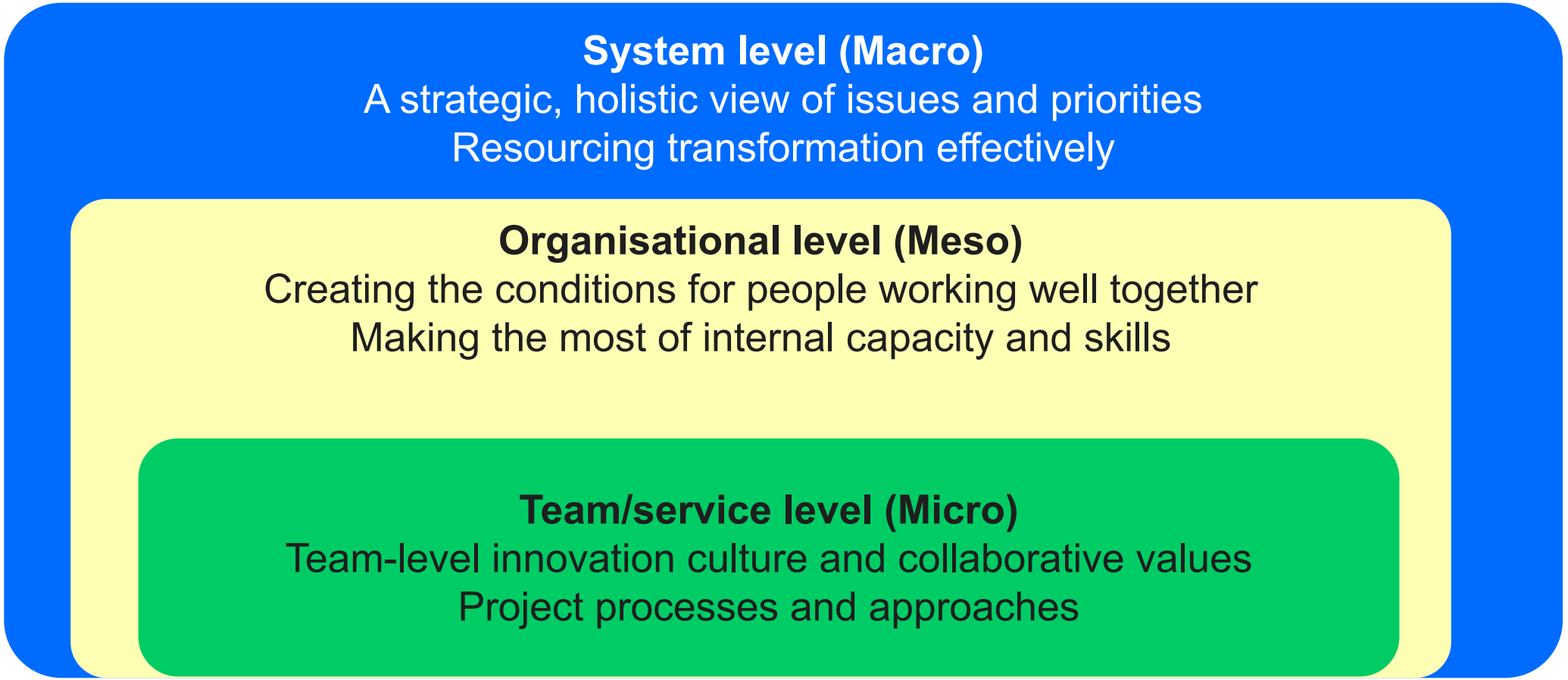
3. Enabling team and organisational culture

- **Shared purpose**
- **Socio-cultural behavioural sides of change**
- **Infrastructure and capability**

"I was really proud of the progress that we made [on this digital change programme], but there was that common goal. The minute that that gets diluted, the progress stops."

Q Lab UK participant

Aligning the worlds of improvement and digital: what does this mean for me?



Breakout group discussions

Breakout group instructions

Step 1: Reflect on what you've heard (9mins)

Prompts for discussion

- What resonates most with your experience?
- Is there anything that's missing?
- Any other thoughts?

Step 2: Delving deeper, reflecting on the worlds and methods of improvement and digital (9mins)

Prompts for discussion

- How have you used improvement methods with technology-enabled change projects?
- What has worked well when working in technology-enabled change?
- What would be your advice to anyone starting out in technology enabled improvement projects? What would be your top takeaway tip?

Sharing key takeaways

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How to support closer collaboration: our approach

Our collaborative approach in Q

Research and discovery

Building a deep and rounded understanding of the issue.

Refining areas of opportunity

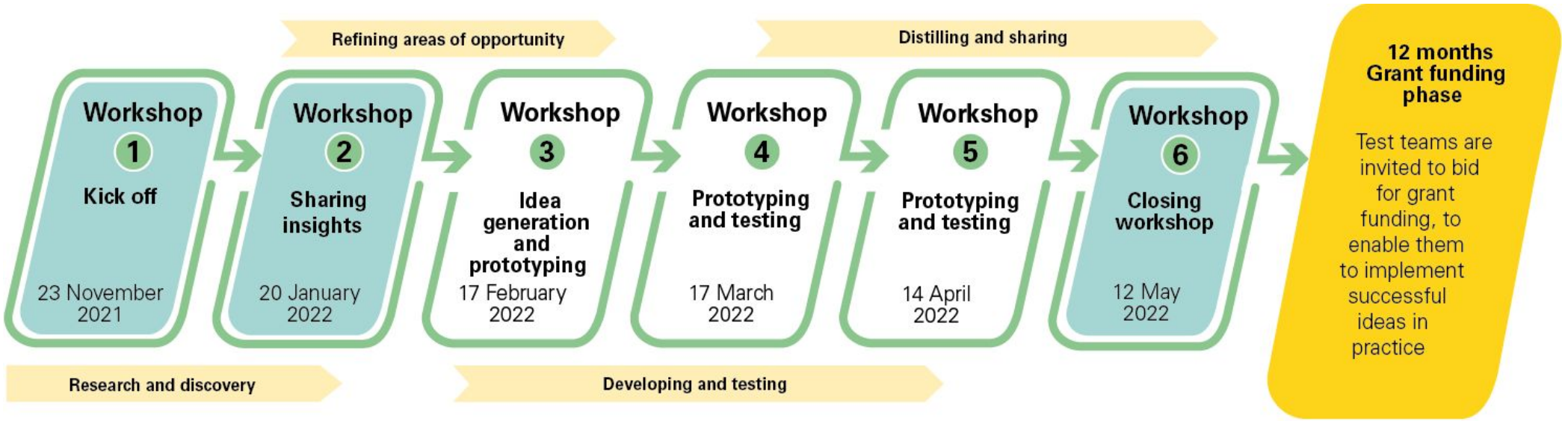
Bringing together what we are learning to identify areas amenable to change.

Developing and testing

Supporting test teams to generate, develop and prototype ideas.

Distilling and sharing

Bringing together and sharing what has been learnt.



Our collaborative approach in Q

The Q Lab approach

Our collaborative approach in Q

> “The Q Lab UK experience has powered a lot of our work forward... The sticky things that were holding things back have become more fluid. It’s exposing more of the iceberg. That’s helped facilitate progress. It has helped a lot.”
>
> **Q Lab UK test team member**

Find out more

Innovation Collaborative.
for digital health

A **shared learning network** supporting health and care professionals to accelerate the use of digital technologies to deliver care at home.

Delivered in partnership with
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q.health.org.uk/forum2022

Thank you

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Q is led by the Health Foundation and supported by partners across the UK and Ireland

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National Quality Improvement Team

"I feel more able to manage my heart failure as I have learnt what's normal for me as I have recorded my data. I am reassured that my nurse is reviewing my data on a daily basis and will contact me if needed to see how I am and make any changes to my care." Barry, a patient sharing his remote monitoring experience

"From a nursing point [...] you are looking at a holistic patient. You're not looking at […] 'abdominal pain in bed four', or 'respiratory issue in bed six'. You are looking at the patient in their own environment. They are telling you about their dogs about their animals and pets and families and grandchildren."
Q Lab UK participant