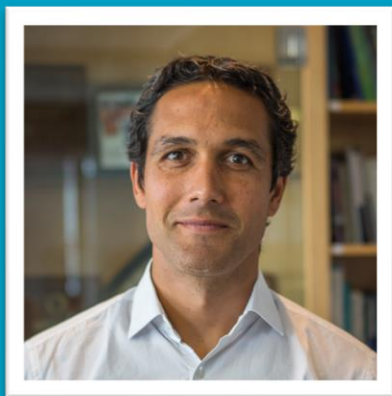


Whole System Quality Leadership



Agenda

Welcome and Introductions

An introduction to Whole System Quality

Whole System Quality Leadership: Discussion

IHI's Quality Leaders Professional Development Programme

Closing



Institute for Healthcare Improvement (IHI)

IHI Mission

To improve health and health care worldwide

IHI Vision

Everyone has the best care and health possible



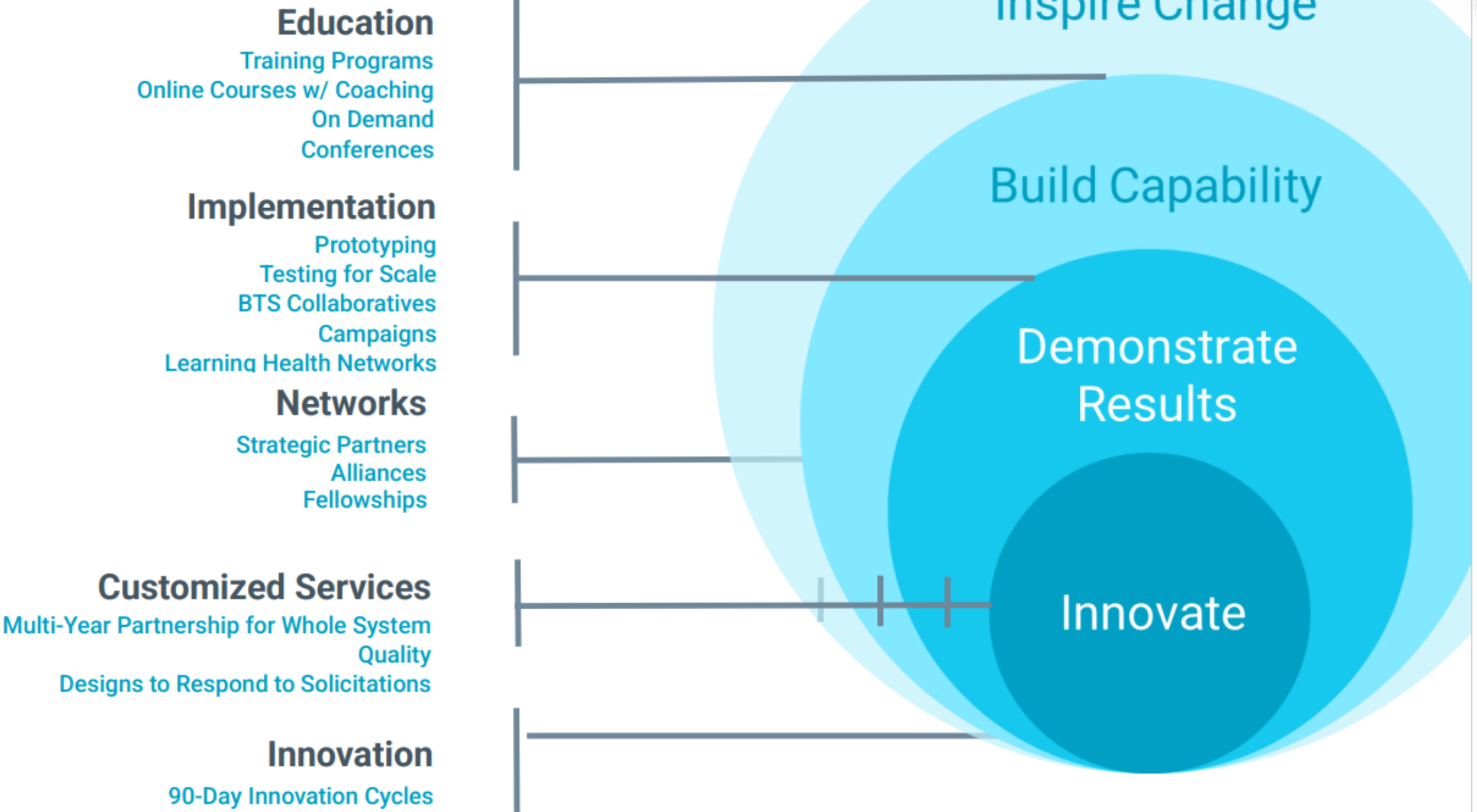
Courage

Love

Equity

Trust







NIPEC Northern Ireland Practice & Education Council
for Nursing and Midwifery

Lusiadas

NHS
Barts Health
NHS Trust

PAQS

PS!
Dansk Selskab for
Patient Sikkerhed

NHS
Imperial College Healthcare
NHS Trust

ribera salud grupo

NHS
Ayrshire
& Arran

NHS
The Newcastle upon Tyne Hospitals
NHS Foundation Trust

Hampshire
and Isle of Wight

NHS
Oxleas
NHS Foundation Trust

HSC Health and
Social Care

NHS
South London
and Maudsley
NHS Foundation Trust

City of Westminster

EHJ ESTI HAIGLATE LIIT

The Kings Fund

Region Syddanmark
Sygehus Lillebælt

NHS
Health Education
England

LUMELL
ASSOCIATES

Guelph CHC
growing healthy together

LANDSPITALI



NELFT NHS
NHS Foundation Trust

NHS
Royal Free London
NHS Foundation Trust

Department of Health & Social Care

NHS
Dartford and Gravesham
NHS Trust

NHS England and NHS Improvement

Region Jönköpings län

The Scottish Government

NHS
SCOTLAND

Radboudumc

NHS
Cambridge University Hospitals
NHS Foundation Trust

GIG Cymru NHS WALES
Iechyd Cyhoeddus
Public Health
Wales

NHS
Central and
North West London
NHS Foundation Trust

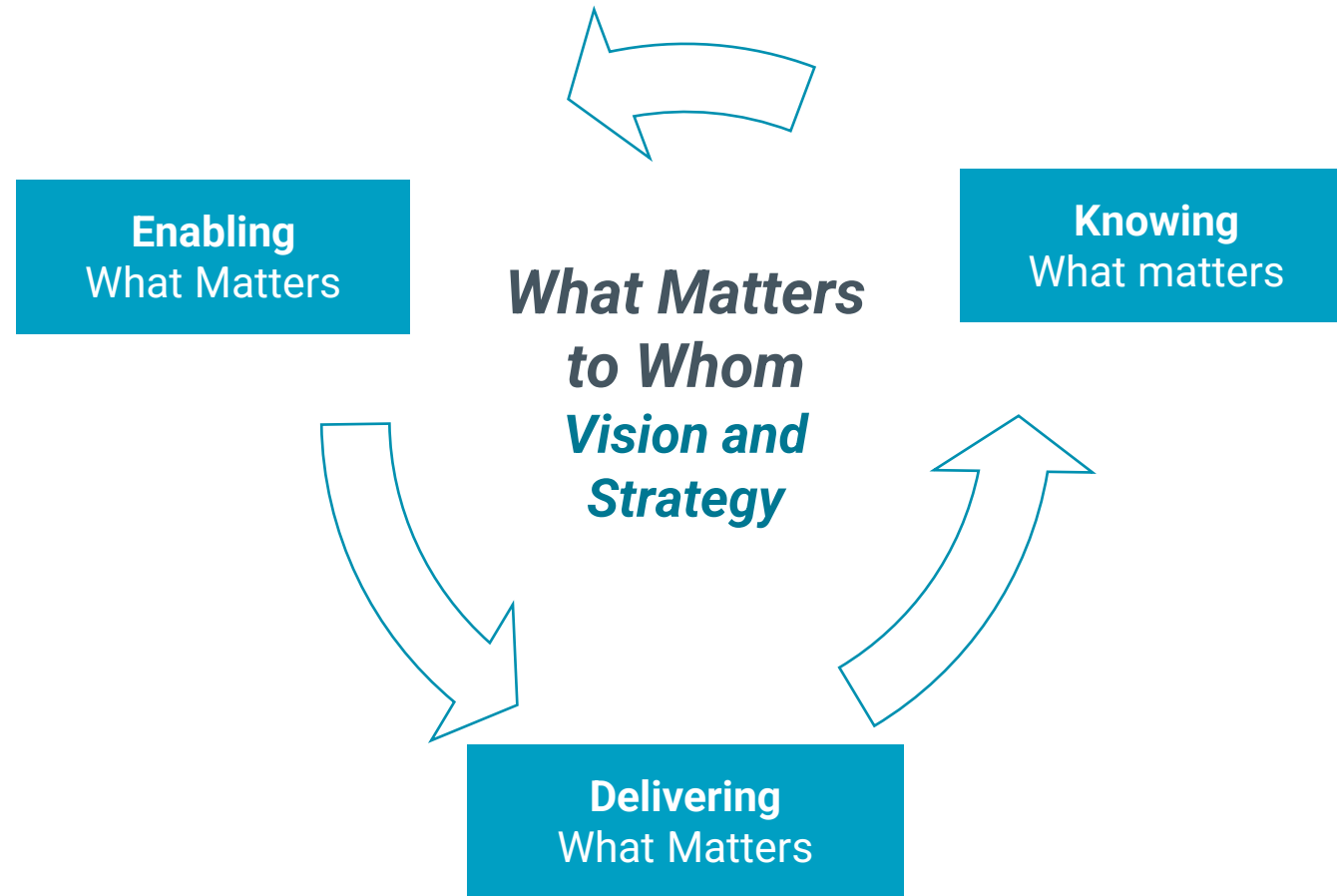
The Regulation and Quality Improvement Authority

NHS
Leeds and York Partnership
NHS Foundation Trust

NHS
Surrey and Borders Partnership
NHS Foundation Trust

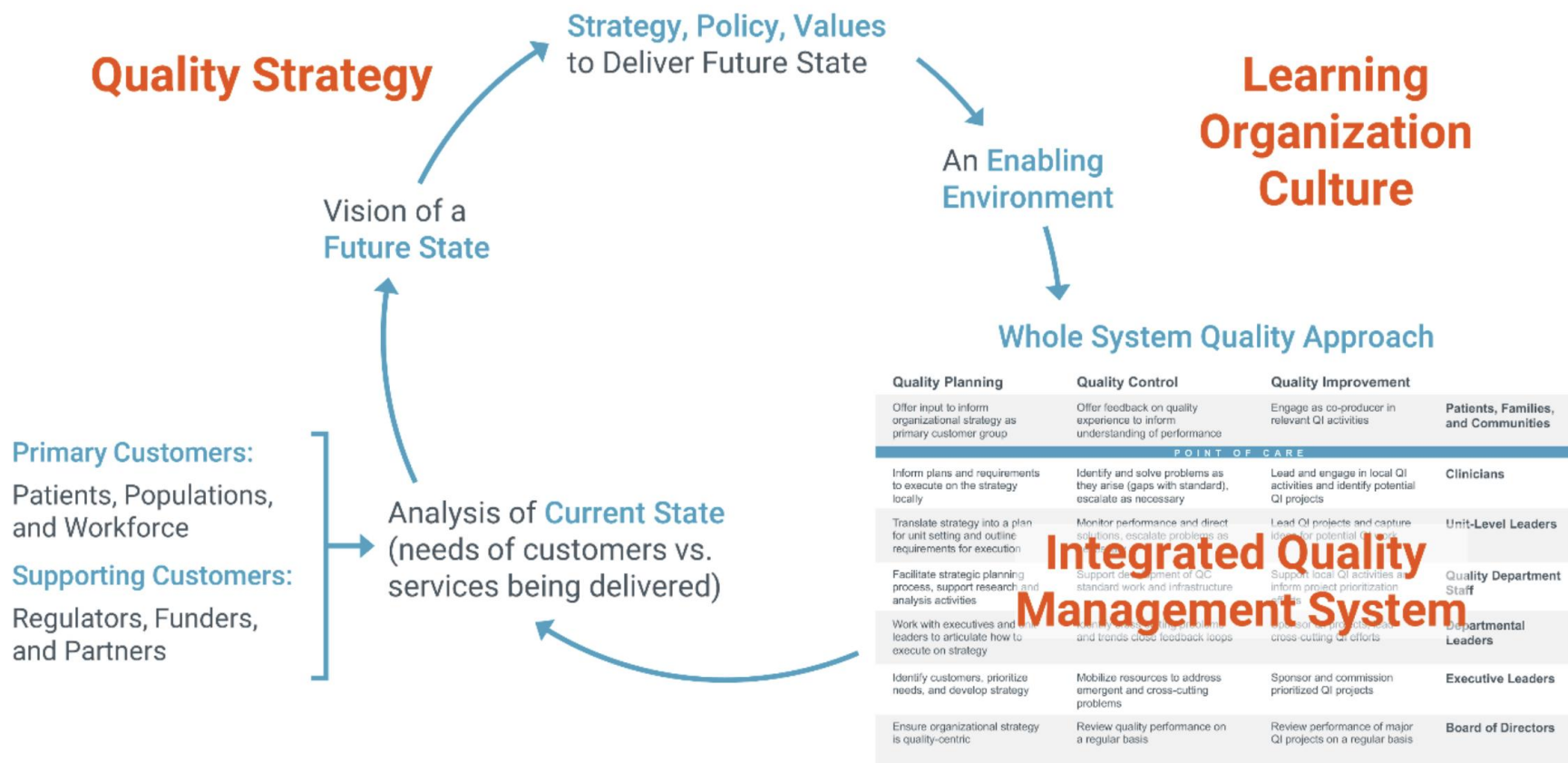


Theory of Leading for Whole System Quality



Whole System Quality

A Unified Approach to Building Responsive,
Resilient Health Care Systems



Quality planning

Identify the needs of the customer & population
Develop service models to meet the need
Put in place structures & process to manage the service

Quality improvement

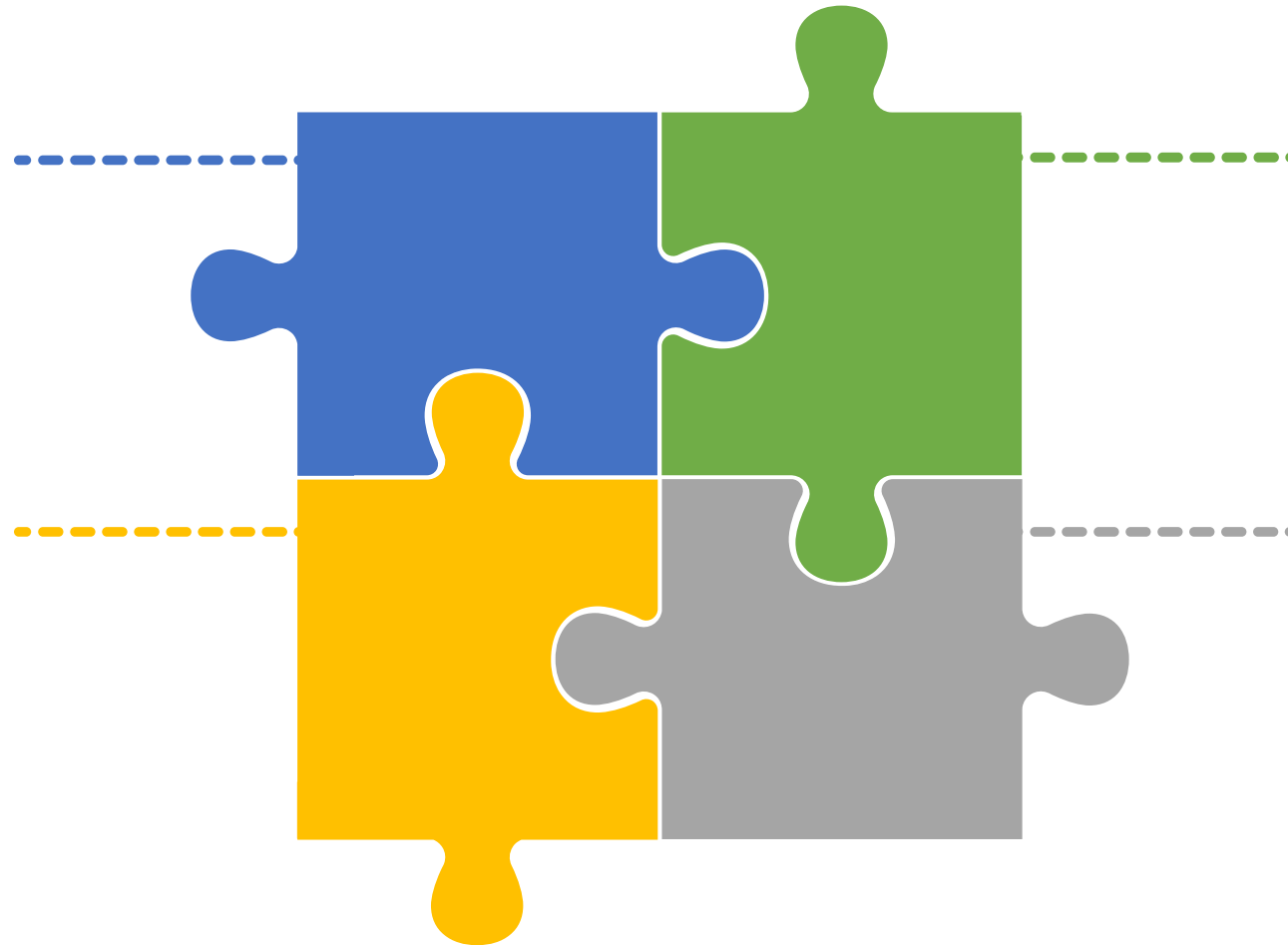
Identify what matters most
Design project and bring together a diverse team
Discover solutions through involving those closest to the work, test ideas, implement and scale up

Quality control

Identify clear measures of quality for the service and monitor these over time.
Take corrective action when appropriate.
Internal vigilance to hold gains made through improvement

Quality assurance

Periodic checks to ensure the service is meeting the needs of the customer & population
Actions to address gaps identified





Questions for table discussion

- How well developed and integrated are the parts of whole system quality in your organisation?
- Which functions and people will you need to partner with and influence in order to build an integrated system for quality?
- How are you learning about planning, control and assurance?

IHI's Quality Leaders Professional Development Programme

10-month, interactive programme with a blend of in-person workshops in London and virtual sessions on Zoom

Facilitated by two core faculty with guest presenters and subject matter experts throughout the programme

Suitable for senior and executive leaders responsible for quality at the highest level of their organisations

Next offering begins January 2024, more information on www.ihi.org



Topics and faculty



Quality
planning

Quality
control

Innovative
assurance

Measure-
ment

Story-
telling

Equity

Business
case

Kindness

Learning
systems

Capability
building

Leadership
behaviours

Scale-up

