



Applying Quality Improvement methodology to support THRIVE Framework implementation

National i-THRIVE Programme

8th July 2021

“If we keep on doing what we have been doing, we are going to keep on getting what we have been getting”



Welcome and house keeping



- Welcome from Dr Rachel James, Clinical and Programme Director of the National i-THRIVE Programme.
- **Please note: this webinar will be recorded and uploaded online.** Please keep your camera turned off and mute yourselves unless you are asking a question.
- If you need to communicate a technical issue please use the chat function, this is monitored by one of the team and we can attend to this ASAP.
- If you have a question or reflection on the content of the presentations please submit this using the chat function, and indicate who you would like to address it to. You can select to submit anonymously if you do not want your name to be included.
- You will be sent the slides following the webinar, as well as a link of the recording to enable you to share with colleagues who may not have been able to join.
- If you have any questions or reflections you would like to share following the webinar please feel free to send them to the National i-THRIVE Programme team at ithriveinfo@tavi-port.nhs.uk



Agenda



Time	Item	Presenter
10:30	Welcome and Introduction	Rachel James, National i-THRIVE Programme
10:45	Implementing the THRIVE Framework using the IHI model of Quality Improvement	Bethan Morris & Neelam Solanki National i-THRIVE Programme
11:15	Project examples	Bethan Morris & Neelam Solanki National i-THRIVE Programme
11:20	Project ideas generation workshop	Bethan Morris & Neelam Solanki National i-THRIVE Programme
11:45	Quality Improvement resources to support implementation	Rose McCarthy, National i-THRIVE Programme
11:50	Questions and Reflections	All
12:00	Close	All



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Anna Freud
National Centre for
Children and Families



UCLPartners



**The
Dartmouth
Institute**
for Health Policy
& Clinical Practice

Are you familiar with the term Quality Improvement (QI)?



How would you rate your knowledge of QI principles and methodology?



What are the current challenges you are facing with implementing the THRIVE Framework?

Partners having head space to think about transformation/change due to COVID

scale of change needed - system culture -

Time, competing professional responsibilities, staff enthusiasm/initiative fatigue, covid stress issues

Capacity for change - workforce challenges which are a key issue.

Partners understanding how Thrive is completely different to how they've been used to working traditionally e.g. tiered/siloed approaches. Change takes time.

Resistance, being heard, time.

Resistance to change, lack of resources and time, the lack of knowledge of how to strategically implement. Adverse effects of COVID.

Political merry-go-round

Willingness for other providers to make/contribute to the change when they've 'seen it all before'.

What are the current challenges you are facing with implementing the THRIVE Framework?

Restrictions to engagement

Whole system change is very complex and requires additional resources to implement.

I can relate to most of these!

new to thrive

Maintaining direction for implementation whilst being pulled in different directions due to the different priorities across the different sectors

Monitoring change in a way that enables us to maintain motivation for the transformation

Keeping motivated amidst huge burnout across the workforce!

Ensuring co-production with CYP



Implementing the THRIVE Framework using the IHI model of Quality Improvement

Bethan Morris & Neelam Solanki

Associate QI Lead CYAF, Assistant Psychologist

“If we keep on doing what we have been doing, we are going to keep on getting what we have been getting”

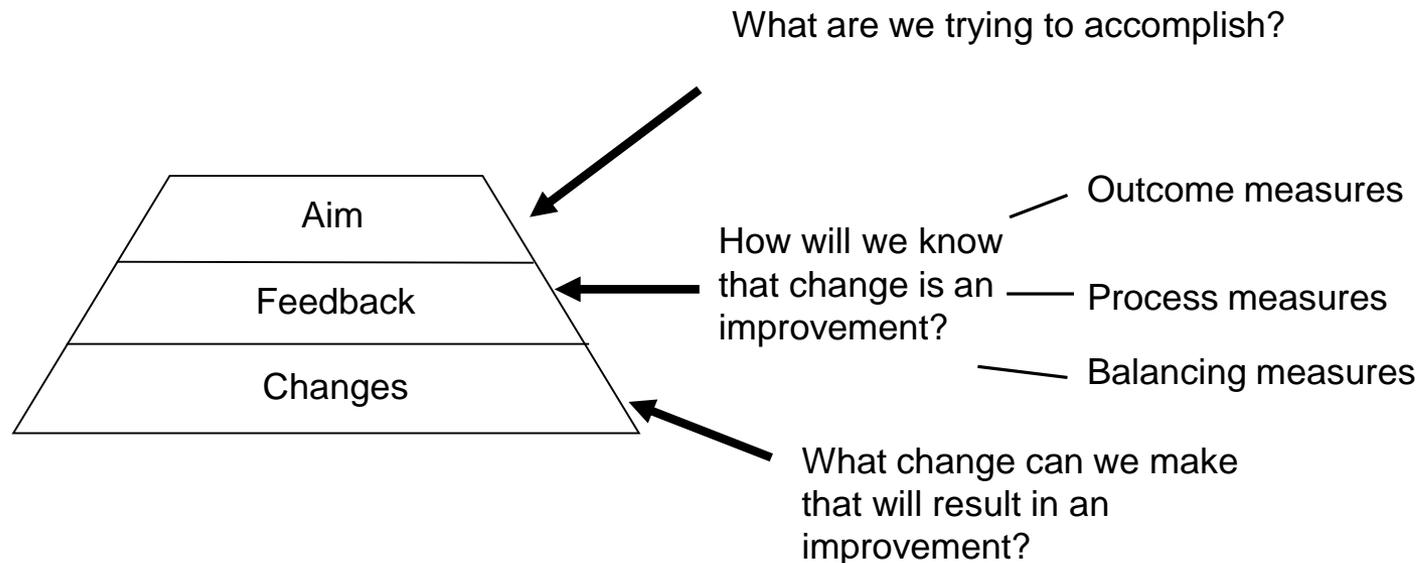


The Model for Improvement's 3 fundamental questions



Quality improvement is about giving the people closest to issues affecting care quality the time, permission, skills and resources they need to solve them. It involves a systematic and coordinated approach to solving a problem using specific methods and tools with the aim of bringing about a measurable improvement.

Source: Health.org.uk



IHI.org | A resource from the Institute for Healthcare Improvement

Creating an aim



- Is this a good aim for a QI project? Feedback to the group

“To have more conversations about managing children and young people’s low mood”

SMART Aims



S	Specific	Direct, detailed, meaningful
M	Measurable	Quantifiable, numerically track progress
A	Achievable	Realistic and you have the tools/resources to achieve it
R	Relevant	Align with your values and long-term objectives
T	Time-based	Boundaried by a timeframe and deadline

Aim checklist



- Is the problem or opportunity clearly stated?
- Is there a specific plan to manage the identified problem or opportunity?
- Has the team set a specific target to quantify and measure the improvement they'd like achieve?
- Do you know the calendar date by which the team plans to achieve the goal?
- Is there a clear target population that will benefit from the improvement?
- Are the project plan and participant roles clear?
- Why is this improvement effort important?

Effective versus poor aim



- ✓ To increase the number of transparent conversations that Early Help hub professionals have with people accessing the hub about the different help and support options available for children and young people experiencing low mood from 20% in Q1 (April-June 2021) to 80% in Q2 (July-September 2021)
- X To have more conversations about managing children and young people's low mood

Driver Diagrams

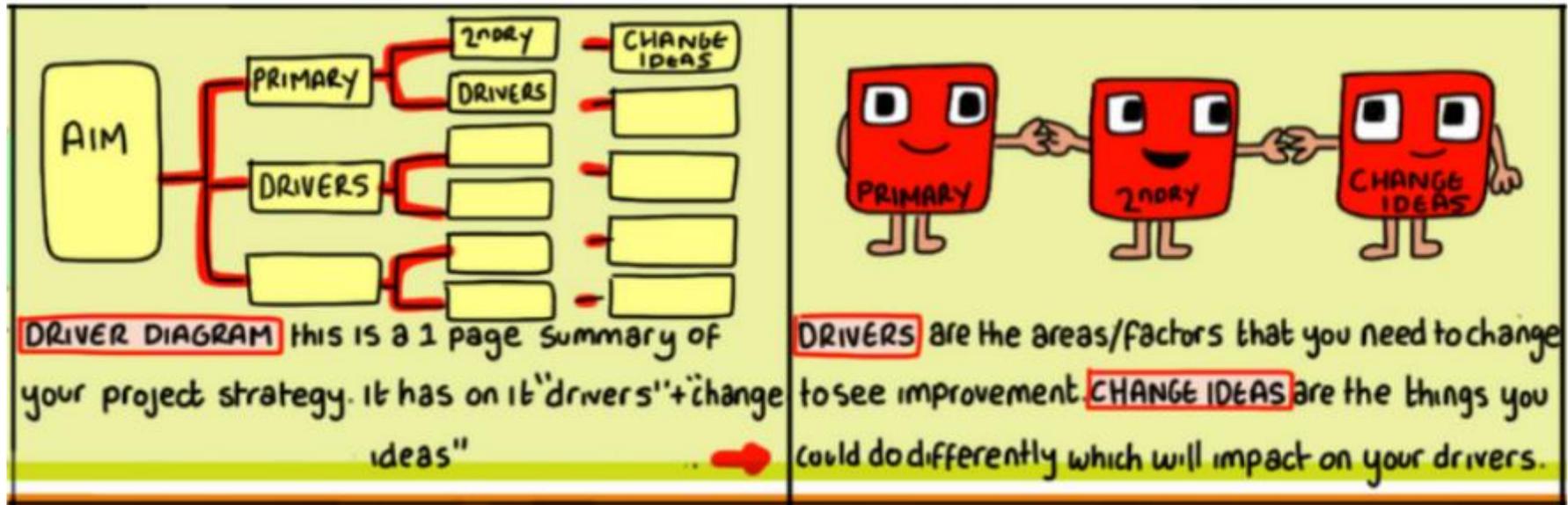
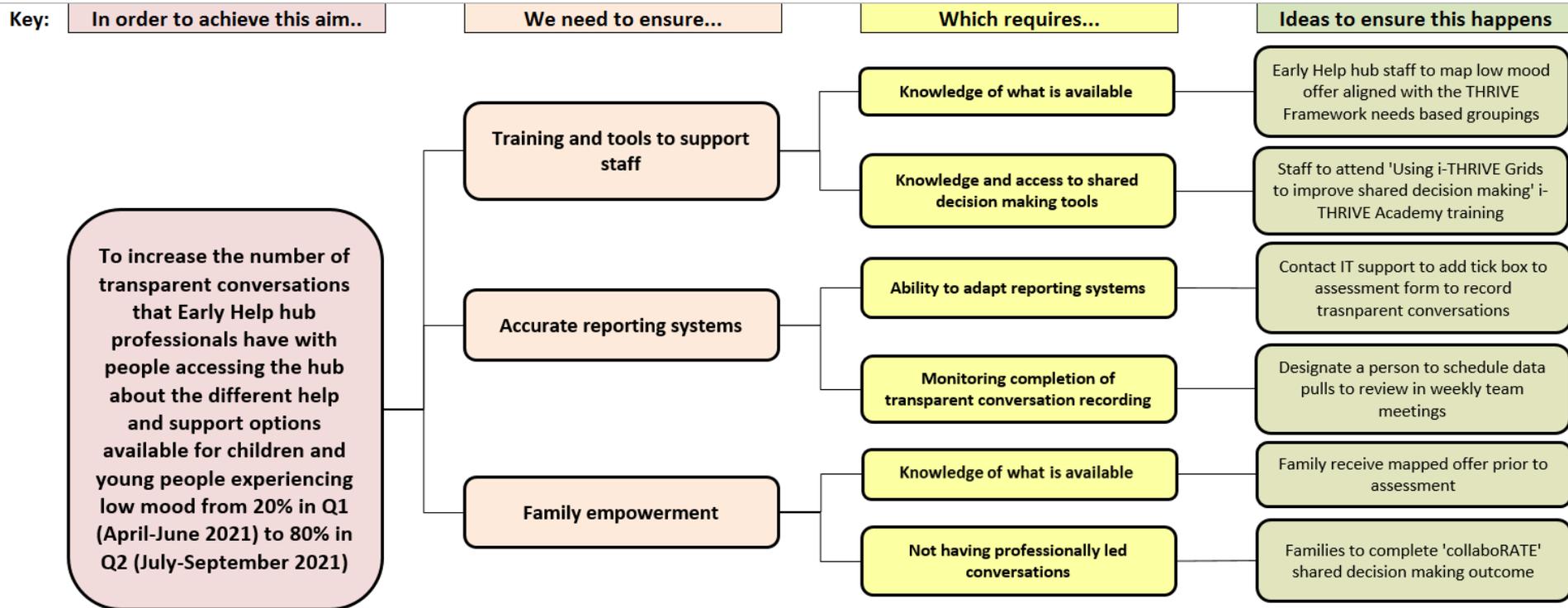


Image source: [‘Developing a Strategy & Change Ideas’ illustration made by Sonia Sparkles](#)

Creating a Driver Diagram for our aim

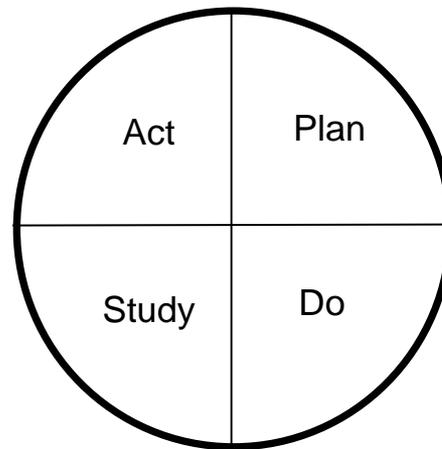


The 'Plan, Do, Study, Act' cycle



- What changes are to be made?
- Next cycle?

- Analysis of the data
- Compare data with predictions
- Summarise learning



- Objective
- Questions and predictions
- Plan to carry out the cycle
- Data collection plan

- Carry out the plan
- Collect data
- Document problems and unexpected observations

IHI.org

A resource from the
Institute for Healthcare Improvement



Project Examples

“If we keep on doing what we have been doing, we are going to keep on getting what we have been getting”



Quality Improvement: The i-THRIVE Programme Teams' Remote Working Project



- The National i-THRIVE Programme team undertook a Quality Improvement (QI) project focussing on improving the experience of remote delivery in light of the new ways of working in response to the pandemic.
- [The summary](#) details the approach taken, our findings, and top tips and considerations for remote working.

Project examples aligned with the THRIVE Framework



- **Aim:** To increase the recording of ethnicity and disability data of children and young people accessing the Looked After Children (LAC) service from 60% to 100% from March-September 2021
 - With the purpose of increasing equity of access to services
- **Aim:** To increase the return rate of Experience of Service Questionnaires within the North Camden CAMHS Team from 35% to 60% from June-December 2021
 - With the purpose of ensuring the service is responsive to the voices of those accessing it
- **Aim:** To increase the reach of the National i-THRIVE Community of Practice from 65.3% to 66.6% of children and young people across England by the 31st December 2020.
 - With the purpose of enhancing the amount of children and young people accessing THRIVE-aligned services
 - We have now reached 69.7%!



Project idea generation workshop

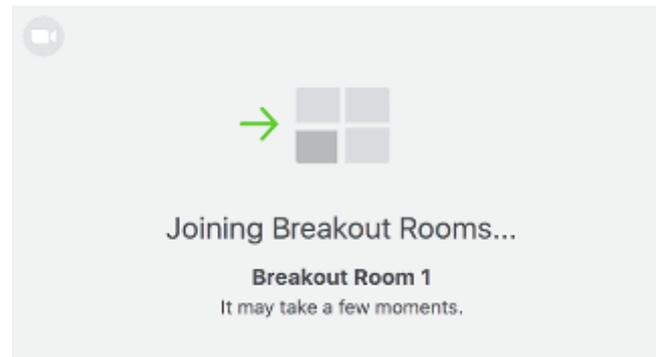
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Project idea generation



- In your breakout groups, think about a project which may be helpful for you to implement
- Upon returning to the main group, present one project idea and related SMART aim



Feedback





Quality Improvement resources to support implementation

“If we keep on doing what we have been doing, we are going to keep on getting what we have been getting”



National i-THRIVE Programme training offer: From theory to implementation



The National i-THRIVE Programme have developed a training package which can be bought in to support you with this, providing:

- i-THRIVE Quality Improvement workshop: overview of QI methodology aligned to the THRIVE Framework for system change. This will include access to tools and resources to support implementation through QI projects.
 - Half day workshop for a maximum of 30 strategic leads and team representatives.
 - Upon completing this workshop participants will have the tools to start and progress their own Quality Improvement projects, with ongoing support provided by a QI forum.
- i-THRIVE QI Forum: three local monthly forums to support local implementation of QI initiatives.

Contact the team at ithriveinfo@tavi-port.nhs.uk to find out more.

Other useful resources



Find a host of information, training and tools to support Quality Improvement in healthcare on our [website](#):

Quality Improvement Resources
Information, training and tools to support Quality Improvement (QI) in healthcare, including a case study from the team.

QI Training

National i-THRIVE Programme training offer: From theory to implementation

Are you interested in using Quality Improvement (QI) methodology to support your local implementation of the THRIVE Framework?

The National i-THRIVE Programme have developed a training package which can be bought in to support you with this, providing:

- i-THRIVE Quality Improvement workshop: overview of QI methodology aligned to the THRIVE Framework for system change. This will include access to tools and resources to support implementation through QI projects. Half day workshop for a maximum of 30 strategic leads and team representatives.
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Online courses

The Institute for Healthcare Improvement Open School have online courses in QI.

Future Learn Quality Improvement in Healthcare is a free, online course in Quality Improvement in Healthcare.

Case Studies

- The National i-THRIVE Programme team undertook a quality improvement project focussing on improving the experience of remote delivery in light of the new ways of working in response to the pandemic. **The summary details the approach taken, our findings, and top tips and considerations.**

Questions and reflections



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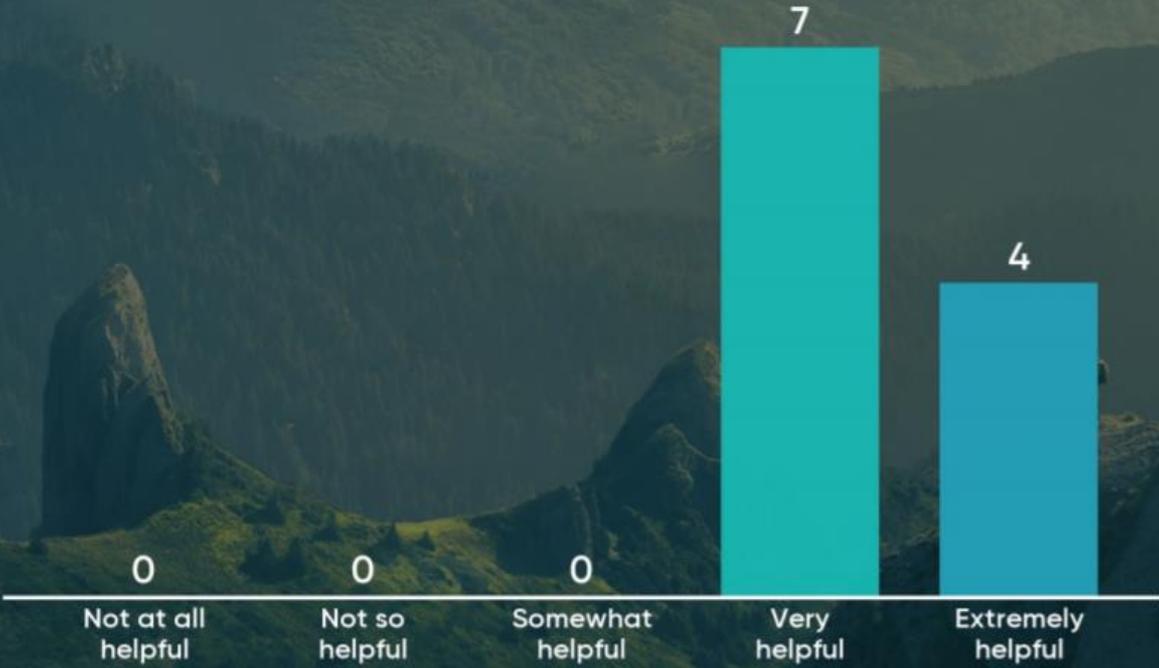


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How helpful was this webinar for you?



Are there any particular areas that were helpful?

Overview of Qi principles

Hearing examples

I think the whole process was really helpful as it blended into new learning.

Explanation of SMART, streamlining aims into more quantifiable data

Practical examples of SMART goals.

Really helpful to get into more detail and hear about SMART objectives and the PDSA cycles.

Relevance to implementation of Thrive

driver diagram and the breakout space

Seeing the actual template models which I am looking forward to receiving

Are there any particular areas that were helpful?

The presentation was really good, can we have the slides shared?

Trying SMART in the small group.

Sharing work being done in other areas

Are there any areas that you would like us to address in future CoP events?

Bringing THRIVE into early help and social care

This links to outcomes, yet wonder if we could look at collating different types of outcomes and how we can do this.

Networking/collaborating opportunities with areas doing similar projects

It would be great to have face to face events when we are allowed!!!

For more information: i-THRIVE



www.implementingthrive.org

Sign up to the National i-THRIVE Community of Practice and receive monthly updates. Email:

ithriveinfo@tavi-port.nhs.uk



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