



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (01/10/2018)



## What's the score?

Hello all

Nothing gets the high-fives happening more at EQUIP HQ than when we get a message from one of our coaches to take a look at increasing a QI team's project score.

So, what's all the fuss about?

Well, in 2003 the [Institute for Healthcare Improvement](#) (who know a thing or two about QI), worked with [Associates in Process Improvement](#) (ditto) to design the Standard Assessment Scale. It was used as a way for teams working on projects in a common topic area in the [Breakthrough Collaborative Seriesto](#) track and compare their progress to other teams.

**IHI Standard Assessment Scale (2003)**

- 0.5 - Intent to Participate
- 1.0 - Forming team
- 1.5 - Planning for the project begun
- 2.0 - Activity, but no changes
- 2.5 - Changes tested, no improvement
- 3.0 - Modest improvement
- 3.5 - Improvement
- 4.0 - Significant improvement
- 4.5 - Sustainable improvement
- 5.0 - Outstanding sustainable results

**Note:** Specific definitions of assessment scale developed for each project

**4.0 - Significant improvement** Most components of the change package related to the team's aim are implemented for the population of focus/area of the organization. There is evidence of breakthrough improvement in outcome measures, with the team at least halfway toward accomplishing all of their goals. Plans for spread, consistent with the team's aim, are in place.

Since then it has evolved and is being used more widely in Quality Improvement work as a means to understand the journey from initial idea to participate in a QI project, right through planning, testing, measuring improvement and into scale-up. **Many projects don't ever reach (or need to reach) the heady heights of a 5.0 score, but once a project gets to 3.5 (Improvement) you know you're really getting somewhere with all your hard work.**

One of the many things I like about the project progress scores is that they can be used for a range of projects from small to large *and* you can track this progress through LifeQI.

Your progress score is on the first page of the project in the **Overview** section.

The screenshot shows a project page for "Learning System 1 - Patients accessing their medical records online" with a progress score of 3.0. The page is divided into several sections:

- Header:** Shows the project title, a progress score of 3.0, and the visibility setting "Everyone can view".
- Status:** A text box for "Describe the current status..." with a "Post your status" button.
- Details:** A section containing fields for "Title" (filled with the project name), "Problem", and "Rationale". The rationale text describes the project's goal to increase online medical record access by November 30th, 2018, and lists reasons like patient demand and IT maturity.
- Aim:** A text box stating the goal to increase the number of patients using online services from 3373 to 3900 by February 15th, 2018.
- Tags:** A row of tags including "patient online access", "medical records", "Patient access", "test results", and "Digital health".
- Members:** A section showing 32 users, 2 orgs, and 0 groups, with an "Invite & manage members" button and a list of users including the "You Improvement Advisor (Admin)".
- Overview Panel:** A vertical sidebar on the right showing a progress score of 3.0 - Modest Improvement. It includes a dropdown menu for "Progress Score" (set to 3.0 - Modest Improvement), a "Start" date of 09/11, an "End Date" of 31/05/2018, a "Location" of "Tredegar, Island H, treet, St Andrews", and a "Who is involved?" dropdown.
- Linked priorities:** A section at the bottom with a "Link a priority" button.

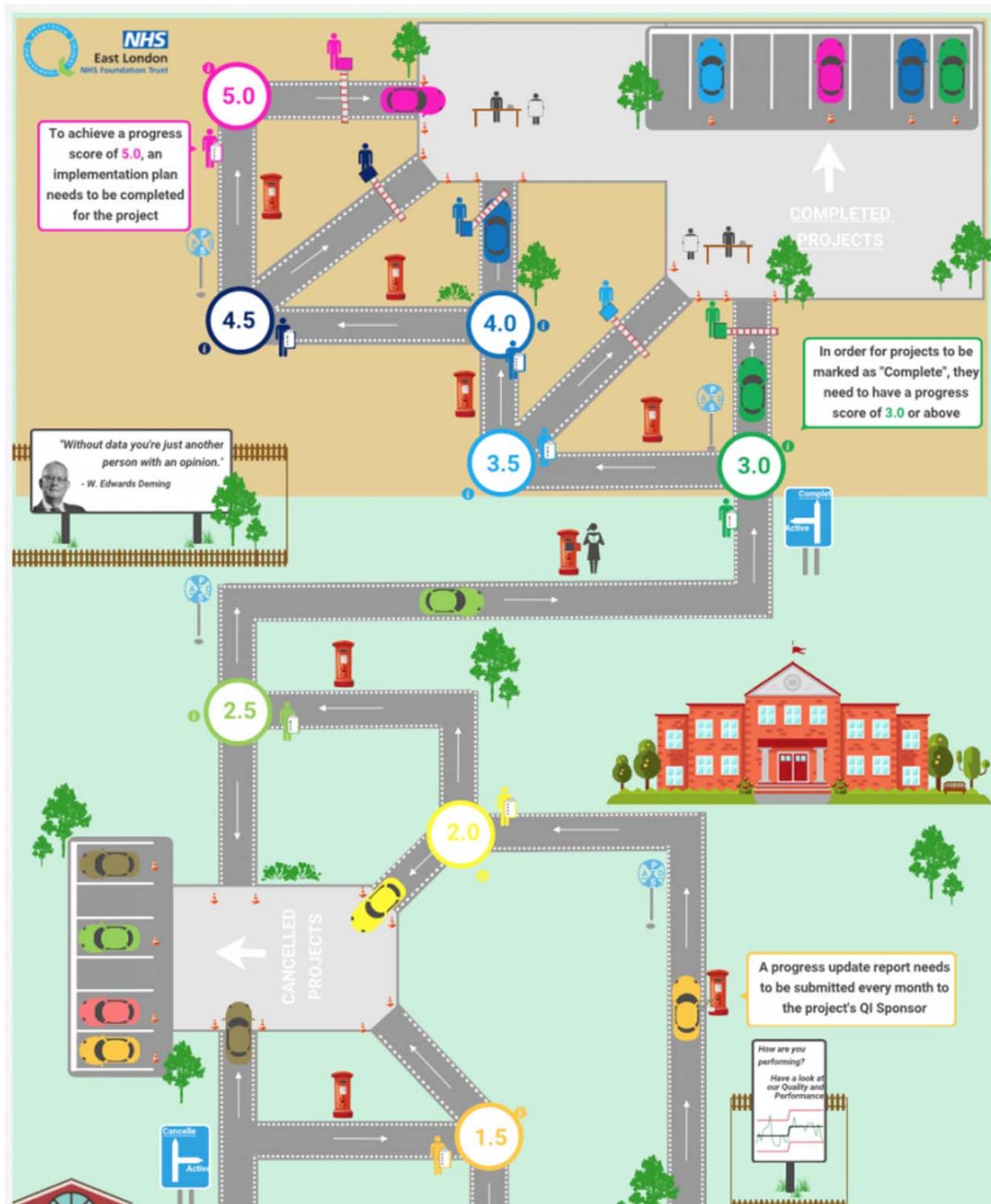
More details on the different scores can be found [here](#). The important thing to note is that the scores don't change automatically. You can edit and change scores yourselves up to a 2.0 (Activity, but no changes); but, for scores above this level this is where the EQUIP team want to have a closer look at your projects:

- For 2.5 (Changes tested, but no improvement) **we need to see evidence of PDSAs happening on LifeQI**
- And then for 3.0 and above we need to see some **data and charts tracking your improvement efforts**
- **This is where your QI coach comes in** – flagging these projects up for us at EQUIP HQ so we can look in your projects, check out the progress, change the score and get high-fiving.

Once we see projects hitting a 3.5 (Improvement) we're really keen to see what you've learnt through your project. This way we can share the learning more widely and hopefully accelerate the work of other teams who are looking at similar projects. So, if you're looking at improving document workflow, increasing uptake of online access or WebGP, then it's worth looking in LifeQI for other projects with a score of 3.5+ to see what change ideas have had the biggest impact for other teams... and then steal those ideas with pride!

Below is a screengrab of a great visual representation of the journey through a QI project using progress scores. It was created by Forid Alom at ELFT (all-round measurement and LifeQI guru). Do check out the online version [here](#) as the infographic is interactive with links out to other excellent QI resources.

So, the big question is – **what needs to happen next in your project to take your progress score up a level?**



And finally – some updated training dates for you:

- **EQUIP Basics** training 14<sup>th</sup> November, half day 1-5pm. Half-day introduction to Quality Improvement.

- **DATA Masterclass** with the dream team of Emma and Forid from ELFT. 8<sup>th</sup> November 9am – 5pm (Please note original data of 4<sup>th</sup> October has been moved to 8<sup>th</sup> November due to clash with GP Summit)

To register for a place on a training session please contact Meena Kaur ([meena.kaur2@nhs.net](mailto:meena.kaur2@nhs.net)).

Have a lovely weekend and see you next week at the GP Summit!

Tom