



# Sustainable Improvement

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# Making it last

“ One of the primary reasons why quality improvement is difficult to integrate into an organisation is that many of the changes that are put into place fail to survive. Within the literature there is evidence of a high failure rate, up to 70%, of organisational change (Daft and Noe, 2000. Beer and Nohria, 2001).

# Breakthrough Performance



- “ **Measurement**
- “ **Building Capacity & Capability**
- “ **Innovation**
- “ **Rigour & Focus**
- “ **NHS Quest**



# Priorities

Reducing HCAI

Reducing Mortality

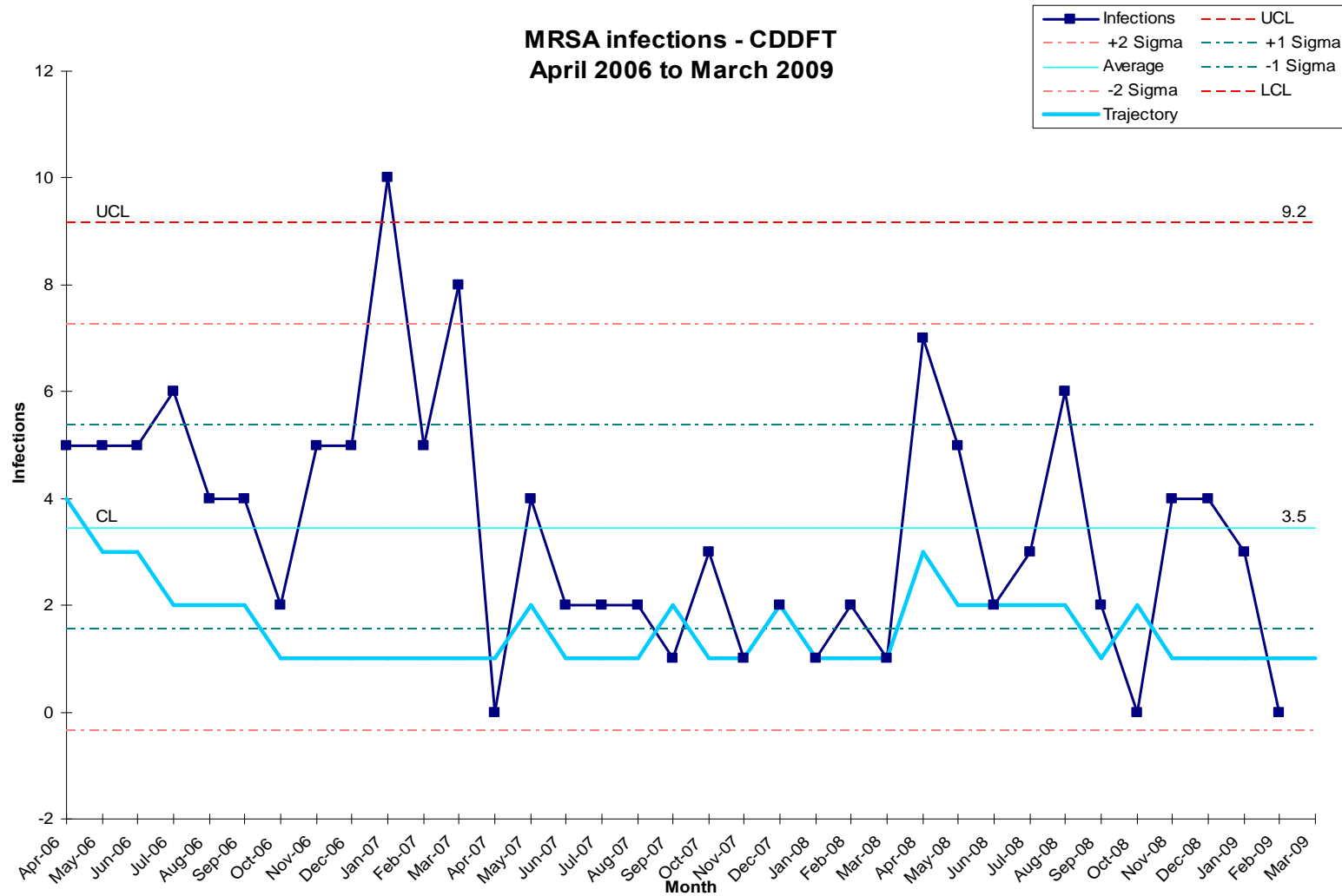
Reducing Medication errors

Reducing in hospital cardiac arrests



# 2006-2009

**MRSA infections - CDDFT**  
**April 2006 to March 2009**



# The Challenge

“ Effective prevention and control of HCAs must be **embedded** into everyday practice and applied **consistently** to everyone

“ Whole Health Economy Approach

**“Everyone’s responsibility”**

# staff

“ The staff, their feelings, attitudes and beliefs are central to any effort to achieve and sustain a change. One important aspect is the extent to which the staff themselves believe that the change will actually be sustained. Scepticism at any level is important in practical terms because it may manifest itself as resistanceq(Modernisation Agency, 2002

# Believe and Communicate

- “ Negative beliefs lead to negative outcomes
- ↓
- “ Meet regularly with staff to identify barriers and concerns.
- “ Use data and stories to demonstrate the positive impact of the improvement.

# NHS model

- “ **The NHS Sustainability Model is an easy-to-use tool which aims to help NHS improvement teams:**
- “ Self-assess against a number of key criterion for sustaining change
- “ Recognise and understand key barriers for sustainability, relating to their specific local context
- “ Identify strengths in sustaining improvement
- “ Plan for sustainability of improvement efforts
- “ Monitor progress over time.

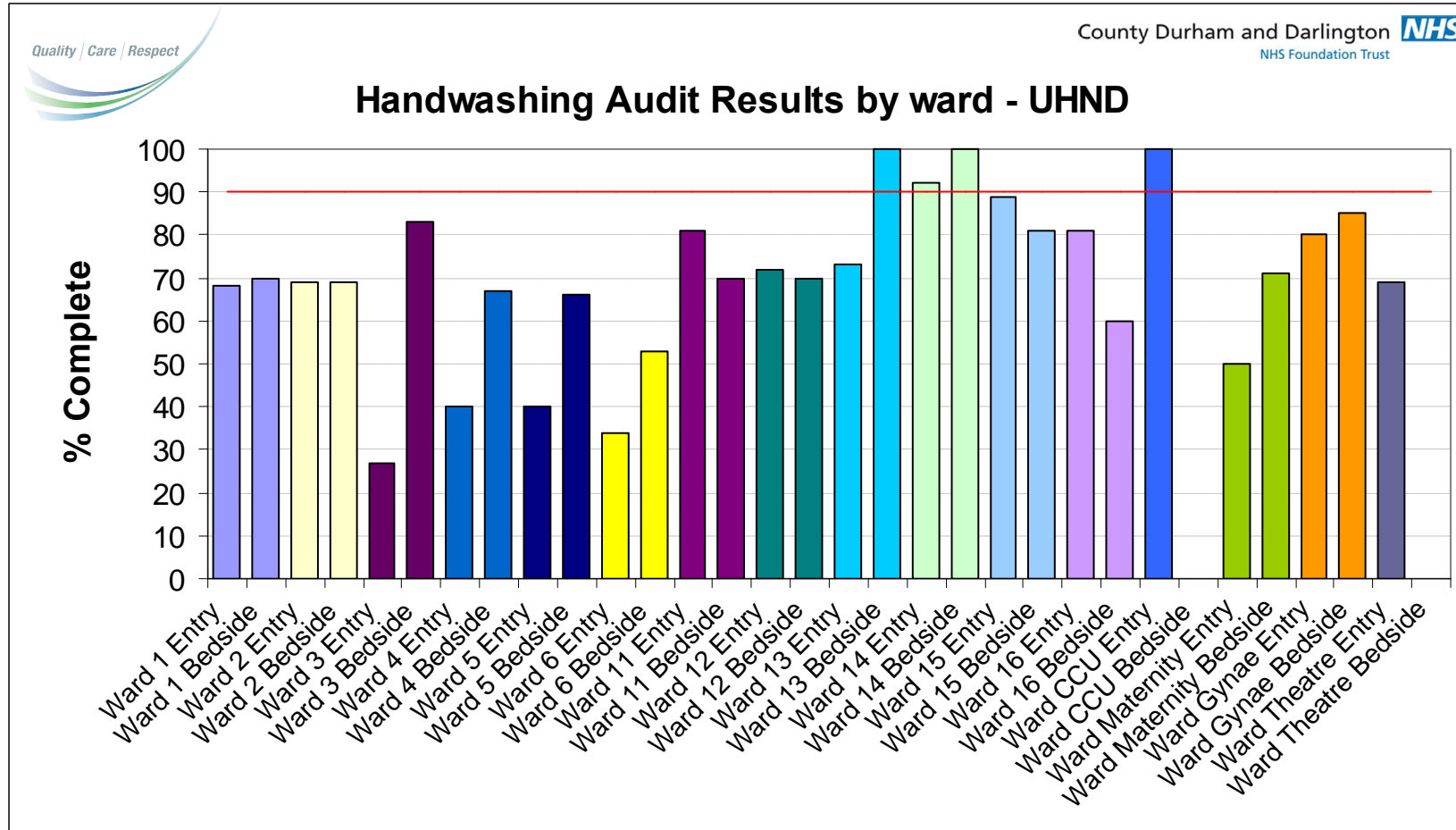
# Bring back matron



# Fighting infection together!

- “ Every week matrons are auditing various aspects of compliance with policy in relation to HCAI.
- “ These audits are to be reported to the Trust Board
- “ Week commencing 9th March they audited compliance with the hand decontamination policy at entrance and exit to wards
- “ The results varied from 27% to 92%
- “ This audit will be repeated week commencing 16<sup>th</sup> March . you will not know it is happening!
- “ It is Trust policy to use gel on the entrance and exit to all wards please make sure you adhere to the policy.
- “ The audit will carry on till we are at 100%

# Communicate and compete





# Change for the better

- “ Doesn't just happen
- “ Communicate, communicate, communicate
- “ Believe in the change
- “ Evidence
- “ Happiness
- “ Culture
- “ Adaptability