

# Building QI Capacity & Capability through QI Coaching

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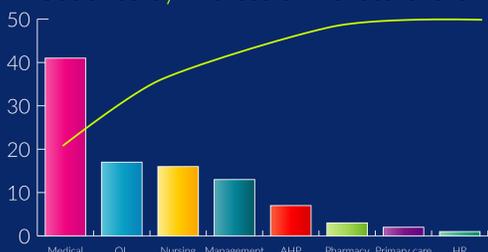
## Aim: what are we trying to accomplish?

NHS Lothian has chosen to tackle the long-term challenges of rising demand, increasing costs and limited resources in healthcare by making quality the focus of how we run our business. To do this, Quality Improvement (QI) capability and capacity will be built across all levels of the organisation by providing QI training and building a QI coach network. The aim is to meet the QI coaching needs of NHS Lothian staff undertaking QI by March 2019.

## Understanding our system



Coaches by Profession Pareto chart

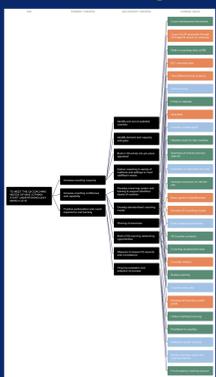


## GOALS

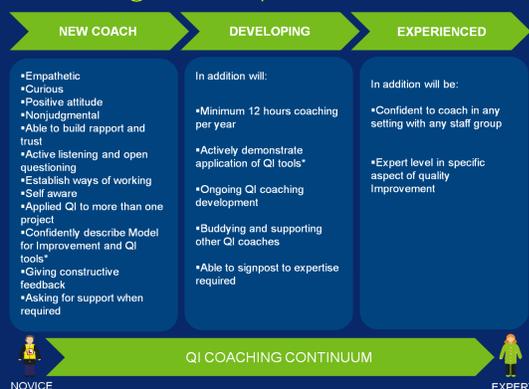


## What changes can we make that will result in an improvement?

Driver Diagram



Coaching Development Framework



## Tests of change

- Electronic Coaching Log
- QI Coaching Compact
- Site-based QI Coaching Clinics
- QI Coaches Development Programme
- QI Coaches Self-Assessment
- Buddy Coaching
- QI Coaches WebEx™

## How will we know a change is an improvement?

93% of staff who received QI coaching reported that it enhanced the progress of their project. 81% said the QI coach was very knowledgeable.

### Quotes from coachees



Number of new QI Coaches added

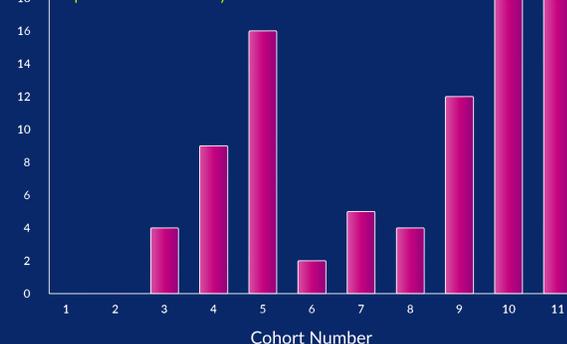


### Provision of QI Coaching Clinics

9 over 3 sites in 2017

20 over 3 sites in 2018

Number of QI Coach Buddies per Academy Cohort



## What went well?



- Structured Recruitment & Development
- Coaching Log
- Self-Assessment

## What didn't go well?



- Capacity of Staff

## Next Steps



- Develop a formal QI Coaching module