Quality is something which is an integral element to each and every job role across our organisation and something that we strive for every day. Supporting an improvement culture within the Trust is central to the delivery of safe, effective, compassionate care.

To assist with this, we are delighted to launch our prospectus: “Building Your Quality Improvement Capacity and Capability 2018 / 2019”

Please click here to view the accredited training and development opportunities available to All Southern Trust employees.

For further information please contact us by emailing: Quality.Improvement@southerntrust.hscni.net
Research & Development
For Nurses, Midwives & AHPs

There is a wide range of research and development activity by nurses, midwives and AHPs ongoing in the Trust which helps to provide evidence based, high quality, dynamic, innovative and safe clinical practice.

Being involved in research and development activity increases staff knowledge, skills and confidence to question care provision and look for opportunities to innovate and improve quality of care. It is also an excellent way in which the Trust can raise its profile locally, nationally and internationally.

An R&D Community of Practice (CoP) was established in November 2015. While the CoP was primarily established to provide a network and support for nurses, midwives and AHPs, all healthcare practitioners are welcome to get involved and share their passion for all things R&D.

While in practice, research and development are often seen to overlap, research may be defined as: ‘the search for new knowledge using scientific methodologies and approaches’ (R&D Office 1999). Whereas development relates to ‘those activities that focus on creating the conditions for evidence utilisation to systematically innovate or improve practice; include integrated evaluation that demonstrates effective processes and outcomes and has the potential to generate new knowledge’ (CNAC R&D, 2012).

The next R & D Community of Practice (CoP) event is on the subject of “Writing for Publication” and is on 26 June 2018, 2-4pm, in the Medical Education Centre, CAH. To book a place please email rd.cop@southerntrust.hscni.net.

Celebrating Success
Julianne Lee (pictured in middle), Lead Nurse Community Children’s Services received an Impact Award from the RCN Foundation at the recent RCN Congress in Belfast. She had successfully secured an education Grant from The RCN Foundation Marcia Mackie Fund, which financially supported her to complete a Masters in Caring for Children and Young People with Complex Healthcare Needs.

Julianne says “Undertaking this programme has provided me with knowledge and skills to help support the delivery of high quality service and improve the quality of care for children with complex healthcare needs in the community. I have been able to further develop my leadership skills and have learned new ways of continuing to support and motivate my teams, which will ultimately be reflected in the service we provide for children and families”.

Continued overleaf...

If you are thinking of undertaking research or development activity, including making a funding application or drafting an abstract for a conference, and would like some support, please email: Patricia.Gillen@southerntrust.hscni.net or paula.mccluskey@southerntrust.hscni.net
Research & Development for Nurses, Midwives & AHPs continued...

To read more detail about the projects below, and others undertaken by Trust staff, please click here to be re-directed to a Sharepoint document...

Dr Patricia Gillen is Head of R&D for Nurses, Midwives and AHPs in the Trust and has a joint appointment with Ulster University. Patricia is currently involved in a number of projects including leading on the Regulation and Quality Improvement Authority funded development of regional guidelines for Planning Birth at Home.

Eamon Farrell is the Interim Assistant Director of AHP Governance, WFD and Training who is nearing the completion of his MSc in Developing Practice in Healthcare. Eamon has undertaken a number of practice based projects including promoting Service user involvement in the development of an Acute Care at Home service.

Dr Dawn Connolly is a Nursing Governance Coordinator who has led on an Executive Director of Nursing supported research study funded by the Trust HSC Research Fund, which examined the application of a Nursing Quality Indicator (NQI) Framework as a mechanism for providing assurance that nursing care was safe, effective and person centred.

Brian McGuire is a Nursing Governance Coordinator who has undertaken a project to develop the critical reflection skills of facilitators through Active Learning.

Dawn Ferguson is the Nursing Education and Workforce Coordinator and has completed her MSc in Developing Practice in Healthcare. Dawn says ‘I am passionate about ensuring our new registrants receive the appropriate support to develop into confident and competent practitioners’.

Jacqueline Toner is a Specialist Nurse for Looked After Children who has developed a Health Mobile Site for Young People in Care which assists young people in care to access health information and help them to make informed choices. During development of this resource, views of the 16+ Service User Group were sought and three young people were recruited.

Daniel Harte is an Advanced Occupational Therapist who has undertaken a range of research projects including one with Loughborough University examining custom-made sports gloves to prevent common hand injuries in sports.

Sharon Burnside, Practice Education Coordinator and undertook a research study as part of an MSc in Nursing to explore the level of questioning used by nurse mentors during undergraduate nursing student clinical assessments. In relation to Bloom’s revised taxonomy, in order to see if students critical thinking and problem solving ability were being adequately assessed in practice.

Dr Dawn Connolly is a Nursing Governance Coordinator who has led on an Executive Director of Nursing supported research study funded by the Trust HSC Research Fund, which examined the application of a Nursing Quality Indicator (NQI) Framework as a mechanism for providing assurance that nursing care was safe, effective and person centred.

Continuous Improvement

Developing Practice in Healthcare Programme

Through a Memorandum of Understanding with the Ulster University, the Trust is recognised as a partner in the delivery of the Developing Practice in Healthcare Programme (DPHC). The DPHC offers registered practitioners the opportunity to obtain academic credit for their person-centred practice based learning clearly linked to personal, professional and organisational objectives. During the programme which is underpinned by the Person-Centred Framework (2017), students undertake discreet practice development projects, using a values based approach to quality improvement supported by Trust based facilitators (see photo).

(L-R: Katherine Martin, Dr Dawn Connolly, Jacqueline Clarke, Sharon Burnside, Gail Doak, Dawn Ferguson. Emma Kane & Dr Patricia Gillen missing from photo).
A Whole Systems Approach to Quality Improvement

Goals:
- Transforming Culture
- Strengthening Knowledge, Skills
- Measuring Improvement
- Raising Standards
- Integrating Care

Priorities:
-Valueadding Services
- People-cared Events
- Co-design

Our Commitments

Outcomes

- Staff trained in QI methods above 2017/18 levels
- Staff who report feeling supported to make a difference
- Growth in the number of service users working with us & trained in QI methods

“No Improvement too small”

For Further Information please contact: Quality.improvement@southerntrust.hscni.net

“Sketchnote” produced by Aldrina Magwood, Director of Performance and Reform
Physiotherapists and Radiologists Working Together
Reporting Radiographers Host Lower Limb Learning Event for Physiotherapists in the Southern Trust

Lead musculoskeletal physiotherapist, Roisin Lynch along with Teresa Ross, Head of Physiotherapy, collaborated with Lead Reporting Radiographer, Grainne Forsythe and Reporting Radiographers, Fionnuala Finn, Ruth Watson, Elizabeth Conway, Julie McLennan and Bronagh McAleer to host a study day on Lower Limb Image Interpretation on 14 April in the MEC in Craigavon.

The event was attended by Band 5, 6 and 7 Physiotherapists in the Southern Trust. Reporting Radiographers presented on trauma in the foot, ankle, knee, hip and pelvis. After each presentation a short test of 5 different cases were demonstrated and Physiotherapists had to select A, B or C from a multiple choice selection. This reinforced their learning and led to competitiveness!

This is the second year the Southern Trust Physiotherapists and Reporting Radiographers have held this event.

Joint working across specialities can only lead to a more improved patient journey.

For more information please contact: Grainne.Forsythe@southerntrust.hscni.net
Speech and Language Therapy Interventions in Autism Specific Classes

Geraldine Byrne, Senior Clinical Specialist SLT, describes her quality improvement project...

In September 2017 I undertook a quality improvement project which focused on Speech and Language therapy interventions in autism classes attached to local mainstream schools.

Schools across the Trust area received varying levels of service and I hoped to standardise this according to the requirements of our service users. By asking classroom assistants, teachers and parents what they wanted to prioritise in the child’s SLT, they were empowered to participate effectively in the process of change, leading to improvements in the children’s functional communication skills. I used an ideas and frustration board exercise in schools, questionnaires for parents and face to face meetings to garner information.

Parents were delighted to be involved in developing a therapy aim for their children and this was included in their child’s therapy plan. Classroom teachers told me they would be enthusiastic in developing their skills in working with language development activities that would help develop functional communication skills for the children.

An outcome of these collaborations was that I developed short videos aimed to help staff and parents increase their children’s understanding of, and response to, questions and their ability to engage in conversation - targets most frequently requested by parents.

On Tuesday 8 May 2018, the first session took place in St. Joseph’s P.S. Bessbrook. It was attended by staff in the autism specific classes in the school. Participants engaged in activities which looked at how we can use visual strategies to enhance children’s learning about questions and conversations and encourage them to generalise their new skills across a range of environments.

My hope is that training can be provided for parents in the future and additional videos can be made that support the aims of parents and education identified through collaboration.

To find out more about this project please contact Geraldine.Byrne@southerntrust.hscni.net
What Matters to You?
4 – 8 June 2018
The ‘What Matters to You?’ day started in Norway in 2014 with the aim of encouraging and supporting more meaningful conversations between those who provide health and social care and the people, families and carers who receive services.

Why is it important to ask “What Matters?”
- To establish a relationship and understand the person in the context of their own life and the things that are most important to them.
- With this crucial insight you are in a much better position to work with the person to find the best way forward for them.

Ask What Matters, Listen to What Matters, Do What Matters
This year Southern Trust staff hosted a “What Matters to You?” week, inviting service users, carers and staff to share what matters.

Directors and senior staff hosted a range of “What Matters to You?” sessions. Look out for the evaluation report which will be available in August. A brief overview of events and some pictures are included here and overleaf.
Acute Directorate
Pictured here are staff at our CAH and DHH sites posing for “What Matters to You?” selfies!

Medical and Children and Young People’s Directorates
Ahmed Khan, Medical Director (Acting) pictured with staff at a coffee morning hosted in Blossom Children’s Centre, CAH
Pictured right, along with staff and parents, are School Children from Newry who donated artwork—it mattered to them that the walls of Daisy Children’s Centre, are bright and interesting.

We hosted a Quality Improvement Network on 6 June in Dromantine Conference Centre, Newry where guest speakers spoke about what mattered to them...pictured right are attendees and speakers at the event.

Older People and Primary Care
Melanie McClements, Acting Director of OPPC and Brian Beattie, Assistant Director OPPC invited staff in ICT Team in Lurgan to join the conversation “What Matters to You?”

Contact us…
If you have any queries about WMTY week or any of these events please contact us: Quality.Improvement@southerntrust.hscni.net 028 3756 0055
Q is an initiative delivered by the Health Foundation and supported and co-funded by NHS Improvement. It is a network of support connecting people who have improvement expertise across the UK. Q’s mission is to foster continuous and sustainable improvement in health and care, creating opportunities for people to come together as an improvement community to share ideas, enhance skills and collaborate to make health and care better. Applications to join Q re-open on 14 June 2018; register your interest at Join Q | Q Community

“5 Steps to Quality Improvement” E-Learning Launch

Are you thinking about starting a small or large scale Quality Improvement project? The 5 Steps to Quality Improvement e-learning module blends the quality improvement tools and project management skills required to lead a project aiming to improve quality, safety and patient experience. This e-learning provides you with a roadmap to undertake a QI project.

What’s included?
- Project management theory and tools
- Data for Healthcare - operational definitions, understanding variation, run charts, Shewhart charts, frequency plots, pareto charts, scatter plots
- Human Factors
- Service User Experience Videos
- QI Resources

Anyone can access this eLearning by logging on to www.hsclearning.com and selecting “SHSCT_5 Steps to Quality Improvement”.

If you require further information please email Quality.Improvement@southerntrust.hscni.net

Look out for the Launch next week on Twitter and Facebook...
Pathway of Care for Adults Diagnosed with Down’s Syndrome and (suspected) Dementia

Dr Aidan Campbell, Senior Clinical Psychologist, describes his quality improvement project...

The aim of my project was to understand the ‘Needs’ of adults diagnosed with Down’s syndrome who are known to the Adult Learning Disability Team in Armagh & Dungannon, to optimise their Pathway of Care.

The association between Down’s syndrome and the risk of ‘precipitated senility’ was first reported by Fraser and Mitchell in 1876; and later Struwe (1929) described the significant Alzheimer’s-like neuropathological changes in the brains of people with Down’s syndrome. Amyloid is the protein that, in an insoluble form, forms the neural plaques characteristic of Alzheimer’s disease. The gene coding for the Amyloid Precursor Protein (APP) is located on chromosome 21, and this is likely to account for the increase in risk of Alzheimer’s disease in people with Down’s Syndrome.

To complete the project I met with Senior Management, Specialist Clinicians and the Adult Learning Disability Team Leader. Case Managers were provided with recording forms to collate information. Information gathered showed that there are more than 80 adults diagnosed with Down’s syndrome in Armagh & Dungannon; of whom 7 (aged above 50yrs of age) are suspected to be experiencing dementia.

This project is now being developed Trustwide to deliver timely assessment and treatment for adults diagnosed with Down’s syndrome suspected to have dementia.

To find out more about this project please contact aidan.campbell@southerntrust.hscni.net
Patient and Client Council Co-Production Awards 2018

Congratulations to Hilary McFaul, Speech and Language Therapy Manager and team for becoming finalists in the Patient and Client Council Excellence in Co-Production awards.

The Speech and Language Therapy Service undertook a quality improvement project aimed at reviewing and improving the service offered to pre-school-aged children and their parents. The outcome of this project was a new model of service delivery “Play and Say” designed with parents for parents and children.

This project puts children and parents at the heart of the SLT service while empowering staff to develop and embrace change. SLT have listened and learned from parents and children and have been innovative in improving children’s health and wellbeing.

The Graphics on the right illustrate some of the “Play and Say” material designed through co-production with parents and children.

If you would like to know more about the project please contact Hilary.McFaul@southerntrust.hscni.net

To find out more about the Patient and Client Council please click on the logo...
In November 2016 Dr Anne Kilgallen, who was responsible for the development of a quality improvement and innovation approach for HSC in Northern Ireland, set up a Design Collaborative. This collaborative was formed by HSC professionals who had experience of both quality improvement and innovation at service level. As part of this design work a number of design events were established and from this, the Innovation Community of Practice was formed.

The Innovation Community of Practice organised a first ‘Meet Up’ hosted by Dr Mark Roberts to get the conversation started about innovation.

Guest speakers at the event included Shane McKee a Consultant in Genetic and Genomic Medicine at Belfast City Hospital who discussed “Innovation—It’s in our DNA”

Eoin McFadden, talked about “Hacking the System, Innovating in a Corporate Environment”

Jennifer Neff, Co-Founder Elemental -The Social Prescribing People, discussed “Connecting Communities through Social Prescribing”
Quality Improvement Event Best Poster Winners


Pictured left receiving their engraved plaque are representatives of the team who won the best poster accolade at the event.

Well done to all involved.

Mr Richard Mayes, Ms Susan Yoong, Sister Emma McCann, & Sister Kathryn Sheridan receiving the 2017 Quality Improvement Event “Best Poster” plaque

Contact us…

If you have any queries about this newsletter or Quality Improvement in the SHSCT please contact us:

📞 Quality.Improvement@southerntrust.hscni.net
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