

Getting to grips with QMS

Jem Ramazanoglu
QI Programme Manager

The improvement journey

Developing an organisational approach to improvement in health care is a journey that can take several years. Here are six key steps:

1 Assessing readiness
How ready is your organisation for improvement, in terms of its learning climate, infrastructure, governance and leadership? Tools are available to help you assess your readiness and address any gaps.

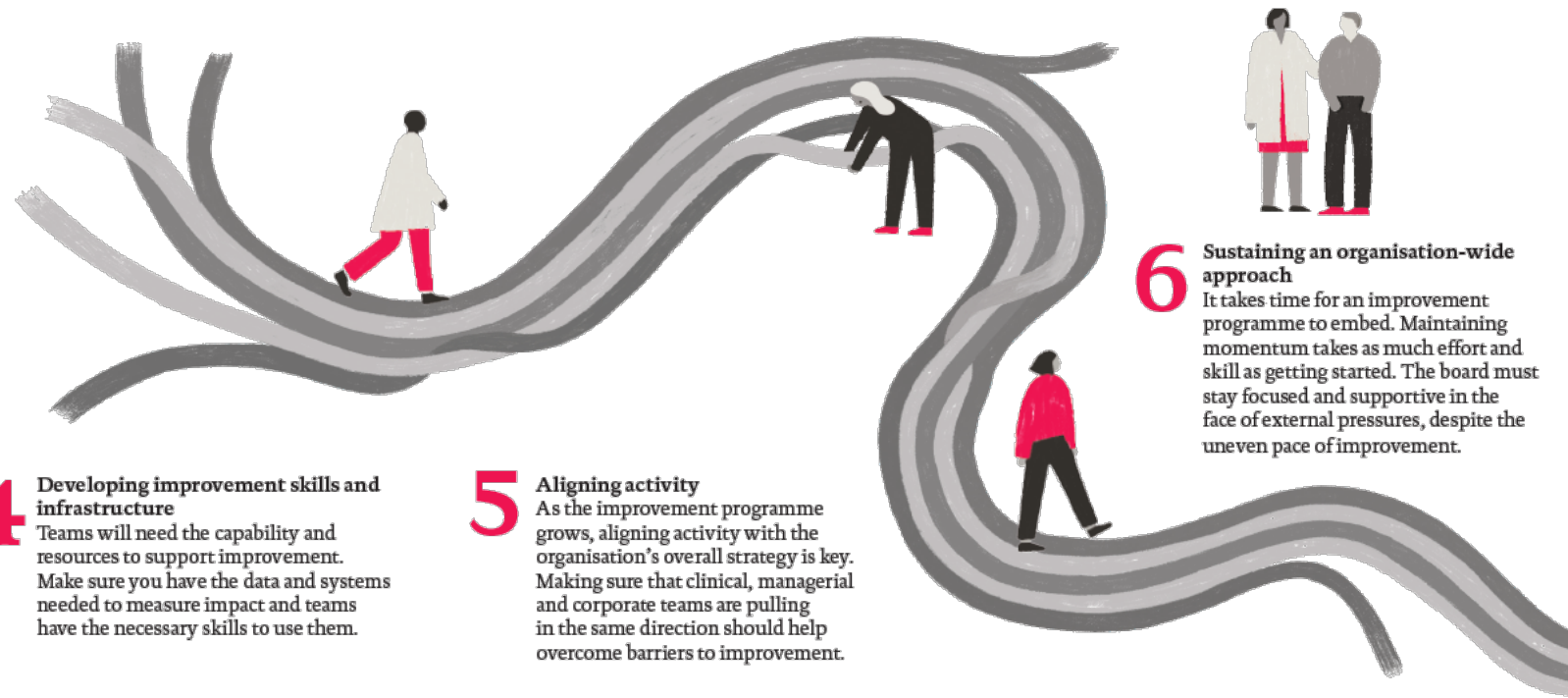
2 Securing board support
The board must be confident in and committed to the organisation's improvement strategy and to building the skills and infrastructure needed. A strong clinical voice at board level can help make improvement a priority.

3 Securing wider organisational buy-in and creating a vision
Staff at all levels need the permission and time to engage in improvement. Consider building in stages, starting with enthusiasts then encouraging others to follow.

4 Developing improvement skills and infrastructure
Teams will need the capability and resources to support improvement. Make sure you have the data and systems needed to measure impact and teams have the necessary skills to use them.

5 Aligning activity
As the improvement programme grows, aligning activity with the organisation's overall strategy is key. Making sure that clinical, managerial and corporate teams are pulling in the same direction should help overcome barriers to improvement.

6 Sustaining an organisation-wide approach
It takes time for an improvement programme to embed. Maintaining momentum takes as much effort and skill as getting started. The board must stay focused and supportive in the face of external pressures, despite the uneven pace of improvement.





The NHS improvement approach



NHS England will set an expectation that all NHS providers, working in partnership through integrated care systems, will embed a quality improvement method aligned with the NHS improvement approach. This will inform our ways of working across services at every level of place: primary care networks, local care networks, provider collaboratives and integrated care systems. It will require a commitment from NHS England itself to work differently, in line with the new NHS operating framework.



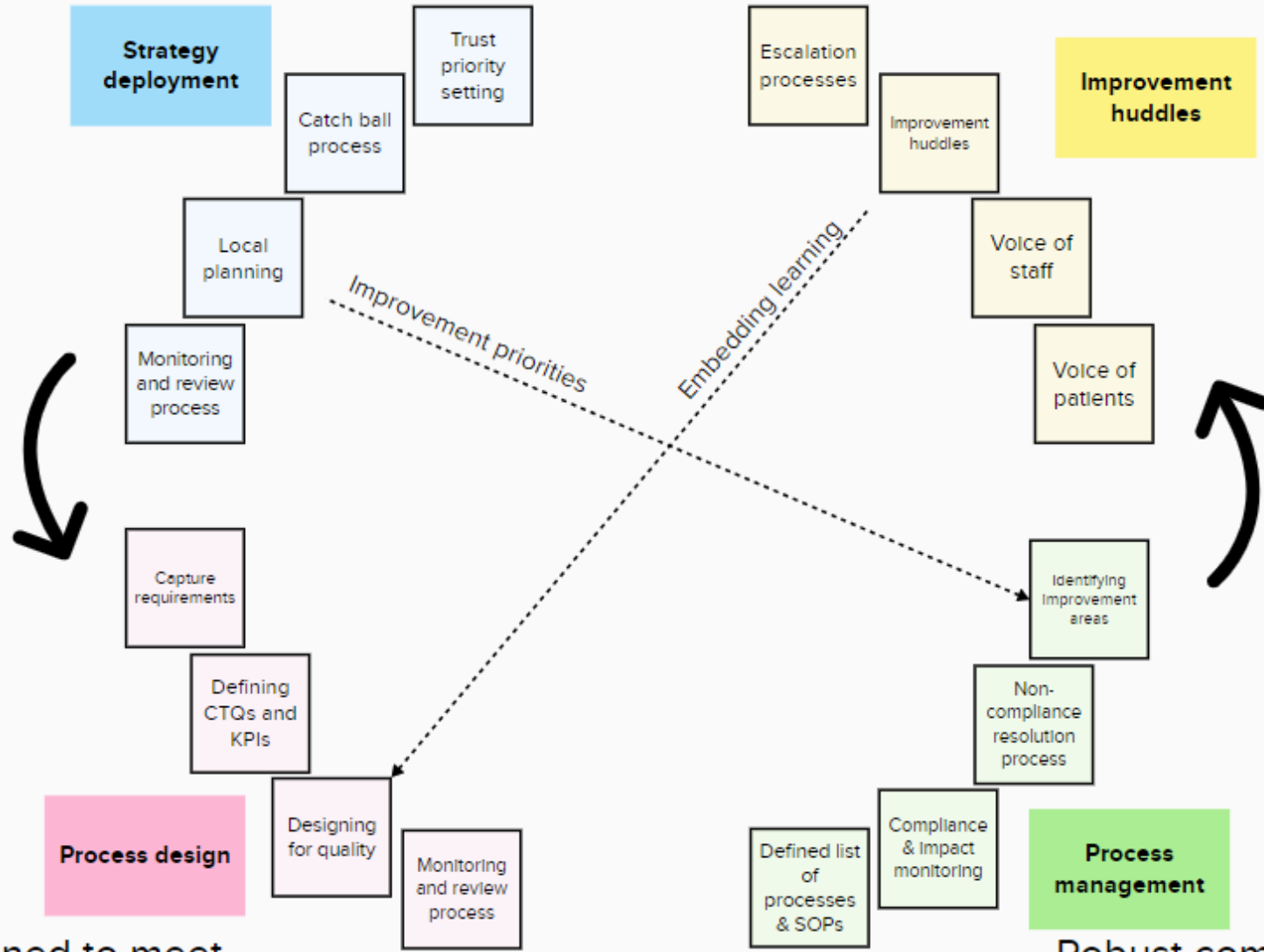
Learning about QMS

- Expert support
- ISO9001
- [QMS Webinar series](#)
- QMS Implementation leads network
- QMS Pilots



Clear plans to deliver strategic priorities

Targeted improvement



Work designed to meet stakeholder, policy and regulatory requirements

Robust compliance monitoring to ensure we minimise error