



# What is QI coaching?

**Coaching Improvement  
Special Interest Group**



Q is led by the Health Foundation  
and supported by partners across  
the UK and Ireland



# Agenda

1.00 – 1.30      What is QI coaching?

1.30 – 1.55      Enablers and barriers to QI coaching

1.55 – 2.00      15% solutions and close



# Today's Conveners



**Sophia Mody**

Continuous Quality  
Improvement Lead



**Kerry Blewitt**

Head of Quality  
Improvement



**Sid Beech**

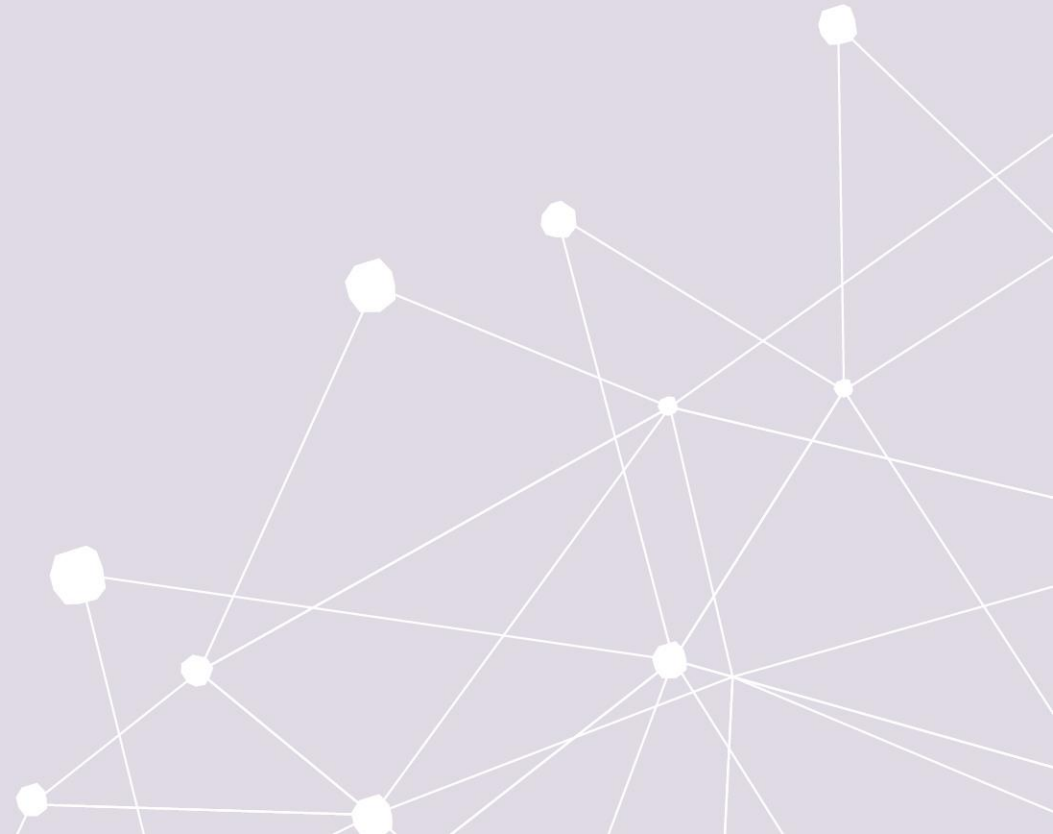
Associate Director



# Breakout rooms

**What does QI coaching mean to you?**

**10 minutes**



# What is a 'Quality Coach'?



A person with a passion for QI, who has experience of running a QI project



Has dedicated time to support QI



Teaches and explains use of QI tools



Works to engage people and teams in QI

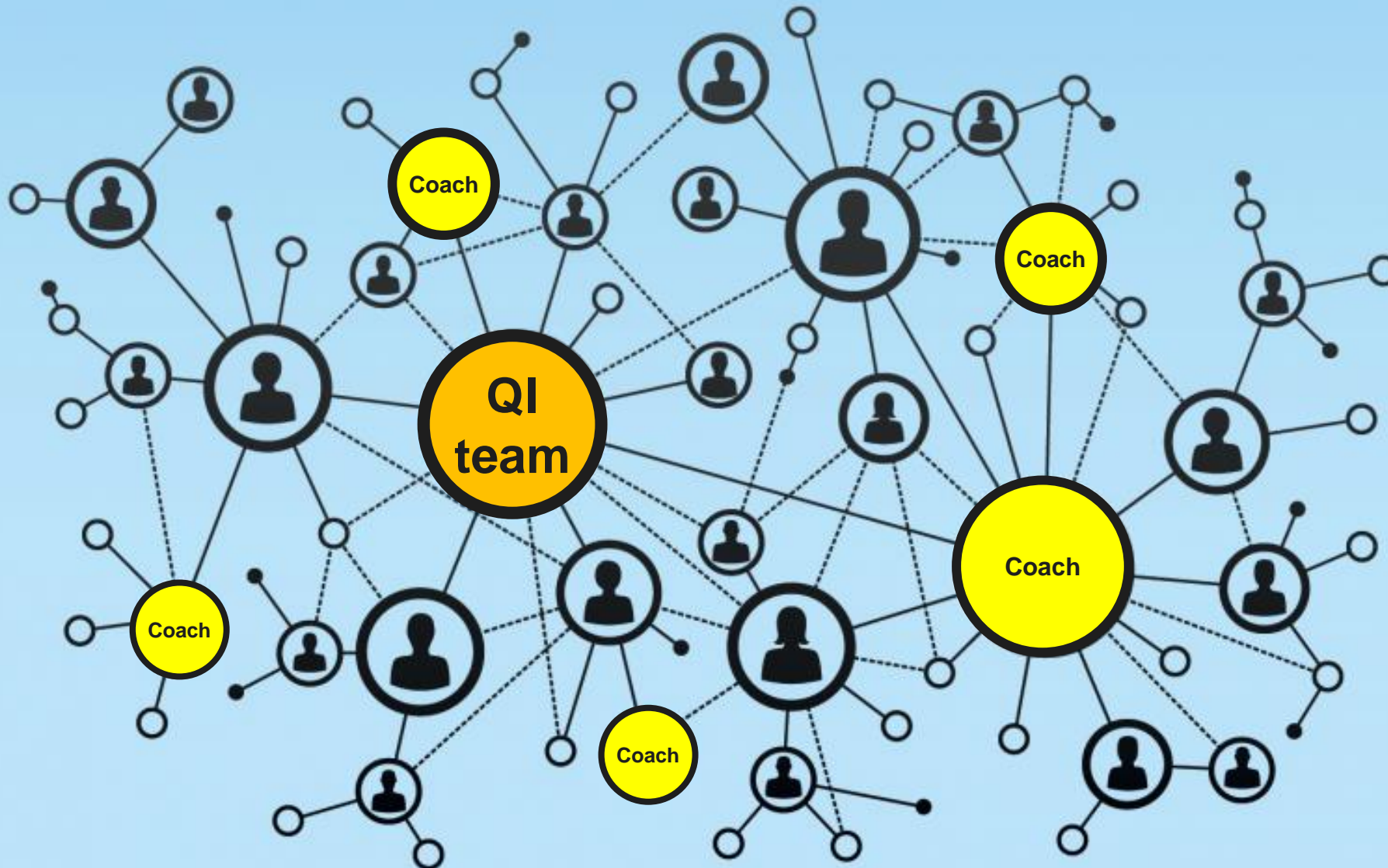


Develops and nurtures relationships based on trust and support



Observes QI work of team—provides guidance, support & encouragement

# How a QI coach may fit into an organisation



## People doing improvement work

- Anyone who is trying to improve their service
- Often only basic QI knowledge
- Typically need guidance to apply QI approaches effectively
- Often 're-inventing the wheel'

## Quality Coach

- Frontline staff who have been trained in how to coach and support teams through QI work
- First line of improvement support
- Championing improvement at a local level

## Central Improvement team

- Experts in improvement science
- Usually limited resource
- Focus depends on strategic approach – typically includes:
  - Teaching QI
  - Leading/Facilitating projects
  - Improvement coaching
  - Data analysis

# Mentoring vs Coaching

## Mentoring

Ongoing relationship. May be over many years and projects.
More informal and meetings can take place as and when.
A senior experienced person.
A technical / professional expert.
Has good networks and contacts

## Coaching

Shorter duration, may be for the life of the project
Generally more structured and meetings scheduled in on a regular basis
Not necessarily senior or experienced in service area
Expert at coaching
Relationships of equals

# Coaching vs mentoring





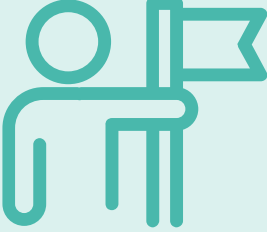
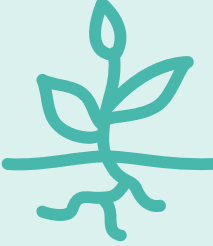



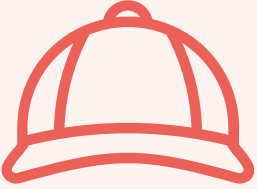


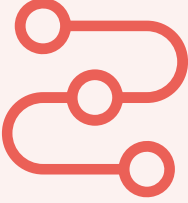

# You will wear many hats...



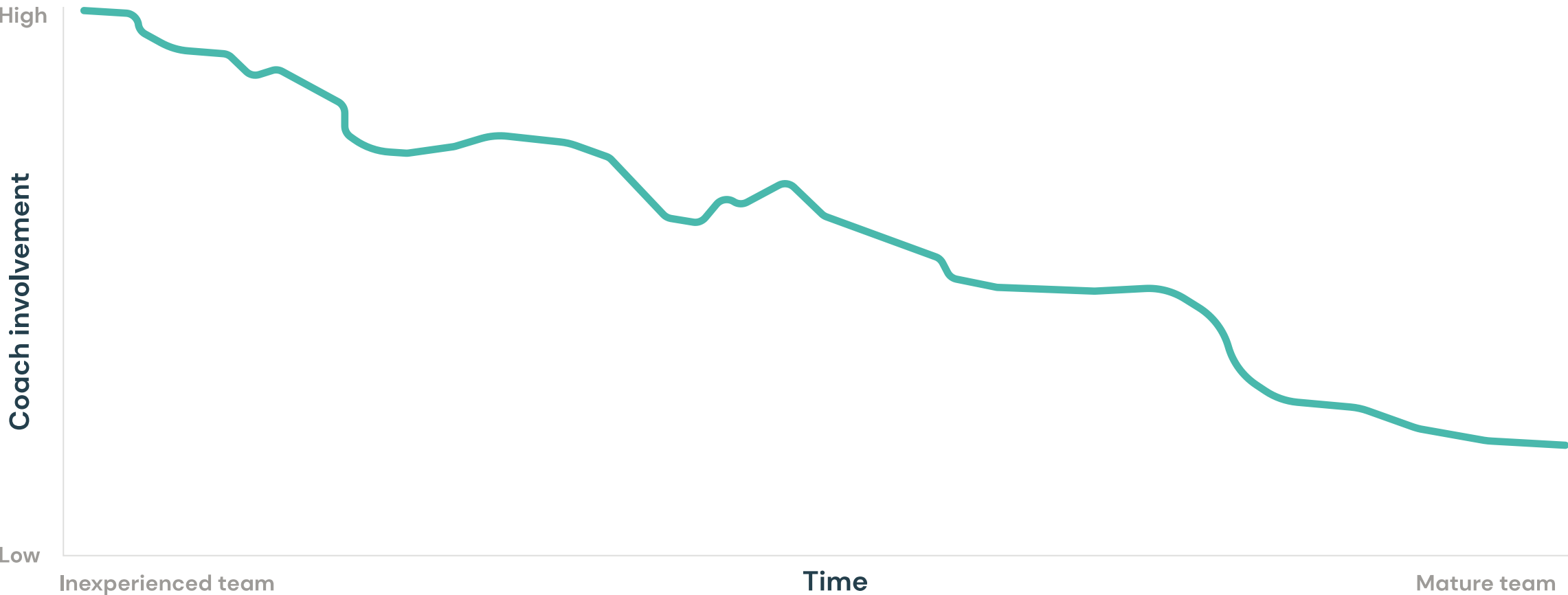
Facilitating  
Coaching



# Coaching vs Coaching Improvement

	Who	What	How	When	Where
Coaching development					
Coaching improvement					

# Coaching over time

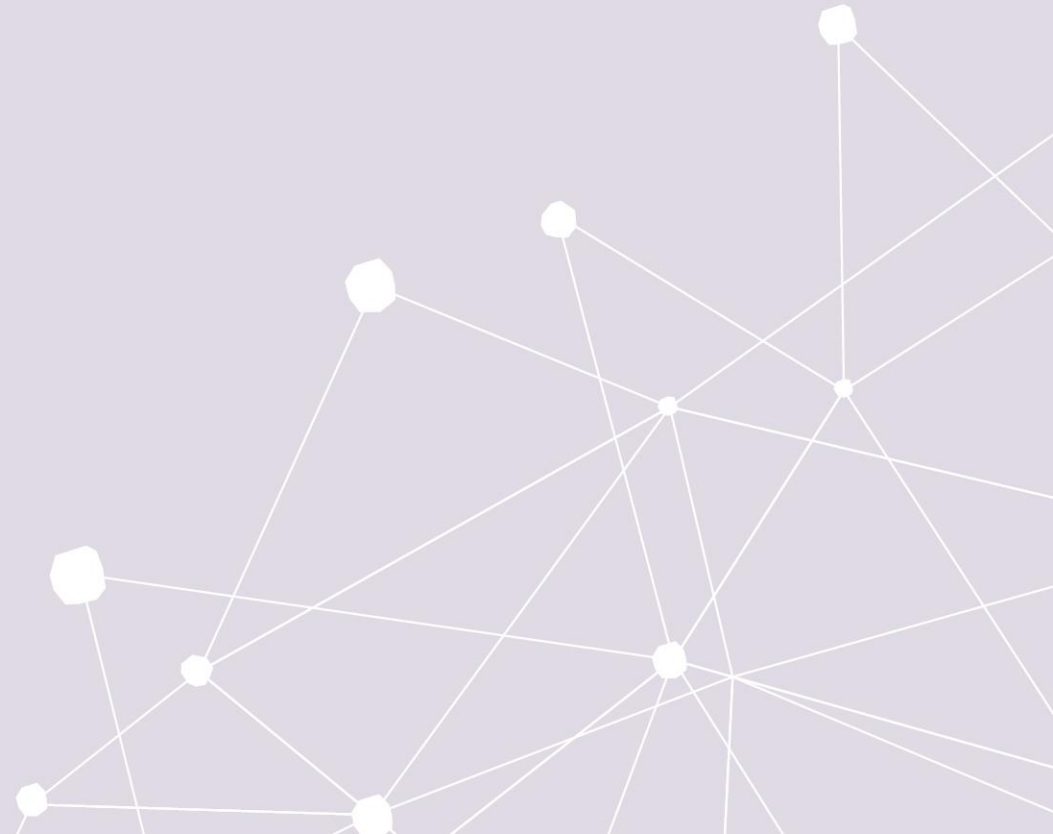


# Breakout rooms

**What enables QI Coaching?**

**What hinders it?**

**What can you do to shift the dial where you work?**





***Drivers and enablers of  
QI coaching in your org.***



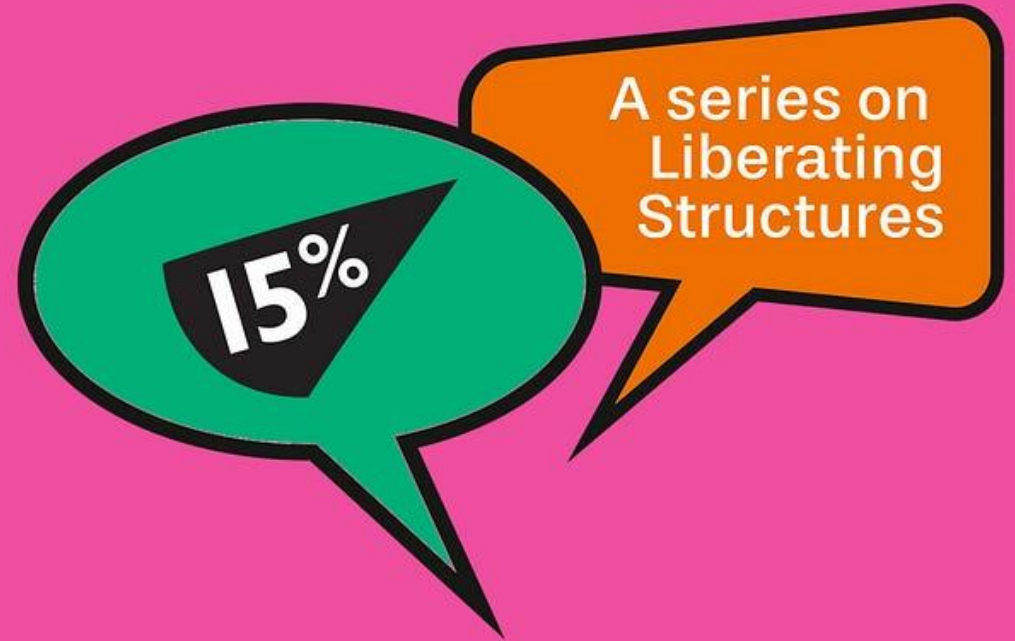
***Barriers to  
QI coaching in your org.***

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# 15% Solutions

Discover and focus on what each person has the freedom and resources to do now.

**The  
Liberators**



## Get started now

1. If you haven't already... consider joining 300+ peers on the **Coaching Improvement SIG** via the Q Community to collaborate more on this subject  
<https://q.health.org.uk/community/groups/coaching-improvement/>
  2. Let us know if you would like to co-convene a future session around the topic of QI coaching
  3. Next session  
Weds 17<sup>th</sup> April 12.00 – 1.30 pm  
Selling the benefits of QI coaching to leaders
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## Future topics – voted by our community

- 1 Selling the benefits of QI coaching to leaders
- 2 Sustaining coaching engagement in an organisation
- 3 Evaluating the "return on investment" of QI coaches
- 4 The relationship of the QI coach to the QI Team
- 5 Self-reflection - understanding strengths & weaknesses as a QI coach
- 6 Spotlight on QI coaching
- 7 Coaching circles