



EEAST QI Summer Newsletter

The Complexity of Change

Whether exploring change as a choice, measuring the impact or initiating change in response to a recognised risk, the process and the solution is usually more complex than it initially appears.

You will see in a short video later, that it can be a mistake to launch immediate action to introduce change, missing essential steps of a process that would provide a more robust solution with measures that are more likely to be conducive with sustainability of the project.

There are links throughout the newsletter to quality improvement tools that support sustainability, provide the means to measure the impact of change and identify any unexpected affects.

EEAST staff and volunteers can get involved by joining the QI Community Hub, becoming a Clinical Manual Ambassador, enrolling onto a QSIR course or coming along to a QI Café - details are in this newsletter.

Message from the team

Welcome to the summer edition of the QI newsletter. As you may have already heard I will be leaving my position as Head of Quality Improvement and Professional standards to take up a very exciting new role outside of the NHS but very close to the Paramedic profession. I have reflected a lot over the past couple of months and I wanted to take a moment to share some aspects. Over the past 25 years the people I have worked with, and alongside, has been one of the best parts of working here. There have been challenges but with great teamwork, innovation, and determination we have beaten these challenges. We can learn so much from each other, and I have had some great support with kindness over the years for which I am truly thankful. So what will the future hold for QI at EEAST? I am sure the dedication and commitment of the QI team will continue to flourish, with a clinical and patient focused approach to seek out and embed improvements in all we do. It's a small team but with all of us working together we all can be part of positive, sustained improvements. To contact any of the team please send an email to qi@eastamb.nhs.uk

I wish you all the very best.

Lewis Andrews

We introduce Lou Rosson as a new QIPS Officer, with considerable experience in critical care and working with the patient safety team.

Lou joined EEAST in 2006 as a student paramedic and qualified in 2008. She worked frontline until 2012 when she joined Essex and Herts Air Ambulance. She became an air operations supervisor for EEAST in 2015 as well as qualifying as an autonomous critical care paramedic.



In 2019 Lou joined the patient safety team as a patient safety specialist as well as graduating with her Master of Science with commendation award in Advanced Practice with Critical Care. As a patient safety specialist, Lou developed skills and experience in incident investigation and learning. A large focus of the three years she spent within the team was improving and promoting an open and just culture, with willingness to learn.

Lou is passionate about this ethos and enjoys understanding the human factors involved, and developing safer systems of working. This interest works in parallel with the work she still maintains, working for various critical care providers across the region. This led Lou onto exploring her interest in quality improvement and professional standards, hoping to take the learning and effect change in a positive way for both our patients and staff.

QI in Action - how supportive are QI tools in practice?

Talking about which tools are available (there are many - [NHS England » Quality, service improvement and redesign \(QSIR\) tools](#)) and introducing them through the QSIR courses and through our University partners, is all very well, but what can people tell us about this experience and the affect that it has had on their projects. Here are just a few examples of success stories, projects that found support in the quality improvement tools that EEAST advocate.

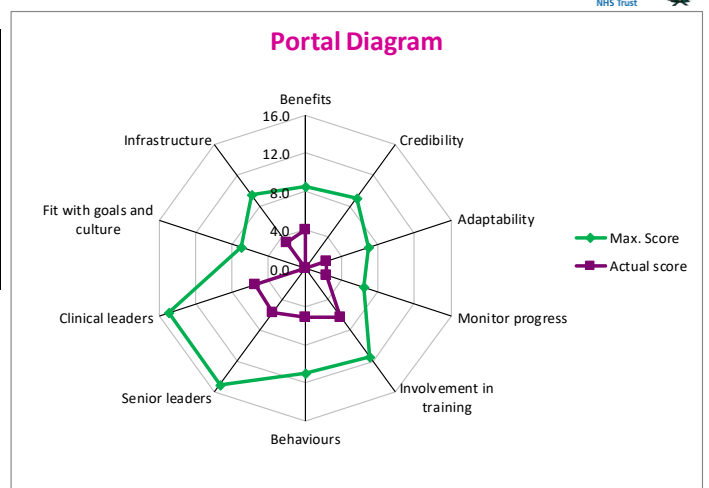


Portal Diagram pre 405 CFRs Trained



Factor (e.g service user satisfaction, length of stay)	Max. Score	Actual score
Benefits	8.5	4
Credibility	9.1	0
Adaptability	7.0	2.4
Monitor progress	6.5	2.4
Involvement in training	11.4	6.3
Behaviours	11.0	5.1
Senior leaders	15.0	5.7
Clinical leaders	15.0	5.5
Fit with goals and culture	7.0	0
Infrastructure	9.5	3.3

A portal diagram can help you to visualise room for improvement in your process. First decide what factors are important to you, for example meeting the trust quadruple aims. List these factors in the table and give them a maximum for you to score against. List the actual score next to it to populate the portal diagram. The areas with the biggest gap between the actual and maximum score are the ones you will need to target.



#WeAreEEAST

"Just over a year ago I was tasked with getting the CFR training team to deliver training to 405 volunteers to increase the CFR group numbers. I had then been told about QSIR but didn't know too much about it and was waiting to attend the course.

Nearly a year into the project and having attended the QSIR training I noticed through a graph that we had managed to find sustainability! Possibly one of the most awesome things to see. As I reflect back

on how we achieved this and completing a [Sustainability Model](#), I added the information to a portal diagram – you'll find out! This has highlighted where I need to focus for the future of the project and I wish I had known and completed one at the beginning.

I have learnt one thing for sure, my team made it happen. Without their early buy in, commitment to me and the project, their ability to share their ideas with me and implement them, we could have easily lost the project. Sounds obvious? QSIR really gets into this!"

Vikki Darby (Senior Commercial Training Officer)

"In 2020 the Trust was asked to support a national programme of serology testing. The pace the project needed to be delivered in the midst of a Pandemic was thought to be impossible. I was asked to support this programme and using a suite of quality improvement tools, supported the team to develop and deliver the plan whilst continually reflecting and learning using the [PDSA Cycle](#). Over 10 days the Trust undertook serology testing of 4830 staff, this was an outstanding achievement. Without the training and use of the quality improvement tools this project would not had achieved all that it did"

Lewis Andrews (HQIPS)

"As part of my role as a Project Manager working on transformational programmes, I utilise QSIR tools on a variety of projects daily. My involvement in the Trust programmes and improvement initiatives, such as, working with System Partners on collaborative support models, are good examples where many of the QSIR methods and tools have been used. For example, [Stakeholder Analysis](#), [Process Mapping](#) and using the [Sustainability Model](#), particularly while building up detailed delivery plans.

As a natural advocate for the QSIR programme, I am always enthusiastic about sharing knowledge from QSIR courses, or best practices from my own experiences using the tools. I have demonstrated this by converting the Sustainability Model into a workable tool for my department. This model supports individuals and teams diagnose project progress and identify strengths and weaknesses in their implementation plans; in addition, this could help anticipate the sustainability for improvement initiatives.

I am now delighted to have been accepted to attend QSIR College, I hope to gain more confidence in the techniques, to hone my already well-versed skills, however, tailor even greater to the field and professionals now working in."

Selina Lyons (Project Manager, PMO)

Be Part of the QI Community Hub!

Introducing the QI Community Hub on Teams! The purpose is to develop a safe space to discuss ideas



and reach relevant stakeholders for engagement that is so essential for positively introducing change. This is in addition to the staff engagement that occurs through our QI Cafes and on the QSIR courses. In preference to emailing us, we are trialling the use of this link to add your idea to our database, which will also add you to the QI Community Teams hub. Your information will be confidential to the team (unless there are issues raised that have safety concerns which require intervention and sharing of information with, for example FTSU contacts or Safeguarding).

Your idea will be processed by initially contacting you and then briefly discussing any benefits, risks and perhaps noting any major flaws that might prevent development of the idea from the start.

The premise of the idea can then be discussed on the Hub forum, with contributions from all walks of EEAST staff.

If you'd prefer to be added to the hub without submitting an idea, please email qi@eastamb.nhs.uk to request this.

We hope to be causing an innovation storm with your ideas and discussion soon!

[I Have an Idea! Submission Point](#)

You will need to use an 'eastamb' email address to access the form.

JRCALC/Clinical Manual Ambassadors



We are looking for JRCALC/Clinical manual ambassadors who are willing to monitor information within the app and advise QI for any updates that are relevant according to contemporary clinical guidelines.

We need your support and consultation as influential stakeholders in the delivery of the highest professional standards with an influence on variation across the region and within the Paramedic profession.

Email us with your interest and become an agent for change in keeping the app contemporary. We work directly with Class Publishing to manage this content.

As always, any questions please use qi@eastamb.nhs.uk, the QI Community Hub or @EEAST_QI on Twitter to get in touch.

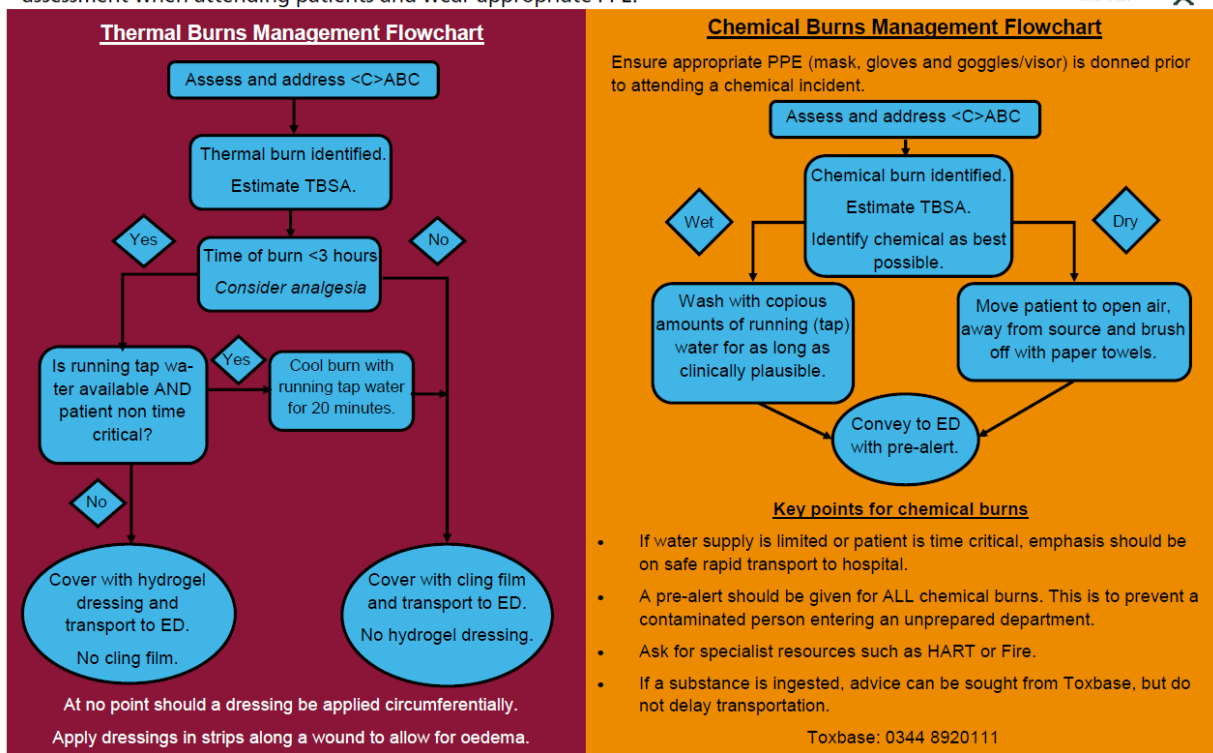
Updates from Staff on their Projects

Pre-Hospital Burns Management - Need to Know and in a clinical update issued on 27th Jan 2022

We celebrate the success of this in our Spring newsletter, giving you news of the imminent launch of the burns action cards, an idea developed by Paramedic Ian Studd - links to the Need to Know article are here. [Pre-Hospital Burns Management Action \(eastamb.nhs.uk\)](#) which explain the implementation of the action cards and how you can use them in this often challenging presentation of trauma.

Pre-Hospital Burns Management Action

Staff safety is a priority. Do not attend scene if it is unsafe and always carry out a dynamic risk assessment when attending patients and wear appropriate PPE.



Pre-Hospital Burns Management

Staff safety is a priority. Do not attend scene if it is unsafe and always carry out a dynamic risk assessment when attending patients and wear appropriate PPE.



Paediatric Fluid Resuscitation (10ml/Kg)

Given over the first hour of treatment when TBSA is > 20% or 10%-20% if journey time is >30mins. Do not delay transportation if IV/IO access is not available or viable.

Age	Dose
Birth	35ml
1-3 months	45ml
3-6 months	60ml
6-9 month	80ml
9-12 months	90ml
12-18 months	100ml
18-24 months	110ml
2 years	120ml
3 years	140ml
4 years	160ml
5 years	190ml
6 years	210ml
7 years	230ml
8 years	250ml
9 years	290ml
10 years	320ml
11 years	350ml
12+	Use adult chart

Always ask yourself, does this patient need safeguarding?
SPOC: 0345 6026856 CAL: 01234 779203
CCD: CH202

Adult Fluid Resuscitation (10ml/Kg)

Given over the first hour of treatment for TBSA >20%

Total Burns Surface Area (TBSA)	50Kg	75Kg	100Kg
80%	750ml/hr	1000ml/hr	1000ml/hr
50%	500ml/hr	750ml/hr	750ml/hr
20%			

Estimated Patient weight

Wallace Rule of 9s

Patient's palm with extended fingers = 1% of total body surface area.

1) Burns Consensus V1.3 (2020), Faculty of Pre-Hospital Care. 2) Emergency burn care in the pre-hospital setting (2018), Journal of Paramedic Practice. 3) The use of Clingfilm with burn injury in the pre-hospital setting (2015), Journal of Paramedic Practise. 4) JRCALC Clinical Guideline 2019.

Progress of the Mentoring, Support and Training Team (MSTT) in Cambridge



Ben Brayshaw is an Apprentice Paramedic at Cambridge station and after meeting him at a recent QI Café visit, he was able to provide us with a good understanding of the importance of the MST team in this area:

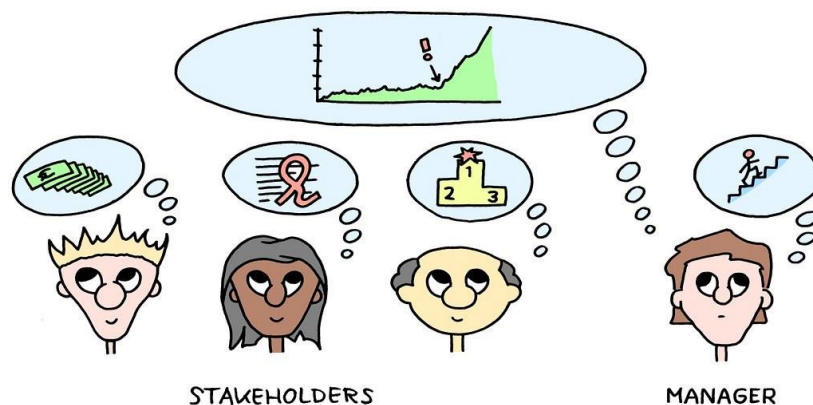
"At Cambridge we are pleased to have a student focus that includes a high profile Mentoring, Support and Training Team (MSTT), we use a format that has been adapted over the years to become embedded into a culture that supports learners within this locality.

A recent trial involved one of the MSTT members being made available to staff for skills practice, to ask questions and provide support at all clinical levels. So far this has been well received with a good uptake from all staff who have benefitted as apprentices in working through their portfolio of skills and as qualified staff seeking facilitated reflection where their decision making skills have been challenging in certain situations.

With leadership support, at the start of each week a member of the MST team plans and publishes a programme for the day which allows staff to 'book on' to a session for continued professional development. With all grades of staff being able to take advantage of the opportunity to refresh skills or practice a BLS or ALS scenario, for example..

The outreach education and training team have been able to offer their support, with a visit to the station regularly allowing an opportunity for apprentices to meet with them and discuss portfolio work or other concerns in person. We have found that this partnership with ETOs and MST team members has created a united environment where there is the ability to provide the wider staff team a safe place to learn and develop in their continued progression within their roles."

Bitesize QI



Change is complex and it is important to introduce change as an evolving, measured process. The Impact Framework supports the challenges of effective measurement of improvement, which sometimes can identify unexpected changes - that can be positive or less welcomed!

There are a series of helpful videos and further information about the Impact Framework here: [NHS England » Impact Framework](#)

[Step 1: Articulate what will change and why](#)

[Step 2: Capture evidence](#)

[Step 3: Review the evidence](#)

[Step 4: Share your impact with others](#)



QI Cafes - Morning 10-1200, afternoon 13-1500



We'd love to see you at one of these stations soon - it's a chance for you to talk to us about problems in E EAST and the possible solutions., as well as seeing the latest innovative products that are in early stages of potential procurement.

QI café dates 2022 – Morning 10-1200, afternoon 13-1500		
Date	Venue	Time
6 th June	Longwater	Morning
6 th June	Waveney Depot	Afternoon
22 nd June	Ipswich	Morning
22 nd June	Colchester	Afternoon
4 th July	Cambridge	Morning
4 th July	Huntingdon	Afternoon
19 th July	Bedford AOC	Morning
19 th July	Bedford	Afternoon
1 st August	Hemel Hempstead	Morning
1 st August	Luton	Afternoon

QI café dates 2022 – Morning 10-1200, afternoon 13-1500		
Date	Venue	Time
5 th September	Southend	Morning
5 th September	Southend	Morning
5 th September	Basildon	Afternoon
6 th September	Chelmsford	Morning
6 th September	Chelmsford AOC	Afternoon
7 th September	Harlow	Morning
7 th September	Stevenage	Afternoon
12 th September	King's Lynn	Morning
12 th September	Peterborough	Afternoon
20 th September	Great Notley	Morning
20 th September	Melbourn	Afternoon
22 nd September	Bury St Edmunds	Morning

Quality Service Improvement & Redesign (QSIR)

QSIR training courses are offered by EEAST, we welcome those from other NHS Trusts or CCGs, the networking is a valuable element of Quality Improvement.

Here's testimonial from Head of Quality Improvement at the James Paget University Hospital, Jonty Yazbek:

"I was fortunate to be able to join the EEAST's QSIR-V course earlier this year. The course itself was well run and very informative, but it also offered me an opportunity to network with a part of the health care system which I would not have routinely met. I gained a little insight into the ambulance service and I was able to share some my experiences from an acute hospital perspective. Thank you to the EEAST QI team and EEAST colleagues on the course for the warm welcome, I look forward to potentially collaborating with you on a Quality Improvement project in the near future..."



QSIR-Virtual

Providing a taster of the QI methodology, eight modules delivered in one hour online, highly interactive sessions, each followed by a one hour café to discuss your current ideas and progress projects.

The QSIR-V Programme has been co-designed by QSIR Associates and the NHS England and NHS improvement mixed methods team to support QSIR faculties in continuing to build improvement capability.

QSIR-Practitioner

Five full teaching days, expanding on the basics of QSIR-V, highly interactive face to face days where networking is key to sounding out your idea. As a cohort you will be able to work together to apply appropriate QI tools to your project.

QSIR-Associate (Faculty)

In line with the QI strategy, we would like to see those who are interested from all areas of the trust progressing to Associate faculty members, helping to deliver on future QSIR-V and Practitioner courses.

[Read more about the QSIR Programme - NHS England](#)

EEAST QSIR-V courses 2022-23

QSIR Virtual 2022/23 All dates are Tuesdays 13-1400 on Teams			
Cohort 6	Cohort 7	Cohort 8	Cohort 9
Introduction to QSIR-V (13-1330)			
3 May 22	30 June 22	6 September 22	28 February 23
1. Introduction to QI			
10 May 2022	5 July 2022	13 September	7 March 2023
2. Model for Improvement & Project Management			
17 May 2022	12 July 2022	20 September	14 March 2023
3. Introduction to Measurement for Improvement			
24 May 2022	19 July 2022	27 September	21 March 2023
4. Sustainability of Improvement			
31 May 2022	26 July 2022	4 October 22	28 March 2023

QSIR Virtual 2022/23 All dates are Tuesdays 13-1400 on Teams			
Cohort 6	Cohort 7	Cohort 8	Cohort 9
5. Engaging Stakeholders, Managing Change and Transitions			
7 June 2022	2 August 2022	11 October 22	18 April 2023
6. Creativity in Improvement			
14 June 22	9 August 22	18 October 22	25 April 23
7. Process Mapping			
21 June 22	16 August 22	25 October 22	2 May 23
8. Introduction to Demand and Capacity management			
28 June 22	23 August 22	1 November 22	9 May 23
Closing dates for applications			
22 April 2022	17 June 2022	26 August 22	17 February 23

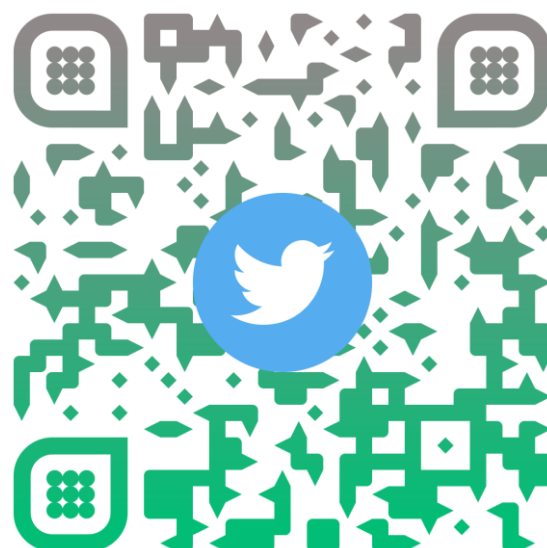
EEAST QSIR-P courses - three cohorts planned during 2022-23 that will each offer five face to face workshops.

To identify your interest in one of these courses, please email qi@eastamb.nhs.uk with the support of your line manager.

QSIR Practitioner 2022/23 Five days 09-1600 venue TBC		
Cohort 1	Cohort 2	Cohort 3
11 May 22	14 September 22	8 March 23
18 May 22	21 September 22	15 March 23
25 May 22	28 September 22	22 March 23
26 May 22	29 September 22	23 March 23
8 June 22	5 October 22	29 March 23
Closing dates for applications		
29 April 22	2 September 22	24 February 23

Thank you for reading our Summer 2022 newsletter!

For any contributions or suggestions for next season, [Get in touch - Email QI EEAST Here!](#) You can use this email to book onto the QSIR courses. Don't forget to use the QI Community Hub links to update us on any local projects that may benefit from our support. [I Have an Idea! Submission Point](#)



1 - [Tweet & Follow QI Here!](#)

Follow our latest news via Twitter, updates from our QI cafes and current projects.