



the healthcare
quality strategy
for nhs.scotland

2020 vision

World Map

NHS
SCOTLAND

**Quality
Improvement
Hub**

NHS
Health
Scotland

NHS
Education
for
Scotland

NHS
National
Services
Scotland

 **Healthcare
Improvement
Scotland**



'the application of a systematic approach that uses specific techniques to improve quality'

sustainability is when
'new ways of working
and improved outcomes
become the norm'¹

spread is 'the active
dissemination of best
practices and knowledge about
interventions and the
implementation of interventions
in every applicable care setting'²



2013

Evidence & Publication Review

The evidence review has identified 10 elements as critical to spreading sustainable change across systems. The published review is available at www.qihub.scot.nhs.uk

Practice Review

This phase will focus on clinical practice, exploring the relationship between the 10 key elements identified in the evidence review and current practice in Scotland. The work will inform development of new approaches to support staff in reliably spreading sustainable change across a system.

Knowledge into Action

Translating knowledge into action through the publication and evaluation of a spread and sustainability guide to support staff to spread and sustain change across local systems

Service Review

2015



THE 10 KEY FACTORS







ENGAGEMENT

ENGAGEMENT



THE FACTS

15-20% of inpatients had diabetes

- 33% of insulin treated patients had a chart error
- >25% experienced a hypoglycaemic episode
- One in 30 acquired a new foot lesion as in-patient
- One in six described their experience as negative

IN SCOTLAND

12-20% of inpatients have diabetes

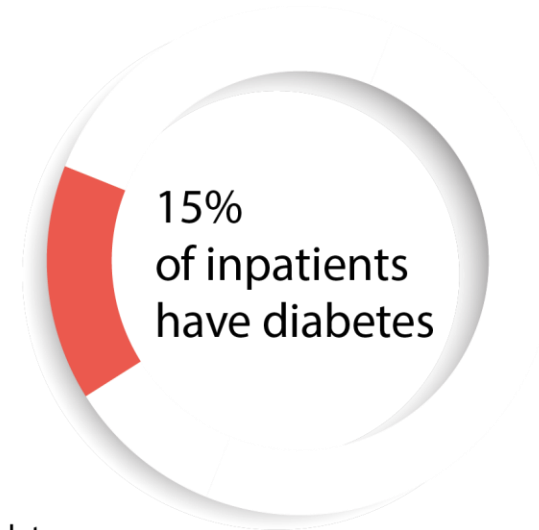
12% of Scottish inpatient expenditure spent on patients with diabetes



Diabetes in Scottish Hospitals

This work addresses inpatient diabetes care, in particular patients admitted to acute hospitals with a secondary diagnosis of diabetes.

The prevalence of diabetes in the Scottish population is increasing



EDUCATION

Diabetes specialists provide direct feedback to ward staff during data collection and education to junior doctors. Diabetes specialist nurses run 'drop-in' teaching sessions for ward staff on: patient assessment, how to treat a hypoglycaemic episode, and safe use of insulin. The healthcare e-academy 'Safe Use of Insulin' e-learning module is also promoted to all staff.



MEASUREMENT

A measurement package was developed and data collected to measure whether the changes to improving patient care were being worked towards.



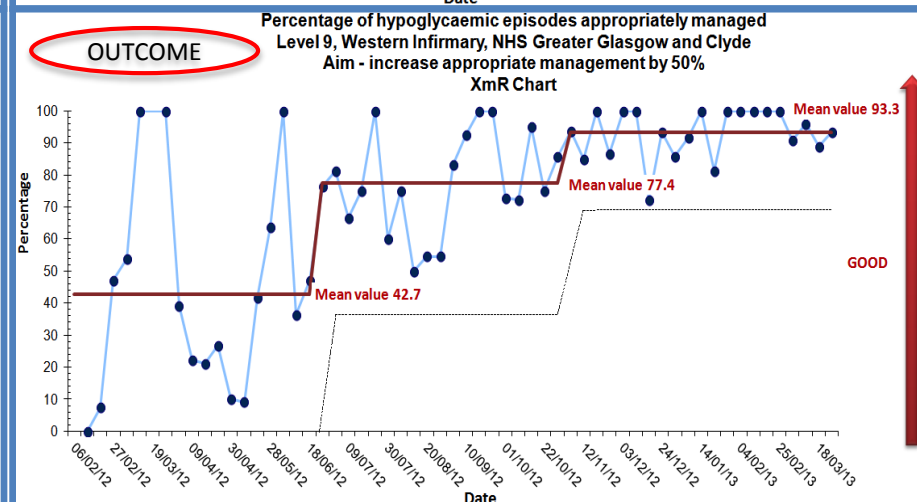
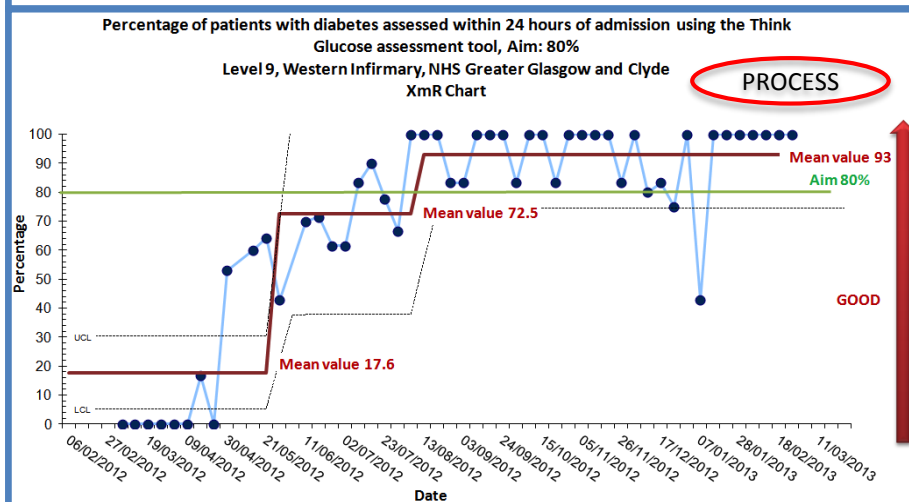
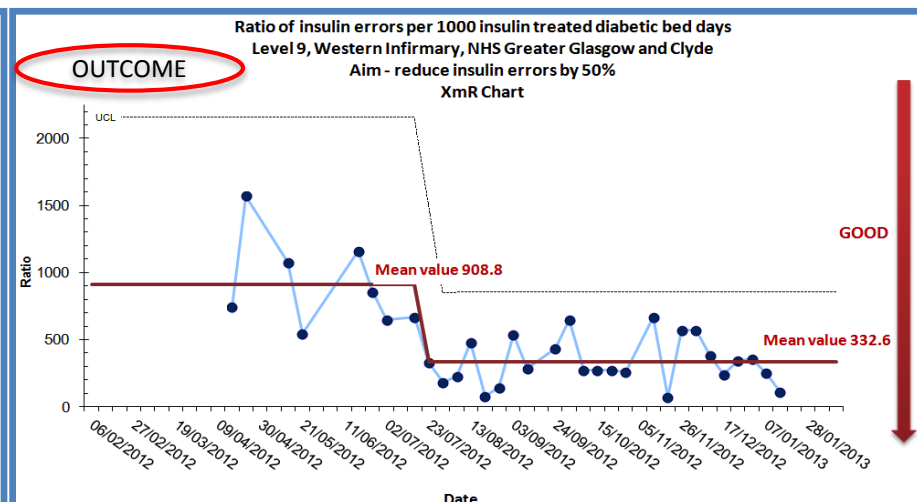
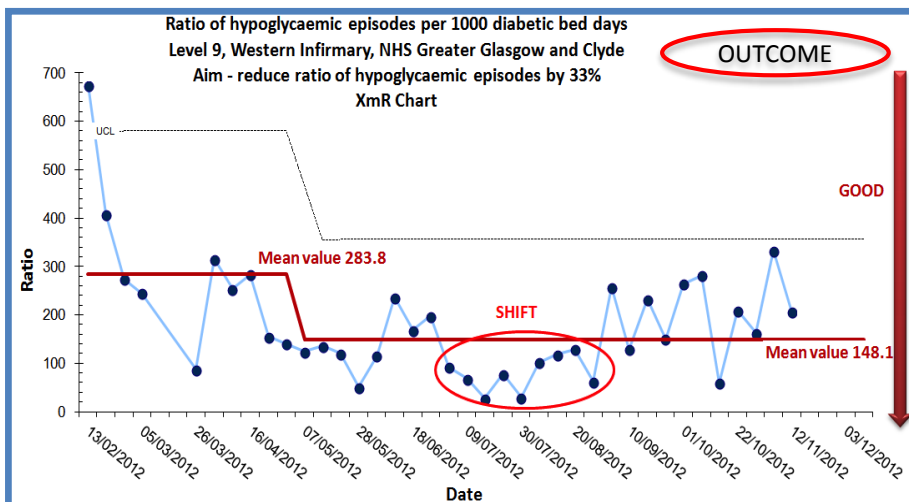
RESOURCES

Wards are testing and implementing resources such as an assessment sticker magnets to identify patients who have diabetes on the ward whiteboard and assessment criteria posters.



Level 9, Western Infirmary, NHS Greater Glasgow and Clyde

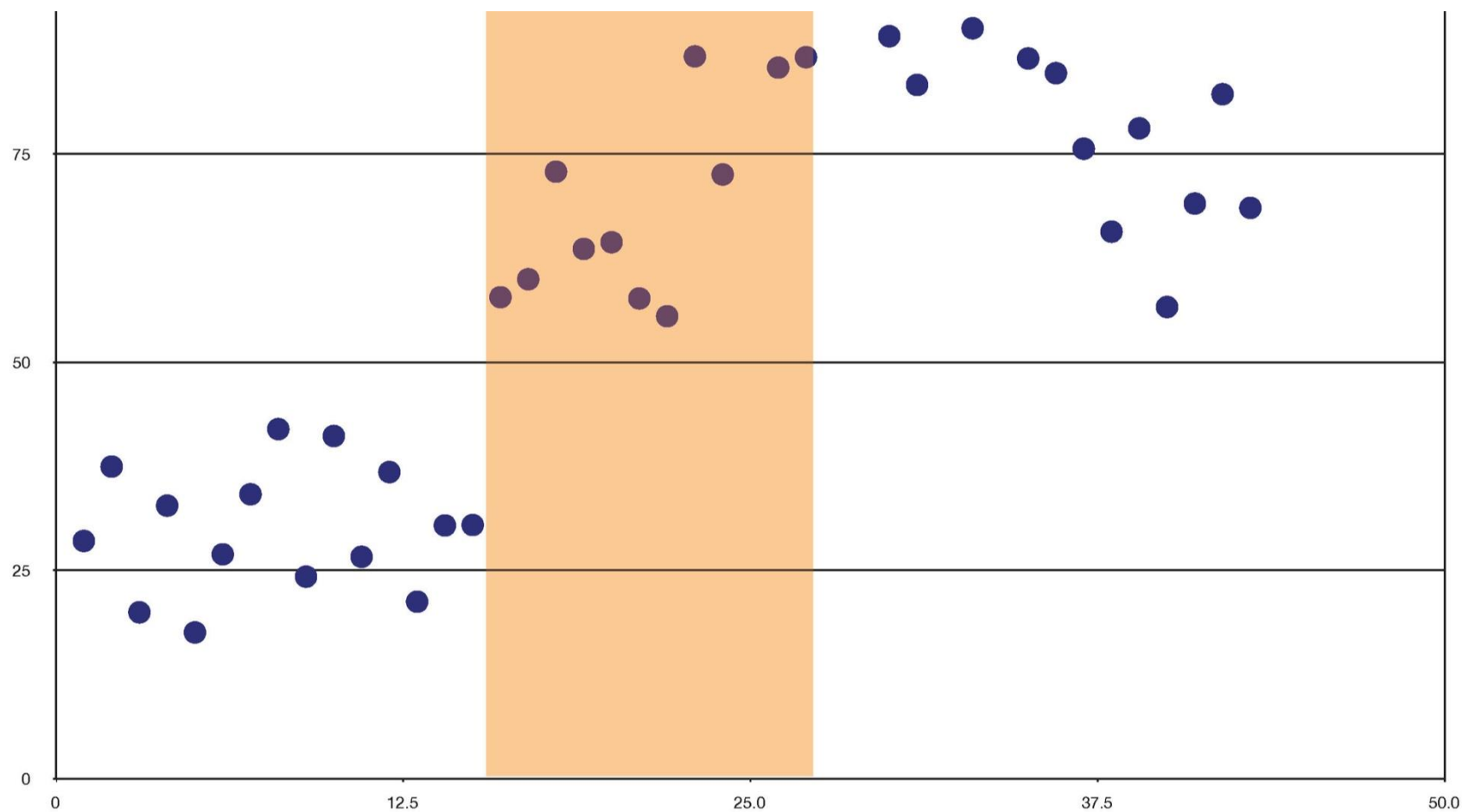
Suit of Measures, control charts



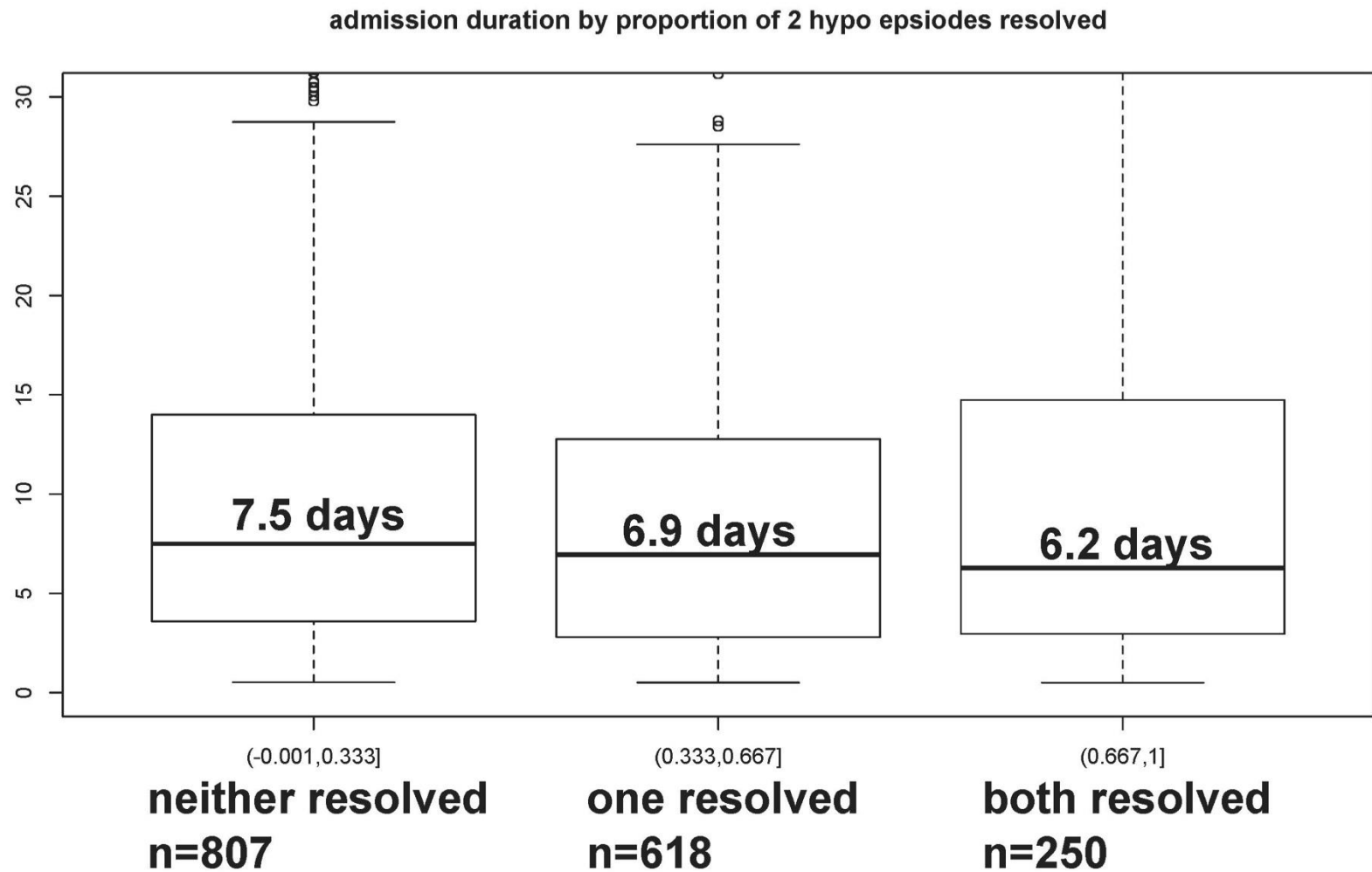
Intervention

L9 vascular: % episodes hypoglycaemia resolved/month

Oct 2010 – May 2014



Individuals with 2 hypos during admission
LOS by number resolved (n=1675)





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Safe

One of the three Quality Ambitions. Ensuring patient safety should be a priority for everyone involved in healthcare. There are many facets to delivering the best possible care for patients, you can find out about more of these in this section.

Find out more about Safe



QI Hub Video Channel



Hot Topics

News

Events

Engage

2020 Framework for Quality, Efficiency and Value

The Quality and Efficiency Support Team at the Scottish Government has launched the 2020 Framework for Quality, Efficiency and Value, which re-focuses our efforts on the Triple Aim of improving Quality of Care, Health of the Population and Value and Financial Stability.

Find out more

The Spread and Sustainability of Quality Improvement in Healthcare

A resource to increase understanding of the 10 key factors underpinning successful spread and sustainability of quality improvement in NHS Scotland.

Find out more

James Eadie

Quality and Efficiency

Inside you will find a complete guide to all the national programmes that focus, coordinate, assist, contribute and support NHS Boards to improve quality and efficiency.

View more about Quality



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Networks and Communities

Our networks and communities page aims to connect, engage and mobilise health and social care professionals to enable them to improve the quality of patient care. We offer you the forum you need to share experiences, join together to find solutions and mentor the next generation.

View more about Networks and Communities



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Knowledge Centre

If you're looking for quality improvement topics, tools, case studies, news and current awareness bulletins, you've come to the right place. We've assembled the information you need to create the evidence base to implement and practice Health Improvement.

View our Knowledge Centre



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