

# Quality Improvement in Tobacco Treatment (QuITT) Collaborative

## Learning Set 4

26 March 2024, 10:00 – 15:00



# Welcome and introductions

**Emily Cannon**

Head of Quality Improvement

*National Collaborating Centre for  
Mental Health (NCCMH)*



# Housekeeping

- Toilets are located to the right of the lifts on level 1 (men's and women's toilets) and the ground floor (gender neutral and disabled toilets)
- Lunch will be from 12:30 – 13:20 and will be served in Room 1.6
- Room 1.1 is available if anyone needs to take a break at any point or needs some quiet space (just outside the main auditorium)
- Please use the mezzanine area if you need to step outside for anything else
- There are no scheduled fire alarm tests today.



# NCCMH shared principles (1)



## Listen with respect and openness

We seek to value learning from different people and stay open to new ways of doing things.



## Confidentiality

People may share something they wish to be kept confidential. We require everyone's agreement not to share anyone's information without their permission.

Please only take and share photos of people with their permission.

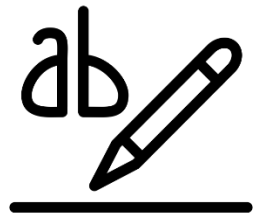
# NCCMH shared principles (2)



## Contribute

We seek to share ideas, ask questions and contribute to discussions. We can also choose not participate at any stage.

Please wait for the microphone before you contribute in this room.



## Use plain language

We seek first to understand, then to be understood. If possible, avoid using jargon and explain acronyms if they must be used.

# X/Twitter

- We will be live tweeting this event so you may see the QI coaches on their phones during some sessions. Please also find and follow us **@NCCMentalHealth** or search for **#QuITTCollaborative**
- We encourage use of X/Twitter and social media to share the work that you are doing throughout the collaborative.
- However, we kindly ask you not to tweet people's names, photographs of people's faces or their talks without their permission.
- Thank you!



# Introducing the QuITT programme team

## The programme team

Quality Improvement in Tobacco Treatment Collaborative



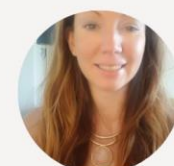
**Amar Shah**  
National  
Improvement  
Lead



**Tom Ayers**  
Director



**Emily Cannon**  
Head of Quality  
Improvement



**Joanna Popis**  
Programme  
manager



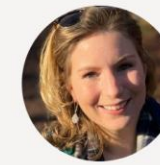
**Hannah**  
Patient and  
Carer Rep



**Matt Milarski**  
Senior QI  
Advisor



**Jaz Seehra**  
QI Coach



**Ros Warby**  
QI Coach



**Rosanna Bevan**  
QI Coach



Quality Improvement in Tobacco Treatment



Quality Improvement in Tobacco Treatment

# Today's Agenda

Time	Item	Speaker
10:00 - 10:30	<b>Registration</b>	
10:30 - 10:50	<b>Welcome and introduction</b>	Emily Cannon, Head of Quality Improvement, NCCMH
10:50 - 11:10	<b>Testing ideas for improvement</b> An introduction to and refresher on the Plan-Do-Study-Act (PDSA) cycle.	Ros Warby, Quality Improvement Coach, NCCMH
11:10 - 11:25	<b>Coproducing your tests of change</b>	Hannah Moore, Patient and Carer Rep, NCCMH
<b>11:25 - 11:35</b>	<b>Break</b>	
11:35 - 12:15	<b>PDSA in practice</b>	Jaz Seehra, Quality Improvement Coach, NCCMH Ros Warby, Quality Improvement Coach, NCCMH
12:15 - 12:30	<b>Sharing your change Ideas</b>	Matthew Milarski, Senior Quality Improvement Advisor, NCCMH
<b>12:30 - 13:20</b>	<b>Lunch</b>	
13:20 - 14:10	<b>Traffic light networking</b> Structured networking session to share and learn from each other.	Rosanna Bevan, Quality Improvement Coach, NCCMH
<b>14:10 - 14:20</b>	<b>Break</b>	
14:20 - 14:50	<b>Qualitative data and QuITT</b> Room 1.7 (main room) – Round 1 and 2 teams Room 1.1 – Development Network teams	QuITT Team, NCCMH
14:50 - 15:00	<b>Close</b>	Matthew Milarski, Senior Quality Improvement Advisor, NCCMH
15:00 - 15:30	<b>Optional time to catch up with your coach</b>	

## Icebreaker



**5 minutes**

# Highlight of the month!

Find someone who is from a different organisation and share your highlight from the past month!

Personal, professional, large, small.  
Anything that has brought you a smile or put a spring in your step!

# Testing ideas for improvement:

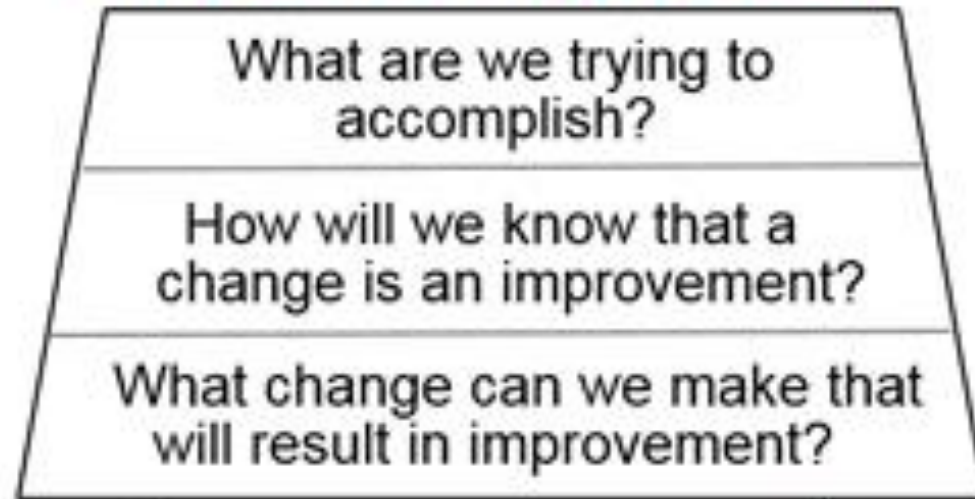
## Plan-Do-Study-Act (PDSA) cycle

**Ros Warby**

Quality Improvement Coach

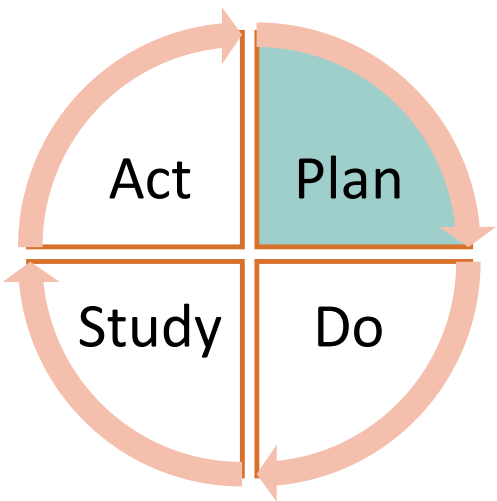
*NCCMH*

## Model for Improvement



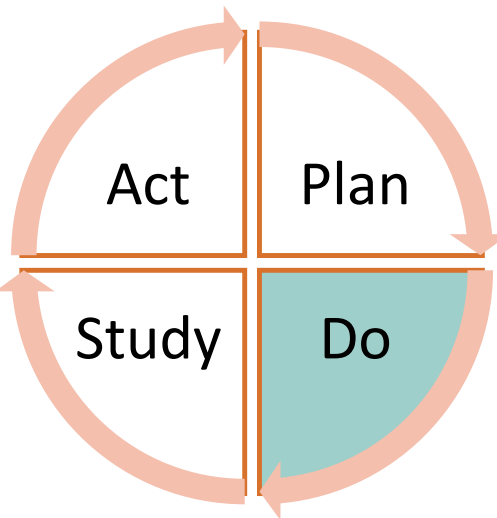
*“All improvements  
are changes, but  
not all changes  
are  
improvements”*

*Eli Godratt*



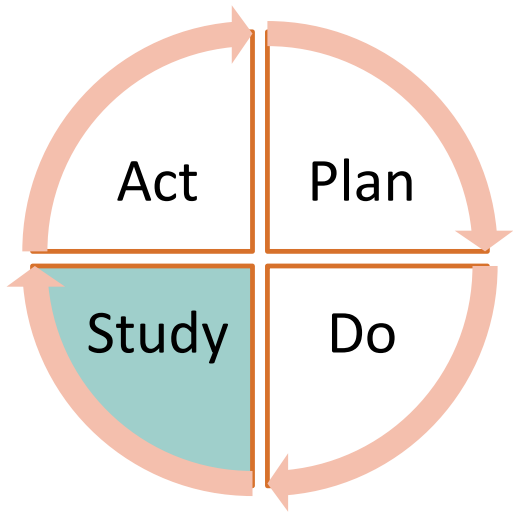
**Plan:** Plan the test, including a plan for collecting data

- State the question you want to answer and make a prediction about what you think will happen
- Develop a plan to test the change. (Who? What? When? Where?)
- Identify what data you will need to collect and how you will collect it



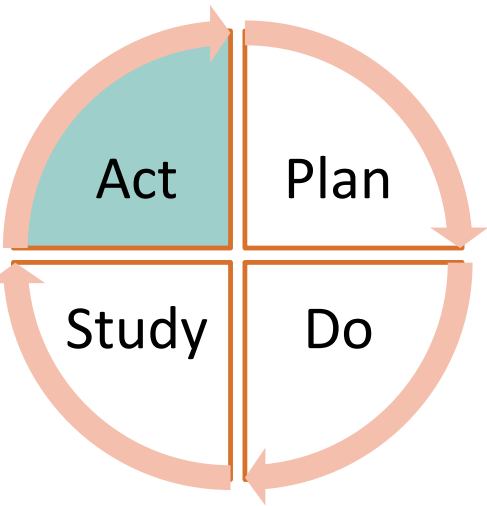
**Do:** Run the test on a small scale.

- Carry out the test.
- Document problems and unexpected observations.
- Collect and begin to analyse the data.



**Study:** Analyse the results and compare them to your predictions.

- Complete, as a team, your analysis of the data.
- Compare the data to your prediction.
- Summarise and reflect on what you learned.



**Act:** Based on what you learned from the test, make a plan for your next step

- Adapt (make modifications and run another test), adopt (test the change on a larger scale), or abandon (don't do another test on this change idea).
- Prepare a plan for the next PDSA

# PDSA Worksheet Template

*(Adapted from the QI Essentials Toolkit: PDSA Worksheet, Institute of Healthcare Improvement IHI.org)*

The Plan-Do-Study-Act (PDSA) cycle is a useful tool for documenting a test of change. Running a PDSA cycle is another way of saying testing a change — you develop a plan to test the change (Plan), carry out the test (Do), observe, analyse, and learn from the test (Study), and determine what modifications, if any, to make for the next cycle (Act).

In most improvement projects, teams will test several different changes, and each change may go through several PDSA cycles as you continue to learn. Keep a file of all PDSA cycles for all the changes your team tests. Fill out one PDSA worksheet for each change you test.

## Instructions



**Plan:** Plan the test, including a plan for collecting data

- State the question you want to answer and make a prediction about what you think will happen.
- Develop a plan to test the change. (Who? What? When? Where?)
- Identify what data you will need to collect and how you will collect it.



**Do:** Run the test on a small scale.

- Carry out the test.
- Document problems and unexpected observations.
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**Study:** Analyse the results and compare them to your predictions.

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**Act:** Based on what you learned from the test, make a plan for your next step.

- Adapt (make modifications and run another test), adopt (test the change on a larger scale), or abandon (don't do another test on this change idea).
- Prepare a plan for the next PDSA.

# PDSA Worksheet Template

Objective:



1. **Plan:** Plan the test, including a plan for collecting data

Questions

Predictions

Who, What, where, when:

Plan for collecting data:



2. **Do:** Run the test on a small scale

Describe what happened. What data did you collect? What observations did you make?



3. **Study:** Analyse the results and compare them to your predictions

Summarise and reflect on what you learned:



4. **Act:** Based on what you learnt from the test, make a plan for your next step.

Determine what modifications you should make – adapt, adopt or abandon:

# Benefits of using the PDSA structure

- Helps teams work through the PDSA process together.
- Streamlines the process and the steps become familiar.
- Helps you explain your thinking to others.
- With each test you learn something. This learning can help structure your project and inform your next change.
- Prompts you to complete the cycle- Don't forget the S+A!

# Making PDSA work for you.

- For your first couple of ideas, we recommend using the worksheet.
- As you move through the collaborative and become more familiar with the work you can be more flexible.
- It is important to document your change ideas in some way to understand your data and make sure your project is sustainable.
- List your change ideas and the date started.

# Coproducing your tests of change

**Hannah**

QuITT Patient and Carer Rep

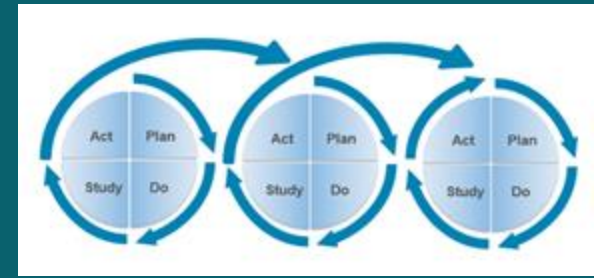
*NCCMH*

## As part of your QuITTT QI project, consider....

- How can you make sure experts by experience on the project team are involved in planning PDSA cycles and their views are heard?
- What do you think would work well to engage patients on the ward?
- How can teams feedback to patients effectively?
- How can patients give their own feedback about what is working/not working?

# Break

11:25 – 11:35



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# PDSA in Practice

**Jaz Seehra and Ros Warby**  
Quality Improvement Coaches  
*NCCMH*

## Objectives of this session ...

- Learn the benefits of doing small tests of change (rapid PDSA cycles)
- Understand how making predictions can help the process of learning when making change
- Understand the role of measurement in PDSA cycles.

# What you will need:

- 3-4 people in your group
- Coins (1p, 2p, 5p, 10p, 20p)
- PDSA results worksheet (on your table)
- A timer (mobile phone)



# PDSA in Practice

## INSTRUCTIONS:

Get into teams of 3-4 people.

### Assign roles

1. TIME KEEPER: (please use the stop clock on your phones)
2. SCRIBE to record results in results sheet on your tables
3. COIN SPINNER

### Rules of the game:

- Aim to get the longest possible spin\*.
- You can choose your coin, surface, technique.
- Do 1 test and then hold there and we will reconvene to reflect on cycle 1 and plan for cycle 2.
- Then do more tests but only make 1 change at a time.

\*Starting point = coin starts spinning.

\*End point = coin comes to a natural stop on your chosen surface.

# TOP TIPS for teams doing PDSAs.

- Ensure the change idea you are testing is specific and tangible.
- Do not underestimate the importance of planning each PDSA cycle ...
- But don't get stuck trying to create the 'perfect' plan, it just needs to be good enough to try the idea out.
- Try to make one tweak to the test per PDSA cycle, otherwise you won't know what change had an effect.
- Adopt/adapt/abandon: It's ok to abandon some ideas after testing them. You'll probably still have learned something, and it might inform other tests of change.

# Sharing your change ideas

**Matt Milarski (he/him)**

Senior Quality Improvement Advisor  
*NCCMH*

# Task instructions

- On your tables you will find a Postcard worksheet called “Change ideas – learning from each PDSA cycle”
- You can use this to help think through and jot down answers to the prompts.
- You can think about a change idea you have already tested, are currently testing, or want/plan to test
- We will use this information after lunch

**During  
the lunch  
break,  
please  
select a  
coloured  
card .....**

**Each attendee** (not team) to please pick a coloured card, you will need this for the first session after lunch.

- Pick a **green card** if you have already tested or are currently testing the change idea you will share today
- Pick an **orange card** if you want/plan to test the change idea you are sharing today, but haven't started testing it yet



# Lunch

12:30 – 13:20

# TRAFFIC LIGHT NETWORKING

## ... sort of!

**Rosanna Bevan**  
QI Coach  
*NCCMH*



NATIONAL  
COLLABORATING  
CENTRE FOR  
MENTAL HEALTH

Things to note:

QI Coaches and members of our Equality Advisory Group will be on hand to support.

If you would like to do this in a pair, rather than individually, that is fine – just let us know.

If you need a quieter space for this activity, you can use a break-out room, just let us know.

We will signal when it's time to move onto the next part / person.

# Reflecting on PDSA cycles

1. Introduce yourself and explain a PDSA cycle your team has worked on/wants to work on, and answer questions from others in the group **(5 mins)**
2. Share what you measured/will measure to know if this idea is working **(5 mins)**
3. As a group, discuss your next steps and give suggestions for further PDSA cycles for this idea **(5 mins)** OR Discuss potential PDSA cycle for a change idea for another team in the same group

- Change groups when directed, so you hear from another team



# Break

14:10 – 14:20

# Qualitative data and QuITT

QuITT Programme Team  
*NCCMH*

# Time for breakouts ...

- Round 1 and Round 2 teams will be in Room 1.7 (the main room) with Jaz and Rosanna.
- Development Network teams will be in Room 1.1 with Matt and Ros.
- Everyone back to the main room at 14:50.

# Feedback and close

**Matt Milarski (he/him)**

Senior Quality Improvement Advisor

*NCCMH*

# Next Sessions

**1) Your next meeting with your QI coach**

**2) Online Workshop**

Tuesday 23 April, 1pm-2pm

**3) Development Network (online)**

Thursday 16 May, 3pm-4pm

**4) Next learning set**

Tuesday 11 June, 10am-3pm

**See you all then!**

# How did you find today's event?

We value your feedback as this helps us to continue to improve these events and ensure topics covered are meaningful and relevant to you.

Please use the QR code here or on your name badges to access the online form. Paper copies are also available on your tables.

Feedback Form: Quality  
Improvement in Tobacco  
Treatment QI Collaborative

