



# Rapid learning for improvement: are you looking to capture beneficial changes in response to Covid-19?



Here are some approaches that may help to:

- assess recent changes
- understand what's working
- plan for the future



Adapted from: [bit.ly/2WMoYXZ](https://bit.ly/2WMoYXZ)

## Assessing recent changes

What has changed?



- 1 Workforce roles?
- 2 Clinical practice?
- 3 Use of technology?
- 4 Pathways/processes?



- 5 Patient/Staff behaviour(s)?
- 6 Decision making?
- 7 Relationships?
- 8 Use of data?

Anything else?

This may range from large scale service redesign, to the way your department or team have made changes or adapted



## Understanding what's working

Approaches to help you find out more

Think about...

Interviews	Existing 1:1s with staff
Community Discussions	Already established MDT meetings, posters/'post its' on staff room walls to gather views
Exit polling	Asking a small sample (e.g. every third or fifth user or staff member of a service)
Transect walks	Physically walking a patient/user/staff journey or pathway
Focus Groups	Consider using existing team meetings (virtual or face to face)
Mini surveys	Online survey tools (e.g. survey monkey) or survey people in person at the end of their admission/appointment/visit
Community Mapping	Process mapping techniques (map the old and compare it to the new)
Secondary Data Collection	Exploring data that's been collected for other purposes
Group Discussions	Team meetings, existing networks, colleagues in different departments/organisations/trusts
Customer Service Surveys	Regular, established surveys may provide new insights since the COVID response
Direct Observation	Visiting services/teams since the commencement of COVID (even if it's virtually)

## Rapid learning from a rapid response...

- Approaches tend to use **qualitative** based methods
- These offer an **insider's view** of issues that are difficult to capture using quantitative methods alone
- Look to **triangulate** results (Fig.1)

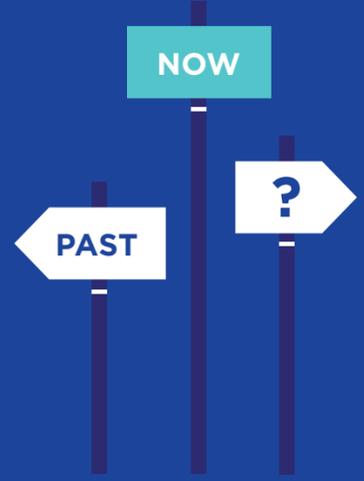
Fig.1 Example of triangulation of information



Adapted from: [bit.ly/3f30lpa](https://bit.ly/3f30lpa)

## Planning for the future...

- 1 What is **new** that you want to take into the future?
- 2 What have you **stopped doing** that needs to be rescued and taken into the future?
- 3 What are you doing as a **crisis workaround** that is **not desirable long term** and needs to be stopped in the future?
- 4 What has been **stopped** during the crisis that you do not want to resurrect?



## What next?

- After **reflecting**, listening to **learn**, what can you **share**?
- Can you create **new connections** and look to build positive **sustainable change**?
- It may be that you need to undertake further audit, evaluation or research.

## Who can help?

There may be people in your organisation who already have experience and skills to help:

- Research departments
- People/teams trained in Quality Improvement (QI) methodologies
- Data analysts
- Clinical auditors

