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

Assessing recent changes

What has changed?

1. Workforce note?
2. Clinical practice?
3. Use of technology?
4. Feedback/assessment?
5. Patient/staff behaviour?
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

Assessing what's working

Here are some approaches that may help to:
• assess recent changes
• understand what's working
• plan for the future

- 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)

Adapted from:
bit.ly/2WMoYXZ

Understanding what’s working

1. Workforce roles?
2. Clinical practice?
3. Use of technology?
4. Pathways/process?
5. Patient/Staff behaviour(s)?
6. Decision making?
7. Relationships?
8. Use of data?

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Planning for the future...

What is new that you want to take into the future?

1. What have you stopped doing that needs to be rescued and taken into the future?
2. What are you doing as a crisis workaround that is not desirable long term and needs to be stopped in the future?
3. 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 on success?
- 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

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Adapted from:
bit.ly/3f3OIpa

Direct observations
Shared perspectives
Expert views
Findings
Activity (rapid response)
Now what? (strategy or action plans)
So what? (learning changes)
What? (assessing changes)
What next? (after reflecting, listening to learn, what can you share?)
Can you create new connections and look to build on success?
It may be that you need to undertake further audit, evaluation or research.

PAST
NOW

What is? (what is the original service like?)

Expert views
Shared perspectives
Adapted from:
bit.ly/1QgYlWw

Fig. 1 Example of triangulation of information

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