QUALITY CULTURE
Our collective mindset for high-value care
Knowledge culture: Information for Improvement

Chair: Adam Steventon, Director of Data Analytics, Health Foundation

Speakers:
Dr Paula Whitty, Director, North East Quality Observatory Service
Dr Marc Farr, Director of Information, East Kent Hospitals University NHS Foundation Trust
Dr Kathy Chapman, Programme Manager, Mental Health Intelligence and Leadership Programme
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Dr Paula Whitty, Director of the North East Quality Observatory Service (NEQOS) and Director of Research, Northumberland, Tyne and Wear NHS Foundation Trust
WE AIM TO

- establish an innovation incubator within the NHS for tech SMEs to refine their products
- develop a new paradigm for how public and private collaboration can operate more efficiently
- Encourage thought leadership and education services to raise the level of informatics expertise across the country
- create a self-funding entity that generates research funding for informatics development in the NHS
“Information led operational change”

Why is it important?
INFORMATICS VERSUS OPERATIONS
EXAMPLE: EDGECOMBE UNIT - CROYDON

- Co-locating services
- Delivering CQUINS
- Reducing Emergency Admissions
- “Right Patient, Right Place, First Time”
- Easing pressure on ED
- Downstream Flow
- Clinical Streaming
- LAS and Triage
BEAUTIFUL INFORMATION

LEARN. ENJOY. DO GOOD.
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Dr Kathy Chapman, Programme Manager, Mental Health Intelligence and Leadership Programme
MINDSet

Working together to achieve measurable improvements in mental health
Oxleas NHS FT using national and local data for quality improvement
http://oxleas.nhs.uk/freedom-of-information/what-we-spend-and-how-we-spend/annual-report/

NHS England using national data to provide information on quality of services

Avon and Wiltshire Mental Health Partnership NHS Trust – improving access to acute hospital liaison services
http://mindsetqi.net/crisis-care/case-studies/test-traiage/

East London NHS FT - quality improvement programme
https://www.youtube.com/watch?v=TrRD9mEVTPs&feature=youtu.be