

Project Definitions

What is a *Quality Improvement* Project?

QI projects make incremental changes within an existing service model to address an identified area for improvement.

QI projects can draw on a wide variety of methods and approaches, e.g.:

- PDSA (plan-do-study-act) cycles
- Process mapping
- Fishbone diagrams

Within a PDSA QI project, a change may be planned, implemented on a small scale to test, the impact measured/ reviewed and then action taken accordingly.

Unlike clinical audit, the information is collected without reference to a practice standard or a patient outcome standard.

Example: 'Rapid improvement in booking of Covid-19 vaccination' is a QI project that was undertaken in order to streamline and improve an internal booking system that was identified as complex and time-consuming. Using QI methods, this process was studied, changes implemented with the revised process transforming from 7 steps to 3 steps. It was estimated the revised process avoided costs of 11,000 hours of administrative time (£125,000).

Who can support me with a quality improvement project?

Quality improvement teams can provide advice, guidance and support with QI projects.

