

QISTmas 2022

Building a Healthcare Workforce for Improvement in Wales

2nd December 2022

International Convention Centre
(ICC) Wales, Newport
#QISTMAS22

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WELCOME

Dear All,

I am delighted to welcome you to QISTmas 2022. The popularity of this event, with over 200 delegates joining in person and on-line, is not only a reflection of the interest in the programme but also the commitment of our healthcare professional workforce to improve care for patients and their families, as well as enhance the different environments in which they work across Wales.

This year the programme will explore topics of innovative approaches for education & training in QI; the new national patient safety collaborative; and national and international experience of working in complex systems. The conference also provides the opportunity for delegates to showcase and celebrate Quality Improvement projects by presenting posters, with prize winners being announced during the afternoon.

The theme for 2022 is 'Building a Healthcare Workforce for Improvement in Wales', by providing individuals with the opportunity and equipping them with quality improvement skills.

Finally, I would like to take this opportunity to thank you for attending the conference today.

Mrs Alex Howells
Chief Executive, HEIW

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USEFUL INFORMATION FOR THE DAY

Santa's Helpers

Santa's Helpers will be available throughout the day and are happy to help with any queries you may have.

Refreshments

Refreshments will be available during registration and the morning and afternoon breaks. All refreshments and lunch will be served in the foyer and Winter Wonderland. Water stations will be available all day and refillable bottles are also available.

WiFi Access

You can access the venue's WiFi free of charge.

Toilets

Toilets are located on every floor

Prayer Room

A meeting room will be a designated prayer room throughout the day. Please ask one of Santa's Helpers for further information.

Exhibition Stands and Posters

Feel free to browse the exhibition stands and posters located in the foyer and Winter Wonderland. See the 'Exhibitors' and 'Posters' pages of this brochure for more information.

Photography

Photographs will be taken during the day for post-event publicity purposes. Please notify one of Santa's Helpers if you do not consent to your photograph being taken.

Thoughts?

The Twitter hashtag for this event is #QISTMAS22, we welcome your comments.

Event Evaluation

We welcome your feedback on the day to inform our planning for future events. Feedback forms will be sent via email.

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PROGRAMME

09:00 - 09:30	Registration and Refreshments
09:30 - 09:40	Welcome Professor Push Mangat, Medical Director, HEIW
09:40 - 10:00	'HEIW's approach to improvement' Dr Gethin Pugh, Clinical Lead for Improvement, HEIW
10:00 - 11:00	'Safe care partnership' Prof John Boulton (Director of NHS Quality Improvement and Patient Safety/Director, Improvement Cymru) Dominique Bird (Deputy Director and Head of Quality Improvement, Improvement Cymru)
11:00 - 11:30	Refreshments and networking
11:30 - 12:30	'Applying Complexity to Quality Improvement' Professor Dave Snowden, The Cynefin Co.
12:30 - 13:15	Lunch
13:15 - 14:30	'Stocking Fillers' - Oral Poster Presentations
14:30 - 15:15	Santa's Workshops
15:15 - 15:30	Refreshments & Networking
15:30 - 16:15	Santa's Workshops
16:15	Conference close

*The programme for the day may be subject to change

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PLENARY SESSIONS

All plenary sessions will be held in Meeting Room 2, First Floor.

Welcome

Professor Pushpinder Mangat, Medical Director, HEIW



Push (as he is widely known), was born in India and came to the UK aged 2. He has subsequently lived, and was educated, in the Midlands, including Birmingham Medical School.

Following house jobs, he has trained, worked and lived, largely in Wales, interspersed with short training posts in Birmingham and Cambridge. He was appointed as a Consultant in Intensive Care and Anaesthesia in 1994. He entered Clinical Management in 2005 and Medical Management in 2011. He was Deputy Medical Director at ABMU Health Board until September 2018, prior to joining HEIW.

HEIW's Approach to Improvement

Dr Gethin Pugh, Clinical Lead for QIST, HEIW



Dr Gethin Pugh is a Consultant in Anaesthetics and Intensive Care Medicine at Morriston Hospital and the Clinical Lead for QIST at HEIW, working to embed QI as part of postgraduate training in Wales.

Gethin is the Lead for the Royal College of Anaesthetists Quality Network in Wales and is an Improvement Advisor with the Institute for Healthcare Improvement (IHI).

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Safe Care Partnership

Professor John Boulton, Director of NHS Quality Improvement and Patient Safety / Director Improvement Cymru



Dr John Boulton is the National Director of Quality Improvement and Patient Safety and Director Improvement Cymru at Public Health Wales. Prior to this he worked as Executive Director of Continuous Improvement at Aneurin Bevan University Health Board (ABUHB) in Wales.

Dr Boulton has extensive experience in the field of Quality Improvement. Whilst working as a Rheumatologist John became interested in improvement science, and went onto lead the outpatient transformation program within his Trust. His work within Rheumatology was shortlisted for a national award, and included improved scheduling of biological therapies, delivery of therapies within community settings, and improved patient experience within outpatient clinics.

In 2012 he was awarded a Quality Improvement fellowship at the Institute for Healthcare Improvement, sponsored by the Health Foundation. This enabled him to develop a deep understanding of Improvement science as well as observing how to achieve improvement at scale.

Prior to moving to Wales he worked in the State of Qatar as Clinical Lead for Quality Improvement at Hamad Medical Corporation. He led the corporate flow strategy resulting in the development of a flow collaborative which built organisational capability, and ultimately produced marked improvements in flow. In addition, he supported IHI's patient safety collaborative which resulted in sustainable reductions in patient harm.

Dr Boulton has presented extensively on Quality Improvement and mathematical modelling. He is currently European faculty for the IHI's Improvement Coach Professional Development programme. In 2018 he became honorary Professor at the University of Swansea.

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Dominique Bird – Deputy Director and Head of Quality Improvement, Improvement Cymru



Dominique has worked in building improvement capability throughout the NHS since 2001, where she started supporting improvement training in West Sussex NHS Trust in England.

Since moving to NHS Wales in 2003, Dominique has led a number of national improvement programmes, including the Outpatient Improvement Programme, the Guide to Good Practice Programme and the Chronic Conditions Management Programme.

Since 2012, Dominique has led on the establishment of a single improvement framework for NHS Wales, Improving Quality Together. This programme reached over half of the NHS Wales workforce introducing them to the Model for Improvement as the basis for all improvement work in NHS Wales.

Dominique leads on the Q network for Wales (Q Cymru) connecting improvement champions from across Wales with colleagues around the UK to learn, share, collaborate and connects these champions to the local improvement hubs, on which she also leads the development support from Improvement Cymru.

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Applying Complexity to Quality Improvement Professor Dave Snowden, The Cynefin Co.



Dave Snowden divides his time between two roles: founder Chief Scientific Officer of Cognitive Edge and the founder and Director of the Centre for Applied Complexity at the University of Wales. His work is international in nature and covers government and industry looking at complex issues relating to strategy, organisational decision making and decision making. He has pioneered a science-based approach to organisations drawing on anthropology, neuroscience and complex adaptive systems theory.

He holds positions extra-ordinary Professor at the Universities Pretoria and Stellenbosch as well as visiting Professor at Bangor University, Wales. His company Cognitive Edge exists to integrate academic thinking with practice in organisations throughout the world and operates a network model working with Academics, Government, Commercial Organisations, NGOs and Independent Consultants.

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WORKSHOPS

Delegates will have the opportunity to attend two of the Santa's Workshops detailed below (14:30 and 15:30). Workshops should be chosen in advance of the conference. Places in each workshop are limited, and therefore, delegates are asked to ensure they only attend the workshops that they have chosen – see your lanyard.

Santa Workshop 1: No Change is 'Snow' Good

An interactive workshop to design and execute rapid tests of change to improve systems, whilst learning how to monitor whether change has been an improvement.

'All improvement needs change, but not all change is an improvement'

Facilitators:

Dr Helen Lane, QIST Faculty Tutor, HEIW

Dr Lane is a Consultant Physician specialising in Diabetes & Endocrinology and GIM at Cwm Taf Morgannwg University Health Board and a Quality Improvement Skills Faculty Tutor for HEIW. Having held several lead roles in Innovation and Improvement within the health board for many years, as well as being clinical lead for the multi-disciplinary QI teams, she is also Associate Medical Director in Quality Improvement for Cwm Taf UHB. She has a distinction in Clinical Leadership and is Improvement Advisor with IHI.

Dr Alistair Bennett, QIST Faculty Tutor, HEIW

Dr Alistair Bennett is a General Practitioner at the Dyfed Road Practice in Neath. He is a GP Trainer, former GP Programme Director and a GP Associate Dean. He was awarded fellowship by assessment of performance by the RCGP in 2005 and completed the Institute for Healthcare Improvement's Improvement Advisor Programme in 2020. He has also completed a master's in medical education.

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Santa Workshop 2 – Quality Improvement in Action: Data, Definitions & Christmas Decorations

Delegates will have the opportunity to learn more about the key role of data and charts as part of Improvement, including the role of continuous measurement, baseline data and common project pitfalls as part of this interactive workshop.

Facilitators:

Dr Susan Goodfellow, QIST Faculty Tutor, HEIW

Dr Sue Goodfellow has been a Quality Improvement Tutor for QIST at HEIW since 2018, working to deliver QI training to registrars and their educational supervisors, plus other NHS staff. She has 31 years' experience in Primary Care, having worked as a GP Partner and trainer in Cardiff & Vale, and more recently, as a salaried GP.

Sue led her GP practice to win an NHS Wales Award for Quality Improvement in 2018, and the UK HSJ Patient Safety Award for Quality Improvement Initiative of the Year in 2020.

In addition to working as a Quality Improvement Tutor, Sue has a national role as the Improvement Advisor for the Wales Cardiac Network within the NHS Collaborative.

Sue enjoys mentoring and supporting colleagues through their QI projects and is particularly keen to promote co-production with patients. She regards quality improvement as a team sport, in which the best results are achieved by combining the talents, experience and perspectives of many different staff, with the patient voice.

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Ewart Johnstone, QIST Faculty Tutor, HEIW

Ewart Johnstone is a general dental practitioner working in a contract reform practice based in the Amman Valley. He has worked in his practice for over 30 years and developed an interest in quality improvement during his time as a Clinical Audit and Peer Review Tutor for Cardiff University, Wales Deanery (CAPRO).

He has assisted in the evolution of the Quality improvement programme for primary care dental teams throughout Wales from its evolution from audit based towards quality Improvement methodology.

Ewart is a QIST Faculty Tutor for HEIW and became an Improvement Advisor (2018) with the Institute for Health Improvement (IHI). In his tutor role, Ewart assists primary dental care teams in undertaking quality improvement projects and utilising QI tools provided by HEIW; this includes training Foundation Dentists in 'The Supporting Better Oral Health programme' and 'Making Prevention Work in Practice (MpWip)', training dental core trainees in Improvement In practice IIP project methodology and providing Local Quality Improvement groups assistance with QI methodology related to Dental Contract Reform.

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Santa Workshop 3 – Santa Claus is Coming to Town, hopefully!

Santa has done the Christmas Eve run, delivering toys to children around the world, for over a hundred years. He's THE expert! Surely nothing could go wrong?!

But perhaps you or one of your friends didn't get the present you were expecting when you were young? Is it possible that he could make a mistake?

Join us to discover how even Santa can learn the lessons from Human Factors and ensure that he and his team of elves can deliver a Merry Christmas.

Facilitators:

Michael Fealey, QIST Faculty Tutor, HEIW

Former Head of Patient Safety for Improvement Cymru, Public Health Wales, Mike has worked in the NHS since 1981 and, following qualification as a Registered Nurse, spent the majority of his professional career working in the acute hospital sector, particularly Operating Theatres.

He has worked in Service Improvement since 2003 and has also been seconded into the Welsh Government. He has led a number of national programmes and has a particular interest in 'Human Factors' in healthcare.

He received an MBA from the University of Glamorgan in 2004, is a member of the Health Foundation's Q network and is an IHI Improvement Advisor.

Susan Stokes, QIST Faculty Tutor, HEIW

Sue Stokes is a Quality Improvement Dental Educator for Health Education Improvement Wales (HEIW) and is the lead for Quality Improvement training for all dental trainees in Wales. Sue is the Training Programme Director for the Cardiff DCT1 scheme working for the HEIW and is the lead for Sustainability in Dental, HEIW. Sue is also a QIST tutor and has recently completed the Scottish Improvement Leadership (ScIL) programme

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Santa Workshop 4 – Sustainability in Quality Improvement, The Centre for Sustainable Healthcare

This session will set the context around planetary and human health, and healthcare's net zero ambitions. Explore CSH's principles of sustainable healthcare and the Sustainable QI framework, show how examples of how this has previously been applied in healthcare, and allow you to explore how these principles might be applied in your own practice and workplace.

Facilitators:

Catherine Richards, SusQI Programme Lead

Catherine Richards has a clinical background as an Occupational Therapist working in mental health services in the NHS before moving into roles within Clinical Governance and Quality Improvement. Having completed professional development programmes to become an improvement coach and advisor, Catherine worked as a QI lead for a mental health trust working on a range of QI initiatives. Catherine has personal and professional passions for the natural world and sustainability.

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POSTERS

A selection of posters will be on display in Winter Wonderland. Feel free to browse the posters throughout the day.

'Stocking Fillers' will involve the presentation of QI posters, followed by a short Q&A session. Poster timetable will be available on the day via a QR code.

Dr Tom Yapp, Foundation Programme Director, HEIW

Tom graduated from Cardiff in 1988 and trained in Gastroenterology and GIM around South Wales. Following a research post in Brisbane, Australia, he took up his first consultant post in Newport in 2000 before moving to his current post in Bridgend in 2003. He was appointed as Foundation School Director for Wales in 2007 and his interests in medical education include the transition from student to doctor and near peer learning. Tom is also the advisor on recruitment to the UK FPO. He has completed the Improvement Advisor programme with the Institute of Health Improvement and is a firm believer in our ability to affect meaningful change through Quality Improvement. Outside of work, he enjoys slow long-distance running.

EXHIBITORS

Exhibitors will be in attendance throughout the day to promote their services and provide information to delegates. Feel free to browse the stands during the breaks for refreshments and networking. The exhibition stands are located in the foyer.

Professional Support Unit, HEIW

The Professional Support Unit (PSU) sits within the Medical Directorate, Health Education and Improvement Wales and offers an enabling function for trainees. PSU provides proactive and comprehensive support and guidance to trainee doctors, dentists and pharmacists and to their trainers, to enable progression. Through 1:1 coaching, PSU work with trainees to identify objectives for resolving training and personal concerns, to mitigate the impact on trainee's progress, wellbeing and patient safety. The rate of referrals and demand for the service has increased significantly; currently we support +13% of trainees. An integral part of core work for the PSU is the production and delivery of workshops to support trainees and trainers. The webinars and workshops promote the understanding of the purpose of support, aid maximising potential and foster positive training and working environments.

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iCTM

@iCTM we will develop the organisation change, capability and resilience, working with our People Team colleagues, whilst also ensuring the wellbeing of our people. As well as nurturing and enabling improvements and innovation, iCTM will develop the organisation's ability to deliver and adapt to change, laying the foundations needed to successfully deliver the CTM 2023: Our Health, Our Future Strategy.

We will support all our people to be 'at our best' in order to improve the health outcomes and healthcare that our communities expect and deserve. Working in partnership with our Patient Quality and Safety Team and external partners, we will coordinate a strategy of quality management bringing together quality planning, improvement, control and assurance.

Leadership Team, HEIW

HEIW has a leading role influencing positive cultural change within NHS Wales through compassionate and collective leadership at all levels. This is also reflected in the ten-year national Workforce Strategy for Health and Care, published during 2020, which set the ambition 'by 2030 leaders in the health and social care system will display collective and compassionate leadership'.

We will achieve this ambition through

- Scaling and spreading compassionate and collective leadership opportunities for leaders at all levels across NHS Wales
- Creating diverse and multi-professional pipelines of aspiring leaders for NHS Wales
- Influencing cultures that promote retention, staff wellbeing, improved engagement and effective teamworking within NHS Wales
- Ensuring equality, diversity, inclusion is embedded in all that we deliver

A range of national professional and clinical leadership development programmes have been developed and provided by HEIW in line with our statutory responsibility to develop leaders at all levels and create diverse pipelines of talent for senior leadership roles within NHS Wales. In addition to leadership development programmes, access to a credible range of compassionate leadership resources and tools are also freely available through the Gwella@HEIW digital leadership portal.

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Sustainability Group, HEIW

Become a Climate Smart Champion!

We're recruiting NHS Staff to become Climate Smart Champions through funded training and make real change to the NHS Organisations they work for. A Climate Smart Champion will lead on transforming NHS Wales into smarter, more successful, and more sustainable organisations.

If you want to find out more about what's involved, drop by our stand today!

Libraries Wales

The NHS Wales Library and Knowledge Service is a partnership of twenty five NHS Wales and Cardiff University health libraries across eight University Health Boards/Trust with support and funding from Health Education and Improvement Wales (HEIW) and Cardiff University. The service promotes evidence based practice and aims to deliver a high quality library and knowledge service to all NHS Wales staff, and students on clinical placement, to support patient care, research, continuing education, quality improvement and organisational development across hospitals and primary and community care settings on a local, regional and national basis.

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Quality Unit

The Quality Unit within Health Education and Improvement Wales works to ensure the delivery of excellent education and training opportunities and environments for postgraduate medical and dental trainees across NHS Wales. It does this through the monitoring and development of education and training programmes via the application of a risk based quality management process; the development and management of Faculty infrastructure across NHS Wales; the facilitation of programmes of quality enhancement; and the delivery of educational governance across NHS Wales Health Boards/Trusts.

Unit activity is undertaken in close collaboration with Specialty Training colleagues and Local Education Providers across NHS Wales as well as colleagues at both Cardiff and Swansea University's Medical Schools to harmonise approaches across the continuum of medical education and training. In addition, the Unit works with colleagues in nursing and other healthcare professions to encourage a multiprofessional approach to education and training moving forwards in order to meet the future needs of the population. HEIW's Simulation Team also sits within the Quality Unit. The Simulation Team was established in 2020 and comprises Associate Deans and colleagues from a range of professional, clinical and education provider backgrounds, bringing a wide breadth of simulation, leadership and management experience. Since the team's inception, its work has been founded on three main principles (1) equitable access to simulation-based education and training for all across the healthcare workforce in Wales (2) the importance of interprofessional education and training (3) key standards to underpin all simulation-based education and training that is delivered.

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Improvement Cymru

Improvement Cymru is the all-Wales Improvement service for NHS Wales. Our aim is to support the creation of the best quality health and care system for Wales so that everyone has access to safe, effective and efficient care in the right place and at the right time across the whole care system. To do this we work alongside organisations to create the conditions, build the capability and make the connections for improvement to flourish.

You can keep up-to-date with developments by visiting our website and signing up to our e-newsletter: www.improvement.cymru

You can also follow us on social media:

Follow us on Twitter @ImprovementCym

Follow us on Facebook

Connect with us on our LinkedIn page

Subscribe to our YouTube channel

Wales Gene Park & Genomics Partnership Wales

Wales Gene Park (<http://www.walesgenepark.cardiff.ac.uk/>)

Established in 2002 and funded by Welsh Government through Health and Care Research Wales, Wales Gene Park provides expertise and technology for medical genetic and genomic research in Wales, and for its translation in new NHS services and commercial products. Wales Gene Park engages patients, the public and professionals to increase awareness, understanding and debate of the opportunities and issues raised by genetics and genomics. It facilitates participation in research and in the development of services and policy.

Genomics Partnership Wales (<https://genomicspartnership.wales/>)

New genetic and genomic technologies are allowing us to develop a much more detailed understanding of the link between our genes and health. In recent years there has been international recognition that these technologies have the potential to revolutionise medicine and public health. Genomics Partnership Wales is working together to harness the potential of genomics to improve the health, wellbeing and prosperity of the people of Wales. Links to research and industry activities are more important than ever, and the wider ecosystem for genomics must be aligned to maximise health and economic benefits for Wales. Along with our partners and stakeholders, GPW will ensure these plans will be fulfilled in the fields of genetics and genomics, while supporting the delivery of precision medicine in Wales.

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On behalf of the QIST Team and
HEIW, we would like to wish you a
Merry Christmas and a
Happy New Year for 2023!

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