

Freedom of Information Request	FOI 21-160	4 <sup>th</sup> May 2021
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1. **What the name of the department(s) is that provides improvement, service improvement, quality improvement, continuous improvement or internal consultancy services to your organisation?**  
These services are predominantly provided by our internal Aneurin Bevan Continuous Improvement (ABCi) Team
2. **The job title(s) for the manager or executive responsible for quality improvement work in your organisation.**  
The Executive Director responsible for quality improvement is the Director of Public Health & Strategic Partnerships. The manager of the ABCi team is the Assistant Director for ABCi
3. **The name(s) of any formal improvement methodology or approach (eg Kaizen, Lean, Model for Improvement, Virginia Mason etc) that your organisation uses for quality improvement, continuous improvement, service improvement or internal consultancy projects. If it has been internally developed, please share any external approaches it has been based on.**  
The Model for Improvement is the formal improvement methodology adopted in the Health Board in line with NHS Wales recommendations. However, other methodologies will be used where appropriate eg. Lean
4. **The details of any awards or external recognition that your organisation has received for quality improvement projects/work in the last 3 years.**  
Please see the following list of awards, funding and external recognition which is grouped in two ways, those awards that have been gained by the central QI team (ABCi) and those that have been achieved throughout the organisation for quality improvement work.

#### **ABCi Team**

- Q Community, Q Exchange 2019 funding – Psychology 4 Improvement
- Health Foundation Advancing Applied Analytics Programme funding – ABCi Analytics and Modelling Academy (2018-2020)
- Q Community Site Visit to ABCi – March 2020
- ABCi Modelling Unit – AphA Analytical Team of the Year 2018 – runner up
- IHI Contract – funding to deliver Measurement for Improvement training – 2018
- SLAM – funding to deliver Measurement for Improvement training - 2019

#### **QI across ABUHB**

- NHS Wales Awards winners

- Improving Patient Safety 2019 - #ShareforCareWales: Reducing Health Acquired Pressure Ulcers across ABUHB. (ABCI Pressure Ulcer Collaborative)\*.
- Providing services in partnership across NHS Wales 2019 – South Wales Motor Neurone Disease Care Network (5 health boards collaboration)
- Citizens at the centre of services redesign and delivery 2018 - Ffrind i mi/Friend of mine: a prescription for loneliness
- NHS Wales Awards finalists
  - Delivering Higher Value Health and Care 2019 - Reducing ENT Outpatient Delays... Not just a Story of Continuous Improvement. (ENT Improvement Programme)\*
  - Empowering people to coproduce their care 2019 - Options, Advice and Knowledge: Putting people in the driving seat
  - Enriching the wellbeing, capability and engagement of the health and care workforce 2019 - Taking Responsibility for Employee Financial Wellbeing
  - Improving Quality using IQT methodology 2018 - Meeting the 365 day target for annual review following anti-reflux surgery\*
  - Improving patient safety 2018 - Introducing Allergy recording prior to invasive procedures in Outpatients for invasive Procedures
  - Improving patient safety - Innovation that sticks\*
- Health Foundation Funding
  - Innovating for Improvement 2019-2020. Connecting with Telehealth to Children in Hospital (CWTC)\*
  - Innovating for Improvement 2017-2019. Nurse-led intervention to minimise adverse drug reactions for older adults in care homes
- All Wales Continuous Improvement Community (AWCIC) Awards
  - Doing Better Things 2019 - #ShareforCare Pressure Ulcer Collaborative\*
- Bevan Exemplars – primarily innovation projects however many include quality improvement work
  - Tackling the medical workforce recruitment crisis by engaging with local communities 2017/18
  - Using a smartphone application to check blood pressure at home 2017/18
  - Delivering education on the safety of long-term steroid therapy 2018/19
  - Improving Safeguarding Practice: Peer Support Groups in Primary Care 2018/19
  - Formulation skills to support the co-production of mental health treatment for young people 2018/19
  - Will adolescents with asthma engage with technology to improve condition self-management 2018/19
  - Empowering patients to make better infection management choices 2020
  - Talking to the people that matter the most 2020
  - Gwent Career College Consortium 2020
  - Care home patients at end of life 2020

- Healthy help – ‘Plain Clothes Professionals’ 2020
- Citizen mentoring for senior decision makers in Wales 2020

\* Carried out in partnership with ABCi

**5. The approximate staff Full Time Equivalent (FTE) inside the team(s) identified in the answer to question 1 and the job titles of staff within those teams.**

There are currently 13.4 FTE posts within the ABCi team, as described below.

- 1 FTE – Interim Assistant Director ABCi
  - 1 FTE – Improvement Programme Lead
    - 1 FTE – Improvement Advisor
    - 1 FTE – Quality Improvement Manager
    - 1 FTE – Quality Improvement Analyst (vacant)
    - 1 FTE – Quality Improvement Support Manager
  - 1 FTE – Improvement Lead (vacant)
  - 1 FTE – Modelling Unit Lead
    - 0.4 FTE – Snr Lecturer in Operational Research
    - 1 FTE – Senior Data Analyst
  - 1 FTE – Senior Programme Manager
  - 1 FTE – Programme Manager (seconded out)
    - 1 FTE – Office Manager
    - 0.7 FTE – Project Support
- 0.3 FTE – Associate Consultant Clinical Psychologist

**6. The approximate staff Full Time Equivalent (FTE) outside of the team(s) identified in the answer to question 1 but with a proportion of their time formally allocated to service improvement, quality improvement, continuous improvement or internal consultancy, and the name of the department(s) or teams which these staff work in.**

There are numerous individuals within the organisation, both corporately and within clinical divisions, who have Service Improvement or Quality Improvement within their remit. However, at present there is no definitive record of time formally allocated to improvement activities.

**7. The approximate total budget that your organisation has allocated to quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest)**

Below is the annual budget for the ABCi team

- 18/19 - £874,892
- 19/20 - £904,753
- 20/21 - £700,196

**8. The approximate number of staff trained in quality improvement in each of the last 3 years (financial or calendar years - whichever is easiest)**

	2018	2019	2020	2021
Total trained between 2018-2021	125	126	22	49

Cumulative Count of QI trained in ABUHB	549	675	734	783
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The Leading QI Development Programme is being developed as a virtual offering and will be available in late 2021.