Improvement via film
Improvement via film
Puppy Love

57,488,663 views
Healthcare Improvement

Defining Quality: Aiming for a Better Health Care System
by IHI Open School
6 years ago • 59,115 views
So you want to improve the quality of health care. But what, specifically, should you aim to improve? In this video, IHI's Former ...

Why Do Errors Happen? How Can We Prevent Them?
by IHI Open School
6 months ago • 17,597 views
Millions of people suffer every year from mistakes in health care. Lucian Leape explains why those mistakes happen — and how ...

Quality Improvement in Healthcare
by DocMikeEvans
2 months ago • 16,715 views
Thanks to St. Michael's Hospital http://www.stmichaelshospital.com, Health Quality Ontario http://www.hqontario.ca, and Institute ...

CHSRF
by CHSRF
Active 2 years ago • 144 views
CFHI — The Canadian Foundation for Healthcare Improvement Find our newest videos at: www.youtube.com/chifcass.

Escape Fire: 1999 IHI National Forum address by Former IHI National Forum, IHI President and CEO
by IHI Open School
6 years ago • 14,162 views
Copyright © 2012 Institute for Healthcare Improvement All rights reserved. Individuals may share these materials for educational, ...

59,115 - 14,162 views
What are we doing in Haelo?

If you have tubes or needles attached to you, ask staff why they are there and if you still need them.
If you have tubes or needles attached to you, ask staff why they are there and if you still need them.
Twitter Activity
Kenny Lin, MD, MPH @ken... 5m
The "I" Word magazine.jhsp.edu/2015/spring/de... @MikeKlag on the importance of public health infrastructure
Open

HealthServiceJournal @H... 2m
HSJ Live 20.02.2015: FTs spent £419m more on staff than planned due to high use of agency cover itt.ttl1MeuNbN
Open

The Lowry @The_Lowry 3m
Come and bask in an orgy of fury and big laughs in this glorious live version of hit TV show: bit.ly/LowryGrumpy
pic.twitter.com/4di23EnUIU
Open

BBC News (UK) retweeted
Daniel Sandford @BBCDani... 4m
The 3 girls were all in the same year at Bethnal Green Academy and were all friends with a 4th girl from the school who travelled in Dec
Open

The BMA @ThesBMA 49s
We've been asked to participate in the #ShoT review — you can help too by sharing your views here communities.bma.org.uk/my_working_life...
Open

1000 Lives Plus @1000Lives... 5h
@SignUpToSafety Read our guest post by @Haeo on their recent #PatientSafety Briefing film? 1000lives.net/2015/02/19/pat... pic.twitter.com/xqBlmVE3LRn
Open

KatharineGoldthorpe @KGo... 7h
Have you seen the @Haeo website? haelo.org.uk
Open

1000 Lives Plus @1000Lives... 16h
RT @Haeo: Thanks
New film: a patient briefing to stay safe in hospital. Every hospital could use this vimeo.com/103888278 V @powerNHS #patientsafetybriefing
Case Studies and Blogs

**Guest post: Introducing a Patient Safety Briefing film**

Here's a guest post from our friends at Harid, an Innovation and Improvement Science Centre based in Salford, on running a Patient Safety Briefing video at Salford Royal NHS Foundation Trust.

Briefings are not new for the NHS. You may have one on your ward as part of the shift handover, or get one once a month from your Trust even as part of a “Team Brief” process. However, when was the last time you gave a briefing to a patient, especially around safety?

As we strive to improve our services it is crucial to look for inspiration from other industries. Here at Harid, we’ve been paying close attention to the work of the airline industry and how they ensure passengers understand their role in safety when on an airplane. When we get on a plane we get a safety briefing time and time again, the same one, every time. But would you fly on an airplane that didn’t give you a safety briefing? Would you still feel safe at 30,000 feet?
Spread to Date
Cumulative Number of Views of the Safety Briefing (October 2014 – March 2015)

- **Launch**: Week 1
- **Christmas**: Week 2
- **Super Tweeter**: Week 3
Weekly Views of the Safety Briefing (October 2014 – March 2015)

![Graph showing weekly views of the safety briefing from October 2014 to March 2015. The graph indicates a significant peak in views around the 1st week, followed by a steady decline and then a minor increase around the 3rd week.]
Aim

i. To get 500 views per week by September 2015

ii. To have 80% of views complete

iii. To have 20,000 views in FY 15-16
Testing Theory

- Briefing Information
- Behaviour Change
- Improved Outcomes

Planned Experimentation

<table>
<thead>
<tr>
<th>Timing</th>
<th>Duration</th>
<th>Type</th>
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<tbody>
<tr>
<td>BEFORE</td>
<td>SHORT</td>
<td>VIDEO</td>
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<td>AFTER</td>
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<td></td>
<td></td>
<td>FACE TO FACE</td>
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</table>
Having Fun in Improvement

The Ask

- Work out a system for getting a coin to pass over a pre-defined line
- Now produce a reliable endpoint
- Learning - it's not people who create variation but systems

Having Fun

- PDSR 1
- PDSR 2

The Point
The Ask

Work out a system for getting a coin to pass over a pre-defined line

Aim = produce a reliable response

Learning = it's not people who create variation its systems
Having Fun

PDSA 1

PDSA 2
The Point
Mobilising Teams - the 1 hour challenge
Looking into the Future......
“We may have a perfectly adequate way of doing something, but that does not mean there cannot be a better way. So we set out to find an alternative way. This is the basis of any improvement that is not fault correction or problem solving.”
Improvement via film