

Virtual Improvement Huddles

Beth Powell, Improvement Practitioner

True North Goal

Be a sustainable organisation that is fit for the future.

Problem Statement

Improvement Huddles have stopped taking place across the Trust. The total number of implemented improvement tickets was 0 in April 2020. This is impacting upon our vision of embedding a daily continuous improvement culture.

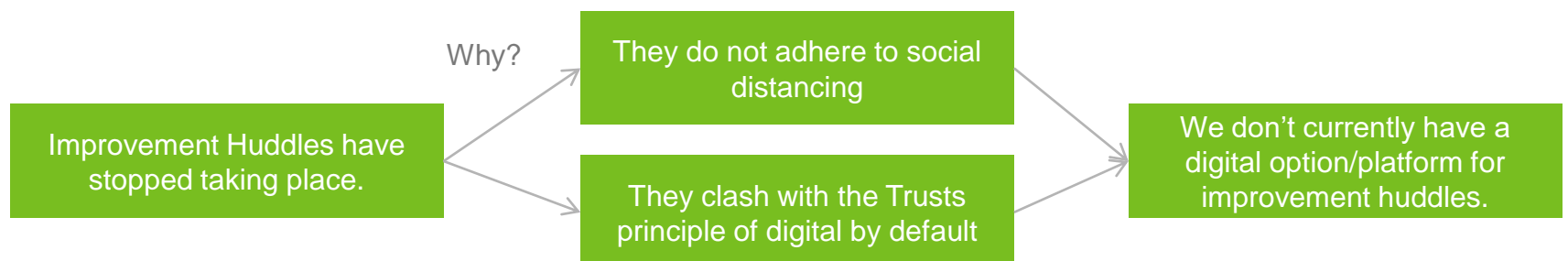
Vision/Goals

Vision: Every frontline team will be safely running improvement huddles.

First Goal: To have a digital format of the improvement huddle available for teams to use by the beginning of July 2020.

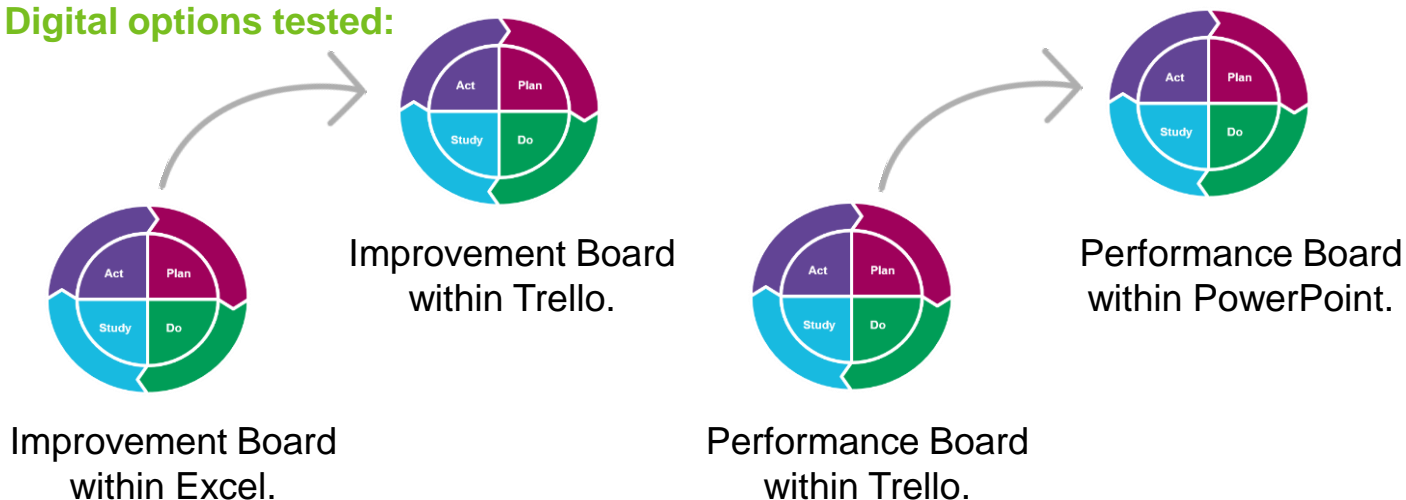
Current Situation & Root Cause Analysis

- Improvement huddles are an opportunity for the team to come together and discuss improvement.
- 16 of our frontline teams have been trained in how to run an improvement huddle.
- There are two boards used during the huddle (Improvement Board & Performance Board) which are displayed in each ward/department.



Countermeasures

Digital options tested:



Measures:

- Duration of huddle
- No. of attendees
- Staff feedback
- No. of improvement tickets implemented

Outcomes:

Improvement huddles are now able to take place virtually. Teams are using an Improvement Board designed in Trello and a Performance Board in PowerPoint, both embedded within their Microsoft Teams Channel.

Staff Feedback:

"Being linear it is easier to follow, plus each step has a short description of what to do."

"Inclusive of those working from home or shielding."

23 Implemented Improvement Tickets (May – July 2020)



Tissue Viability Nursing Team

