#ED3030 – A novel way to engage front line staff in quality improvement

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Background
In January 2017, NHS Ayrshire & Arran’s Chief Executive, John Burns, addressed the organisation and asked ‘How do we make quality improvement everyone’s business?’

The Emergency Department (ED) at University Hospital Crosshouse responded by developing ‘#ED3030’ a 30 day Quality Improvement (QI) challenge to encourage front line staff to embed QI into their daily work.

Aims
- Increase staff confidence in participating in QI projects.
- Break down barriers that prevent staff participating in QI, such as time, resources and knowledge.
- Encourage team working and interaction with all members of the multidisciplinary team.
- Make positive changes within the ED

Methodology
- 30-day challenge (1-30 May 2017).
- Staff separated into teams and developed ideas for a project.
- Staff pledged to spend 30 minutes each shift working on their projects.
- Each team was mentored by a trained QI member of staff - Scottish Improvement Leader (ScIL) or Scottish Quality and Safety (SQS) fellow.
- Staff were encouraged to identify opportunities as they went about their daily work.
- At the end of each week, the ‘team of the week’ was announced and awarded a trophy.

Results
- Paediatric rapid sequence induction (RSI) bag containing ready-made drugs reduced time to RSI by two minutes.
- Number of x-ray requests with appropriate information increased by 40%.
- Vulnerable adult referrals more than doubled.
- Paediatric room has been redesigned and decorated for teenagers.
- Band 3 nurses are trialling scribing for resus situations.
- In addition, two members of staff have gone on to complete formal QI courses and the challenge has spread to one of our medical wards (#2D3030) and our paediatric department. (#paeds3030).

Feedback
- ‘I felt valued by the organisation’, ‘it felt fabulous to be part of this’, ‘as a porter, I felt listened to and empowered to help my patients’
- 97% of participants said they would take part in QI in the future.

Lessons learnt
- Front line staff know the issues faced by their service and hold the solutions.
- QI can be a useful tool to improve team working.
- QI ‘jargon’ can be a huge barrier to staff participation.
- Providing mentors to front line staff may be key to pushing forward sustainable change.

Outcome
11 teams and 57 members of staff took part. Projects ranged from team napping (to improve staff wellbeing) to standardisation of mobilisation of patients presenting with soft tissue ankle injuries.

Join the 3030 twitter conversation
#ED3030, #2D3030, #PAEDS3030

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