



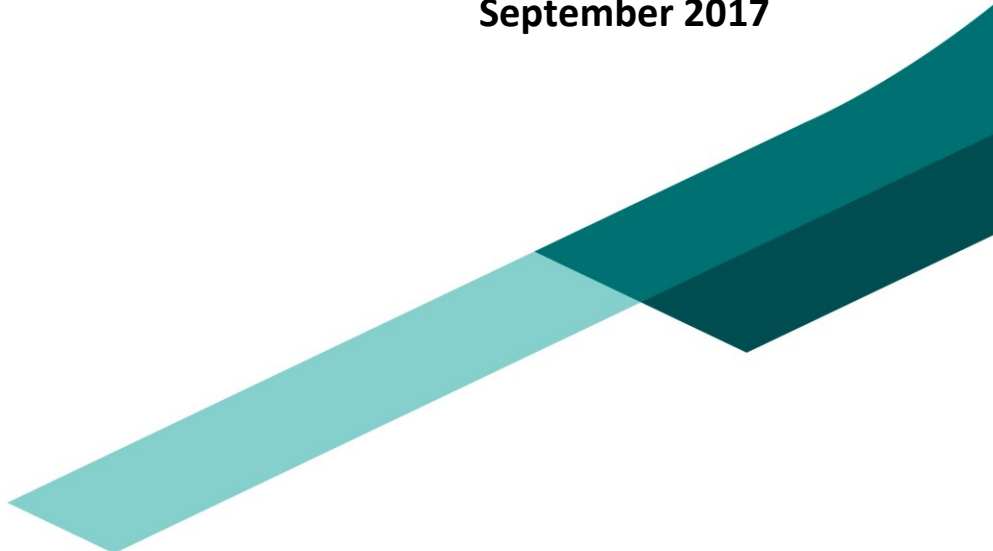
**Royal College  
of Physicians**

Quality  
Improvement Hub

# Quality Improvement Resources

## Quality Improvement Tools

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## General QI toolkits and resources

- [Quality Improvement Hub](#). The Royal College of Physicians
- [Quality Improvement Essentials Toolkit](#), Institute for Healthcare Improvement
- [Handbook of Quality and Service Improvement Tools](#). NHS institute (now closed)
- [Quality Improvement Zone](#). NHS Scotland
- [Methodology toolkit](#). Healthcare Improvement Scotland

## Tools for each step of the improvement pathway

### a. Defining the problem

#### *Root cause analysis*

- [The Root Cause Analysis Toolkit](#). NHS patient Safety
- [The Five 'Whys'](#). Institute for Healthcare Improvement
- [Fishbone analysis template](#). NHS patient safety
- [Healthcare complaint analysis tool](#). BMJ
- [Global Trigger Tool](#) for measuring adverse events. Institute for Healthcare Improvement

#### *Process mapping*

- [A Conventional Model of Process Mapping](#). NHS Improvement
- [15 steps challenge](#) NHS institute (now closed)

### b. Setting your aim

- [Setting a SMART question](#)
- [Creating driver diagrams](#). Institute for Healthcare Improvement
- [Creating driver diagrams for improvement projects](#). NHS institute for Improvement (now closed)

### c. Measurement in QI

- [Measures for use in QI projects](#) Published by Institute for Healthcare Improvement, USA
- [The productive series](#) NHS institute (now closed)
- [Statistical process control](#). NHS Improvement
- [Patient Reported Outcomes Measurement Group](#), University of Oxford

## d. Leadership and team

### *Identifying your stakeholders*

- [Stakeholder analysis](#). NHS Institute for innovation and Improvement
- [Stakeholder analysis and mapping tool](#). TURAS Learn

### *Patient engagement, experience*

- [Patient and family centred care toolkit](#) Point of care foundation
- [Developing clinical audit patient panels](#) . Healthcare quality improvement partnership
- [Patient engagement hub](#). Canadian Foundation for Healthcare Improvement
- [Go Guide](#). PFCC innovation Centre, UPMC, USA

## e. Planning your project

### *Model for Improvement*

- [Model for Improvement](#). Institute for Healthcare Improvement. USA
- [PDSA cycle](#). Institute for Healthcare Improvement. USA

### *Experience based co-design*

- [Experience Based co-Design toolkit](#). Point of Care Foundation
- [EBD design](#) . Institute for Healthcare Improvement

### *Lean*

- [The Lean Enterprise Academy](#)
- [Lean Health](#). Virginia Mason institute

### *Demand and capacity*

- [Demand and capacity concepts](#). NHS institute for Innovation and Improvement

### *Clinical Microsystems*

- [Clinical Microsystems](#). The Dartmouth Institute
- [Clinical Microsystem assessment tool](#). Institute for Healthcare Improvement

## Overcoming barriers

### *Feedback and communication*

- [SBAR Technique for communication](#). Institute for Healthcare Improvement

### *Cultural change*

- [Changes for cultural improvement](#) . Institute for Healthcare Improvement
- [Organisational assessment tool](#) Canadian Foundation for Healthcare Improvement

## Trainee and educational supervisor toolkits

- [Toolkits for implementing quality improvement in practice](#): Learning to make a difference  
Trainee pack and Supervisor packs

## Specialty specific resources

### *Paediatric*

- [QI learning resources for paediatric medication](#) Meds IQ

### *COPD*

- [Inspired resource Hub](#)- resources for COPD services
- [Care bundles for COPD](#). British Thoracic Society

### *Falls*

- [Fallsafe](#)
- [Carefall](#)

### *Diabetes*

- [Resources to improve care](#). Diabetes UK

## Specific change programmes

- [Hospital Huddles](#). NHS Improvement Scotland



## **Disclaimer**

The resources within this document have been developed by the College and other organisations to support healthcare services to implement change. Inclusion within this guide does not imply the College is formerly endorsing the products and it is not an exhaustive list.

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