EQIP *(Excellence and Quality in Practice)*

Pinnacle HCH Continuous Improvement (LEAN)

Programme Overview

Agenda

Introduction to **EQIP**

Benefits

Team activity

Overview of core elements

Standard implementation method

EQIP Overview

General Practice is facing challenges to long term sustainability

There is clear evidence of increased demand (and the challenge of capacity and supply) impacting on patient access and unsustainable workloads.

Technology and patient expectations are driving the demand for more convenient services such as phone and email

Benefits of EQIP

A practice based approach to improvement can;

- Improve patient experience
- Improve working day for staff
- Create capacity within exisiting resource
- Increase patient safety (eliminate the potential for error in patient care)
- Support training
- Improve business performance through elimination of waste
- Support long term sustainability

- Be fun, encourage team work and involve all practice staff

How to make this happen in General Practice

Sustainable improvement is more likely to be achieved when individuals are motivated, feel valued, in control and responsible for change.

Through having leaders as coaches, each practice can develop its own vision for improvement and behaviours that;

- Support improvement
- Seek to understand and create the right processes for the right results
- Develop staff, maintain know-how and add organisational value
- Strive to understand the root cause of problems
- No targets or scoring – success measured by results and staff engagement

Continuous Improvement – Example activity

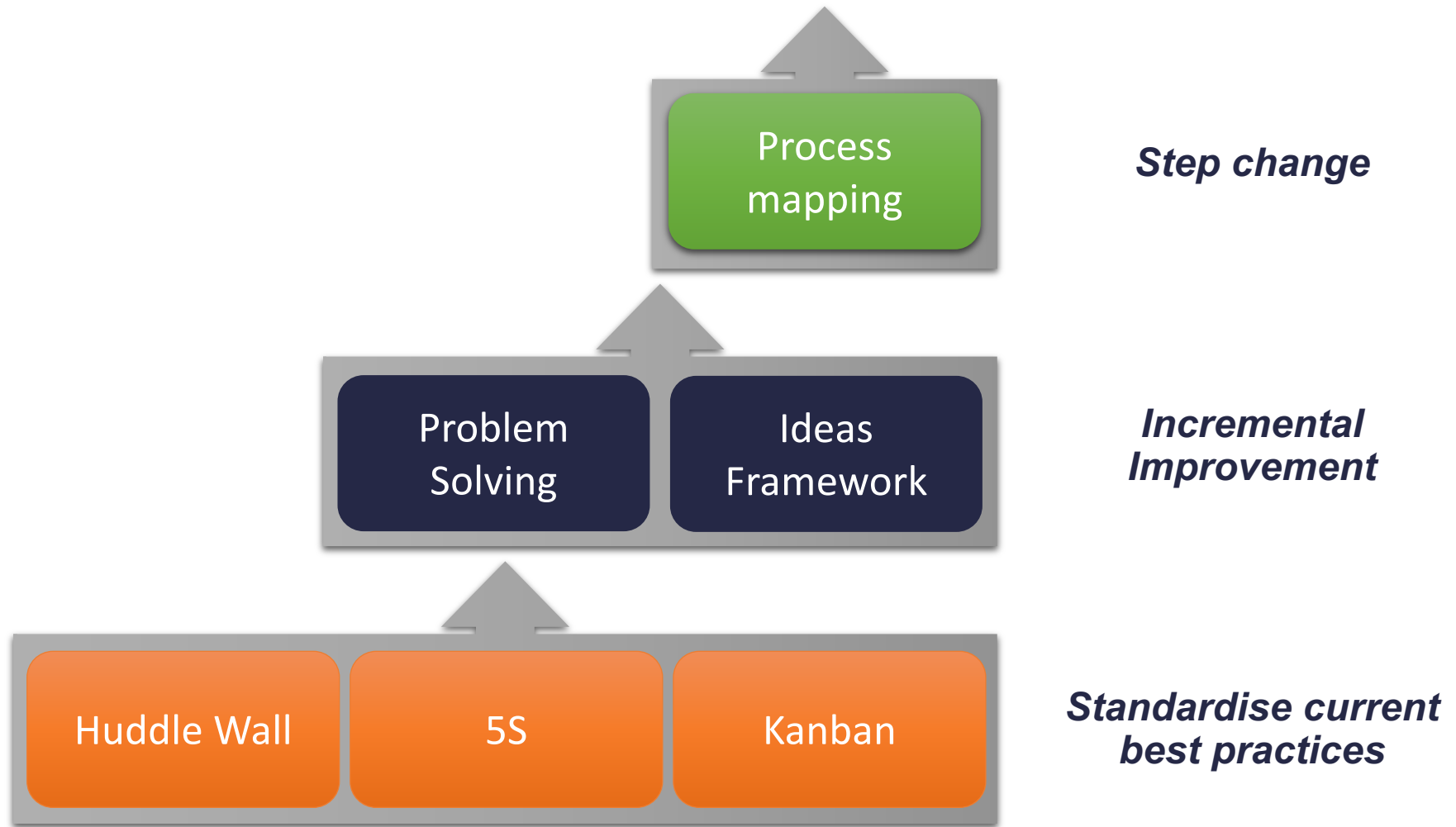Objective: Pass the balls around the team as quickly as possible:

- Everyone must touch the balls once in the correct sequence
- You must pass them around in the same sequence
- You must do it as quickly as possible
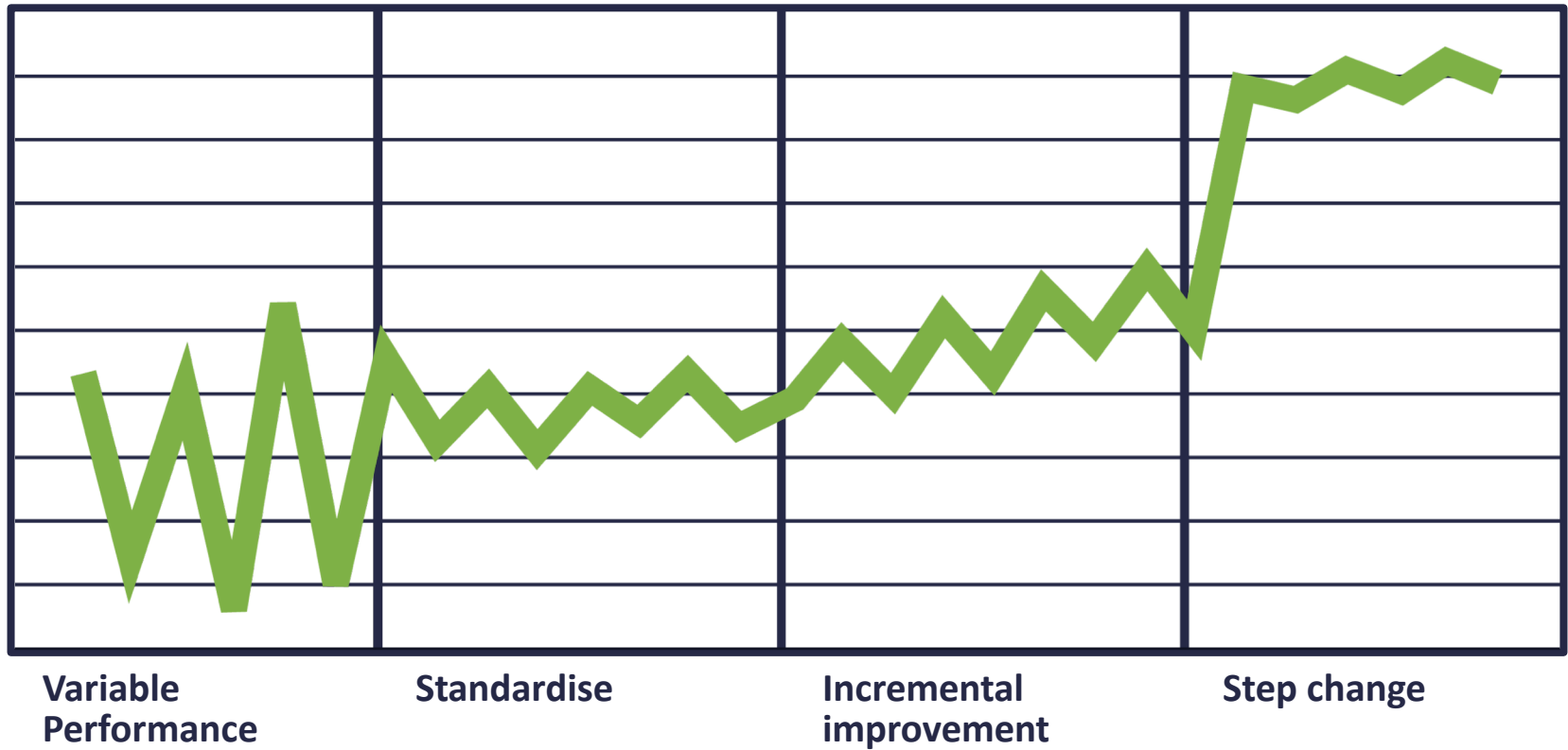- You must follow all of my instructions

EQIP

Combination of Continuous Improvement tools, here are the core

o

EQIP Elements

EQIP Improvement cycle

| Variable Performance | Standardise | Incremental improvement | Step change |

EQIP Elements

- Review Yesterday
- Plan for today
- Team comms
- Review performance indicators
- Celebrate success
- Capturing follow ups

- Standard layout
- Organised workplace
- Visual management

- Well managed Stock
- Self managing system
- Visual Management

Team working together in a standard way

| Huddle Wall | 5S | Kanban |

Standardise current best practices

EQIP Elements

- Problem solving culture
- Common approach
- Root cause fixes

- Engage the team
- Team owned system
- Framework to deliver improvements

Team making sustained daily improvements

Problem Solving

Ideas Framework

Incremental Improvement

EQIP Elements

- Simple tool to highlight opportunities
- Common understanding
- Challenge status quo

Team redesigning processes to enable step change
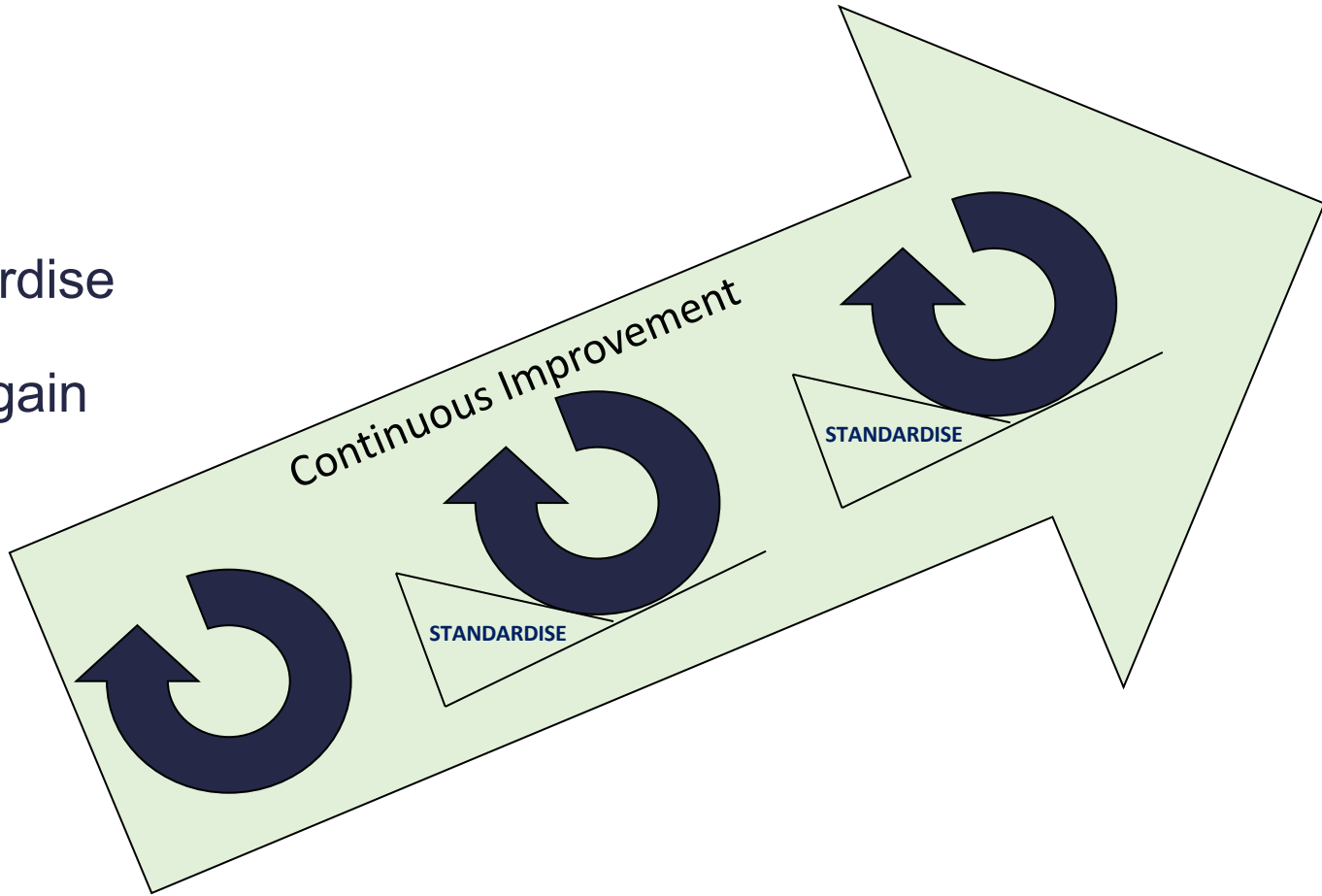
Process mapping

Step change

How to get the best results

Trial

Refine

Standardise

Start again

Standard Implementation Method
(Individual Practice plan will be developed)

- Communicate the change and gain commitment

- Design and set up Huddle Wall

- Standardise rooms & areas

- Implement Kanban of stock

- Train, coach and embed team problem solving

- Launch Ideas Framework to capture improvements

- Train Process Mapping technique to redesign a process

Case Studies & Quotes

Examples and benefits from other clinics