

QUALITY ASSURANCE AND SERVICE IMPROVEMENTS (SEP_JAN COHORTS)				
Week Numbers			Indicative contents	Teaching session topics/focus
1	M	16/01/2023	Introduction to Quality Assurance vs. Quality Improvement. Explore current quality assurance systems including CQC evaluation tools independent performance audits, internal audits, outcomes analysis, sector benchmarking, and service user satisfaction surveys. The policy context in health and social care related to quality and continuous improvement methodology (continue- Part 1)	Establishing a framework for Quality and Safety- Part 1 Definition Welcome to this module What is quality assurance Quality assurance in relation to HSC Quality Assurance vs. Quality Improvement. Unsettling facts CQC Current policies
	T	17/01/2023		
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2	M	23/01/2023	The policy context in health and social care related to quality and continuous improvement methodology. (continue- Part 2)	Establishing a framework for Quality and Safety- Part 2 Models for change Vials and airline examples Six areas of IOM report Lewis Blackman story WHO and The National Quality Forum Dr Pronovost Checklist National and international standards-common framework for safe micro level health care systems (CQC and joint commission) WHO conceptual framework Reflect to Blackman story
	T	24/01/2023		
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3	M	30/01/2023	The development of quality theory and approaches and how this is related to public health and social care. Recognising contemporary challenges of quality assurance and service improvement; including service user safety, integration agendas, cultural change and long-term sustainability challenges facing health and social care. (Continue- Part 1) Unpack the assessment pack	Safety as a first principle of Quality Systems reengineering Swiss cheese model Reflect to Blackman story Other root cause analysis theories/models Fishbone analysis 5 Whys
	T	31-01-2023		
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4	M	06/02/2023	Recognising contemporary challenges of quality assurance and service improvement; including service user safety, integration agendas, cultural change and long-term sustainability challenges facing health and social care. (Continue- Part 2) Stakeholders and service users: Undertaking a stakeholder analysis, identifying service users' needs and wants, utilizing co-creation to make sense of service users' lived experiences of health and social care.	Measure and Measurement HFAC PEST and SWOT analysis Measure the quality Type of measure What makes a good measure Measuring attributes Measurement Why and What Use and reporting measure Different measurement tools use by HSC in UK
	T	07-02-2023		
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5	M	13/02/2023	Managing complaints, managing quality, the 'quality gap' model, setting and monitoring standards through performance indicators and governance Assessment workshop C1	Managing Quality Quality improvement Different approaches to improvement Identify the problem and benchmarking ICS bench marker Assessment Workshop C1
	T	14-02-2023		
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6	M	20/02/2023	Quality and service improvement and re-design tools and techniques, including Continuous Quality Improvement and Total Quality Management, the Excellence Model; balanced scorecard, Plan - Do - Study - Act; Six Sigma, Lean. Assessment Workshop C1	Quality Improvement Quality improvement process PDSA Six Sigma Lean Balanced Score 5 Why QI is a team sport Teamwork Assessment Workshop C1
	T	21/02/2023		
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7	M	27/02/2023	Submit Assessment Component 1- Service Improvement Report	Submission Date/Time 3pm
	T		Recognising contemporary challenges of quality assurance and service improvement; including service user safety, integration agendas, cultural change and long-term sustainability challenges facing health and social care. (Part 3)	Leadership for quality and safety Introduction Culture of Improvement and Safety: Models for Creating More Effective Organizations Leadership and Followership in a Culture of Quality
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8	M	06/03/2023	Recognising contemporary challenges of quality assurance and service improvement; including service user safety, integration agendas, cultural change and long-term sustainability challenges facing health and social care. (Part 4)	Leadership for quality and safety
	T		Assessment workshop component 2	Knowing Who You Are as a Leader Overcoming Resistance to Change Summary
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9	M	13/03/2023	Recap and further guidance Assessment Workshop C2	Recap and further guidance Formative Feedback
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10	M	20/03/2023	Assessment Presentation Week- Assessment Component 2 Quality Assurance Oral Presentation 15mins	Presentation/Peer feedback and final formative feedback
	T	21/03/2023		
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11	M	27/03/2023	Submission of Assessment Component 2 Quality Assurance Oral Presentation	Submission Date/Time 3pm
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