



What is Quality in PICU?



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Five (three) Principles

These 5 (3) principles correctly applied are proven to *revolutionise* performance

- 1) Define **value** in patient's eyes
- 2) Standardise the **value stream**
- 3) Focus on flow / drive out **waste**

Going to explain these
May recognise some aspects



Formula for Success

$$\text{Success} = \frac{\text{Quality} \times \text{Acceptance}}{\text{time}}$$

$$S = \frac{Q \times A}{t}$$

$$\text{Productivity (Implied Efficiency)} = \frac{\text{Quality (Defined Clearly)} \times \text{Innovation (through idea generation from staff)}}{\text{Prevention of errors and genuine understanding of systems i.e. time}}$$

Intervention principles

- Assessment
 - Clarity
 - Individuality
 - Communicated
- Treatment
 - All staff pursue the individuals goals
- Discharge
 - We ensure success through facilitation and specificity

Philosophy

- *We hold hope for people when they may not have any*
- *A culture on the ward where good enough is not acceptable (accepted by all as a clinical and engagement ethos)*
- *We work within people in an environment which is hostile home for a period of time*

Quality for who?



Quality is for each service user...

- *A drawer full of organic food*
- *Nearly getting assaulted by another patient*
- *Learning about Star Trek*
- *Cooking Breakfast for 20 people*

How do we achieve quality?



- We push the envelope of therapeutic interventions in line with positive risk taking
- We underpin a culture not by management but by team ethos - truly understanding the need locally
- We check this through discharge questionnaires and identify trends and action – designed by service users

So quality is



- Communication and consistent delivery in the service users eyes
- Flexibility and individuality of the therapeutic mediums
- Therapy never stops and is not the responsibility of therapists – it is maintained by the underpinned culture
- Handovers to include very specific information about communication with patient perhaps even preferred communication modalities within NLP
- Belief in better



Weave therapy into every interaction you have within PICU;
even the most trivial interaction is part of the summation of
perceived quality



Enjoy your breakthroughs with patients and remember
therapeutic quality is every part of a PICU journey

Thank-you.