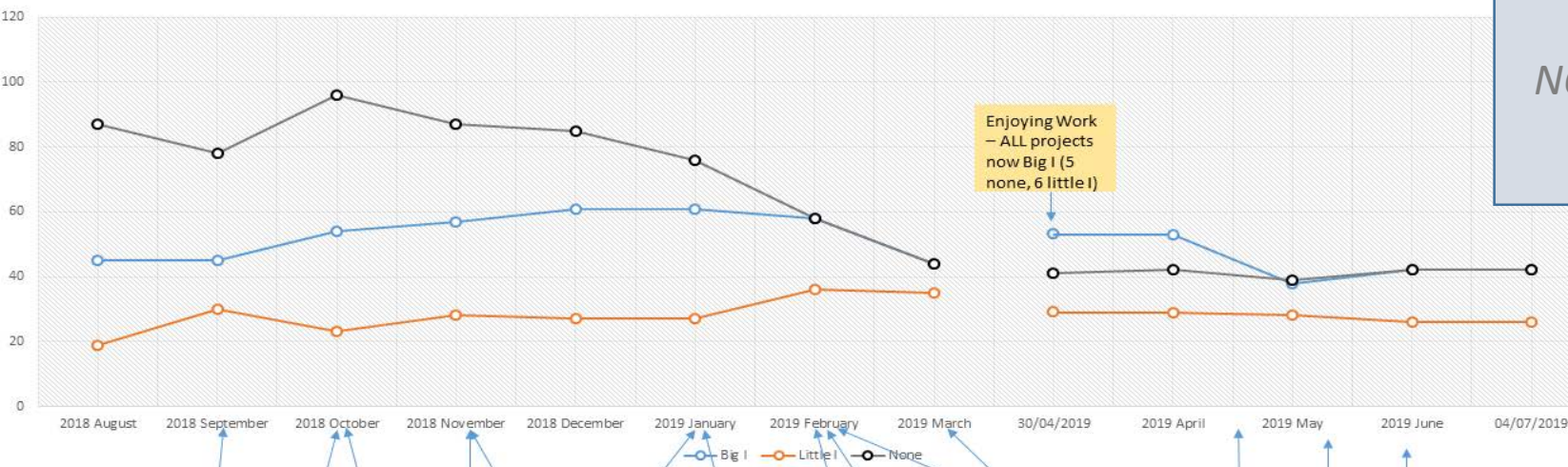


Increasing "Big I" involvement in ELFT QI projects by 10% (from 30%-40%) by September 2019

Team: Brian Sreenan, Jamie Stafford, QI Team. Sponsor: Amar Shah

Outcomes: "BIG I" increased from 29.8% to 38.2%; ANY SU involvement increased from 42.4% to 61.8%; NO SU Involvement reduced from 57.6% to 38.2%

Raw Numbers



Reflections:
Tension between Owning vs Not Owning project;
Change of narrative to impact culture: From "Good Samaritans" to "Success more likely together"
New Power vs Old Power; Empowerment

How Service Users are Involved:

Service User QI trainings; Meetings with PPLs; Service User Stories; Service User events (SU presentations at Scottish Gov visit); SU Co-pro QI Conference – "Whose QI is it anyway?"

How Staff are Involved:

Presentations and questionnaire at Improvement Leaders Training; Presentations at local forums; Presentations at coaches training; Driver Diagram development at QI trainings; QI and People Participation Meetings
SU Co-pro QI Conference – Whose QI is it anyway?"

Future Initiatives:

Developing responsibility to local QI forums; Working with local Service User/Working Together Groups to promote more SU lead projects; Service User QI trainings; Service Users on QI Leaders Training; Official Corporate QI Project for increasing SU involvement

To increasing Big I involvement in ELFT QI projects by 10% (from 30% to 40%) by September 2019

