

Enabling Quality Management Systems in NHS Wales

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Context and Approach:

As part of the national Safe Care Partnership programme, and as part of the Duty of Quality all Health Boards have been asked to implement Quality Management Systems.

A Quality Management System is an 'Operating system for a quality-driven learning organisation'. It is my belief that the approach to QMS is often technical rather than relational. The term itself often conjures images of dashboards and charts whereas a true QMS represents a shift in culture.

I want to explore how we can use the strategic driver of QMS to leverage a systems-wide approach to embedding Quality with a focus on relationships, values and culture.

Planned Activity:

Research:

Still in development.

Education/teaching:

- Adapt QI training to be focussed on QMS.
- Develop bespoke training to support modular aspects of QMS.
- Develop facilitated workshops to support gap analysis of existing systems.

Leadership:

- Gain Executive Level Support.
- Gain approval from Quality, Safety and Experience Committee.
- Develop senior leadership champions.
- Develop a language to be used when talking about QMS.

Progress to date:

- Approach approved at Quality, Safety and Experience Committee.
- Maturity Matrix developed by NHS Performance and Improvement.
- Agreement reached with Stroke Team to trial approach in support of the development of a stroke plan.

Reflections:

- Unsure what my research question is and how to take this part forward.
- I still have doubts about the evidence base re: QMS but am concerned that the requirements of a true systems piece of work are beyond what is possible with the resources we have.



Quality management systems

