

Prospectus

2024 - 25

A detailed outline of the services provided by
The Improvement Coalition



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About Us

The Improvement Coalition is a not-for-profit social enterprise, established in 2024. We provide high-quality training, coaching, mentoring and consultancy in quality improvement, leadership, education and workforce development across the UK.

Our mission is to support the under-supported to development confidence and capability in improvement and leadership. We are creating a coalition of improvers to deliver the best possible care throughout the UK and beyond.

Our Team

Collectively we have decades of experience in improvement, education and leadership in the NHS and wider health and care sector. You can see more information on our team on our website:

<https://improvementcoalition.org.uk/about-us>

Areas of Expertise

Together we have expertise in many fields including:

- ☐ Quality Improvement
- ☐ Leadership
- ☐ Coaching and Mentoring
- ☐ Clinical Supervision
- ☐ Team Development
- ☐ Systems Change

Our Services

Quality Improvement

Overview

Our Quality Improvement (QI) programmes are designed to empower health and care professionals to deliver meaningful and sustainable improvements to the services they provide. We deliver a range of sessions and programmes, which are all adaptable to your service needs. We have suggested outlines for our core programme that we can use as a basis for further discussion.

Introduction to QI

This session ranges from a 1-hour introduction to the core concepts of quality improvement through to a whole day session. Common topics included in these sessions include:

- What is Quality and Quality Improvement?
- How QI relates to other types of change
- An introduction to the Model for Improvement (QI methodology)
- An introduction to A3 problem solving
- How to measure for improvement

Quality Improvement Leaders

This programme aims to equip health and care staff with the knowledge and skills needed to independently and confidently lead their own improvement work. We use our Six Stages of Improvement project framework to guide the delivery of these sessions.

Stage 1 Identifying the quality issue	Stage 2 Exploring the current situation	Stage 3 Measuring for Improvement	Stage 4 Designing a strategy for change	Stage 5 Testing and implementing change	Stage 6 Sustaining and spreading
<ul style="list-style-type: none"> • Agreeing a priority problem to improve • Forming an improvement team • Building conditions for improvement 	<ul style="list-style-type: none"> • Problem analysis • Stakeholder analysis and management 	<ul style="list-style-type: none"> • The Model for Improvement • SMART aims • Measurement 	<ul style="list-style-type: none"> • Creating a theory of change • Creative thinking • Prioritising change 	<ul style="list-style-type: none"> • Iterative change • Human side of change 	<ul style="list-style-type: none"> • Sustainability • Embedding work into the “business as usual”

This programme is typically delivered over a 2 – 5 day period, dependent on the needs of the group, the depth of knowledge required and the time commitment.

Quality Improvement Coach

This programme aims to upskill staff in the core knowledge and skills need to coach and support others to apply QI methods. We deliver this programme to the national “Quality Coach” benchmark, ensuring those who graduate from this programme are well equipped to support colleagues in QI. The programme is delivered over 4 modules, shown below.



Module 1 The Foundations of Coaching Improvement	Stage 2 Working with People	Stage 3 Coaching Measurement	Stage 4 The Human Side of Change
<ul style="list-style-type: none"> • What is quality improvement and how does it relate to other types of change? • GROW coaching • Contracting as a Quality Coach • Coaching Circles 	<ul style="list-style-type: none"> • Group dynamics and working styles • Fostering psychological safety in groups • Context and QI 	<ul style="list-style-type: none"> • Coaching quantitative and qualitative measurement in QI • Statistical process control charts 	<ul style="list-style-type: none"> • Behaviour change concepts • Coaching teams to work through resistance to change • Creativity in QI

This programme can be delivered over a 5 – 8 day period.

Coaching your improvement work

As well as delivering training on how to coach others in improvement, we can also provide QI coaching services ourselves. This highly popular offer involves one of our team working closely with a group of people who are leading some improvement work, such as a QI project. We meet with them frequently to drive the improvement forward, ensuring rigorous application of improvement principles and methods.

For any enquiries related to Quality Improvement please contact Sid Beech, our Director of Improvement, by email: sid@improvementcoalition.org.uk

Coaching, Mentoring and Supervision

Executive Coaching

The aim of executive coaching is to improve leadership and management performance, often by developing the individual's self-awareness, emotional intelligence, and capacity to influence others. Our sessions provide a safe, confidential space for more personal development and is aimed at motivated, resourceful clients who are keen to engage in purposeful reflection, thought and development. This package is tailored to your needs, including the frequency and duration of our sessions together.

Mentoring

Mentorship is the patronage, influence, guidance, or direction given by a mentor. A mentor is someone who teaches or gives help and advice, in support of their mentee meeting their potential. As with coaching, we tailor our support based on your needs and requirements.

Clinical Supervision

Clinical supervision is a psychologically safe space for clients to explore, reflect and grow. It is not psychotherapy or counselling and as with all our individual services, all conversations and relationships remain confidential. Investing time in yourself through clinical supervision will enable you to unpick emotions, feelings and thoughts.

We recommend 3 sessions to commence clinical supervision, with the option to add extra sessions where required. Many clients opt to maintain an ongoing relationship with our team.

Session 1	Session 2	Session 3
Introduction, contracting and commencement of clinical supervision	Review of progress and full exploration of formative, normative and restorative practice.	Continued discussion and agreed action plotting.

We offer clinical supervision on a 1:1 basis, as well as for groups or organisations to procure as a block contract.

Career Conversations

Career conversations are a space to focus solely on you and your career development. You may not know what the next steps are and that is okay. In this space we will work through all of that, through a structured approach. Our offer is flexible, and can be tailored to the needs of the client.

This space is confidential for individual, group or organisations.

Career clinics aim to support learners to reflect on where they want to go with their careers and how to get there. Common topics include interview preparation, CV building, options appraisal and overcoming the fear of success and much more.

For any enquiries related to Career Development please contact Martin Hogan, our Director of Workforce, Organisational Development Education, by email:

martin@improvementcoalition.org.uk

Team Development and Facilitation

Team Development

Team development is the process by which teams come together and organise themselves to achieve their objectives through progressing tasks and developing effective relationships both within and outside the team. With our support, we encourage teams to grow and explore “what might be?” through intermixing formal and informal models. Common workshops and support activities we provide are:

- ☐ Team visioning and co-creation of a strategy
- ☐ Team development and cohesion
- ☐ Forming a new team
- ☐ Creativity and team brainstorming

Facilitation

Facilitation means creating space for everyone in a group to contribute and encouraging participation and ownership from everyone involved. The subject matter of the facilitation package can be bespoke request from organisations dependent on organisational needs and requirements.

Recent examples of this package include:

- ☐ “Restorative Leadership” facilitated sessions for leaders to explore challenges of leading
- ☐ “Facilitating improvement” sessions to build confidence and know-how when supporting others to improve
- ☐ “Process mapping” sessions to analyse and explore ineffective pathways and processes

Bespoke projects, programmes and consultancy

Within this package individuals/organisations are free to consult us on areas they wish to develop and grow in. whether that be quality improvement or organisational development. We encourage clients to reflect on their needs and collaborate on codesigning bespoke projects and programmes.

For any enquiries related to Team Development, Facilitation or Consultancy please contact Sid Beech, Director of Improvement by email: sid@improvementcoalition.org.uk