

Quality Improvement Report

Recovering staff, recovering services: Massive-online support for recovering a paediatric service using Lean and compassionate communication - Supplementary Data

1 Glossary of terms

ICBD	The Improvement Capability Building and Delivery Group within NHS England and Improvement
MOOC	Massive-open-online-course
NHS	National Health Service
NHSE&I	NHS England and Improvement
PAS	Patient administration system
PDSA	Plan, do, study, act learning and improvement framework
PTL	Primary targeting list
SaLT	Speech and language therapy
SCD	Social communication disorder
S-QI	Systematic quality improvement
SQUIRE Guidelines	Standards for Quality Improvement Reporting Excellence Guidelines

2 Overview of target-conditions and PDSA cycles

Target Condition and PDSA Number	Description of target condition and PDSA cycles
Target Condition 1	Aimed to unburden clinical staff and release time for care.
PDSA 1	Removed admin tasks from clinicians with the improvement project lead taking responsibility on a temporary basis.
Target Condition 2	Aimed to reduce administrative processing time
PDSA 2	Released admin time by using laptops to access information which were previously accessed manually.
Target Condition 3	Aimed to establish a cleansed, validated PTL using released admin time.
Target Condition 4	Aimed to recover the backlog of waits
PDSA 3	Used released clinical time to prioritise patients and run additional clinical assessment panels.
Target Condition 5	Aimed to ensure future referrals could be seen quickly.
PDSA 4	Used a generic email inbox as a single point of contact. Developed new administrative standard work processes to follow-up referrals and schedule appointments.