



Clinical Systems Improvement

Warwick Clinical Systems Improvement: Studying how to provide better and safer healthcare through the improvement of processes, leadership, knowledge transfer and systems design.

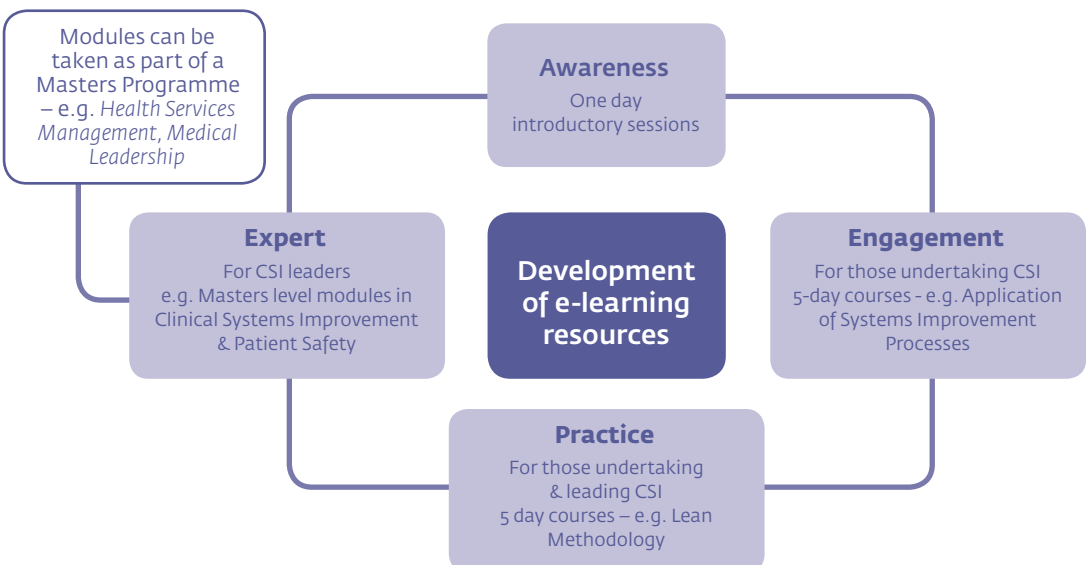
Warwick Clinical Systems Improvement was developed as a joint initiative between the NHS Institute for Innovation and Improvement and the University of Warwick. The focus is on researching, educating and employing systems improvement philosophies and approaches, many of which were developed in manufacturing industries, to provide a continuous self improving system of better safer healthcare, with respect of better quality, timeliness and cost.

The key principles of clinical systems improvement are:

1. Specifying best safest care which is user centred
2. Identifying the patient journey (which can include various organisations across the health economy)
3. Making the process, safety and quality flow
4. Supporting the patient to move through the healthcare system in a safe and timely way
5. Continually improving processes and healthcare systems in pursuit of perfection.

Taking lessons learnt from public and private sectors outside of health to improve processes, leadership and knowledge across the whole integrated healthcare system for the benefit and satisfaction of the user.

EDUCATION AND TRAINING



In addition we can provide education and training for special skills and specific areas of systems improvement e.g. statistical process control, six sigma, strategy and policy deployment, and leadership.

RESEARCH

Our extensive educational programme is underpinned by an innovative and active research programme that continues to explore and develop the field of systems improvement in healthcare. The expanding areas of research and interests of the team include:

- Lean thinking in healthcare
- Preparation for change: organisational readiness and improvement culture
- Patient safety, resilience and mistake-proofing
- Education and clinical systems improvement
- Use of technology to support improvement
- Developing new ways for safer systems of care
- The state of the NHS in developing its improvement capability

The team work with leading national and international academics from various fields and specialties. Research opportunities also enable us to work with various NHS organisations.

Both qualitative and quantitative methods are employed and action-based research is often used to support the 'learning by doing' ethos of clinical systems improvement. Further information about the team's research profiles and research opportunities can be found at www.warwick.ac.uk/go/csi.

ADVISORY AND BESPOKE SERVICES

We work with NHS organisations to develop on or off-site clinical systems improvement programmes tailored to their specific needs. We have access to a wide range of experts from business and manufacturing as well as both clinical and managerial experts in healthcare.

Warwick Clinical Systems Improvement team is developing action learning sets and other resources to support healthcare professionals in the application of clinical systems improvement tools and techniques across the health community. Resources are available through various methods including web-based, multi media and more traditional based resources.

For further information about CSI activities please email: clinicalsystems@warwick.ac.uk

www.warwick.ac.uk/go/csi