



Improvement Update

October 2020

Our top 3 reads

- [Nursing and Midwifery COVID-19 Catalogue of Change](#) (NHSE, October 2020 & ongoing)
- [Skills for collaborative change - tool](#) (Q Community, Sept 2020)
- [Evidence 4 Quality Improvement Pinterest Boards](#)

Improvement

- [Nursing and Midwifery COVID-19 Catalogue of Change – Learning Case Studies](#) (NHSE, Oct 2020 & ongoing)
- [FUN process mapping video: making a jam sandwich!](#) (Miss Reeves, Oct 2020)
- [Adopting innovation: investing in skills at the NHS front line](#) (The Health Foundation, Oct 2020)
- [What influences improvement processes in healthcare? A rapid evidence review](#) (RAND Corporation, Sept 2020)
- [Health Equity Assessment Tool \(HEAT\): executive summary](#) (Public Health England, Sept 2020)
- [Make Your Data Insights Visually Consumable](#) (MIT Sloan, Oct 2020)
- [How are people’s mental health needs met in acute hospitals, and how can this be improved?](#) (CQC, Oct 2020)
- [Skills for collaborative change - tool](#) (Q Community, Sept 2020)
- [What influences improvement processes in healthcare?](#) (RAND, Sept 2020)
- [Teams of healthcare professionals from a wide range of disciplines and pay grades are most effective at delivering improvements in patients’ experiences](#) (NIHR, Sept 2020)
- [Six problem-solving mindsets for very uncertain times](#) (McKinsey Quarterly, Sept 2020)
- [Top-down clarity, bottom-up agency: fading freedoms or here to stay?](#) (The Health Foundation, Sept 2020)
- [Competencies to promote collaboration between primary and secondary care doctors: an integrative review](#) (BMC Family Practice, Sept 2020)
- [Hospital admissions after vertical integration of general practices with an acute hospital: a retrospective synthetic matched controlled database study](#) (British Journal of General Practice, Sept 2020)
- [Evidence 4 Quality Improvement Pinterest Boards](#)

COVID-19

- [Providers deliver: resilient and resourceful through Covid-19](#) (NHS Providers, Oct 2020)
- [John Oldham: No turning back from service redesigns in light of Covid-19](#) (BMJ Opinion, Oct 2020)
- [The Great Covid-Driven Teamwork Divide](#) (INSEAD Knowledge, Oct 2020)
- [Delivering core NHS and care services during the pandemic and beyond](#) (Health and Social Care Select Committee, Oct 2020)
- [Stories of the COVID crisis](#) (IHI, Oct 2020)
- [Project reset in emergency medicine: Patient FIRST](#) (CQC, Oct 2020)
- [Covid-19 and the health and care workforce: supporting our greatest asset](#) (NHS Confederation, Sept 2020)
- [Understanding and sustaining the health care service shifts accelerated by COVID-19](#) (The Health Foundation, Sept 2020)
- [AHSN Network Digital & AI Reset Report Lessons and legacy from the COVID-19 pandemic in health and care](#) (AHSN Network, Sept 2020)

- [Pandemic patient experience: UK patient experience of health, care and other support during the Covid-19 pandemic](#) (The Patient Association, Sept 2020)
- [Lessons learnt from easing COVID-19 restrictions: an analysis of countries and regions in Asia Pacific and Europe](#) (The Lancet, Sept 2020)
- [London Covid-19 Deliberation: REPORT – insights and expectations from a deliberation with Londoners](#) (Imperial Health Care Partners & IPSOS MORI, Sept 2020)

Patient Experience

- [Development, implementation and evaluation of an online course on evidence-based healthcare for consumers](#) (BMC Health Services Research, Oct 2020)
- [The courage of compassion: Supporting nurses and midwives to deliver high-quality care](#) (The Kings Fund, Sept 2020)
- [Care during covid-19 must be humane and person centred](#) (BMJ, Sept 2020)

State of the NHS

- [The bigger picture: learning from 2 decades of changing NHS care in England](#) (The Health Foundation, Oct 2020)
- [NHS workforce - Part of The NHS in a nutshell](#) (The Kings Fund, Oct 2020)
- [The state of health care and adult social care in England 2019/20](#) (CQC, Oct 2020)

Technology

- [The next generation of NHS innovation- embracing the digital revolution](#) (NHS Digital, Oct 2020)
- [To Build More-Inclusive Technology, Change Your Design](#) Process (Harvard Business Review, Oct 2020)
- [‘Excel-gate’ highlights need for ‘quality technical capability’ in NHS](#) (Digital Health, Oct 2020)
- [UK hospitals launch iPhone app for medical records](#) (Healthcare, Oct 2020)
- [An uncomfortable truth: digital isn’t perfect, but neither is face-to-face](#) (The Kings Fund, Sept 2020)
- [Digital tech has health benefits for dementia patients, project finds](#) (PharmaTimes, Sept 2020)
- [Digital and face-to-face consultations: finding the right balance](#) (Nuffield Trust, Sept 2020)
- [A systematic scoping review of change management practices used for telemedicine service implementations](#) (BMC Health Services Research, Sept 2020)
- [Connecting Services, Transforming Lives: The Benefits of Technology Enabled Care Services](#) (Public Policy Institute & Tunstall Healthcare, Sept 2020)
- [An uncomfortable truth: digital isn’t perfect, but neither is face-to-face](#) (King’s Fund, Sept 2020)

Events & Training

- [Collaborative Working in a Remote Team](#) (free e-learning, University of Leeds)
- [The NHS Explained: How the Health System in England Really Works](#) (free online, The Kings Fund)
- [Improvement Fundamentals](#) (ongoing virtual courses, NHSE)
- [Self-Care Week – resources here](#), 16-22 November 2020
- [Q community event 2020](#), 18-19 November 2020 (free, online)
- [THIS Space](#), 25 November 2020 (free online, THIS.Institute)

Contact:

To request assistance with your improvement project, visit the [library website](#) or [contact your library team](#).