

PROGRESS

(PROactive Governance of REcovery Settings and Services)



Report: We manage what we measure, daily reporting on outcomes for safety, clinical effectiveness and patient experience integrated into business as usual.

Reflect: Doing what counts, not just what we count, creating weekly reflective space for mindful workforce that can stay on task.

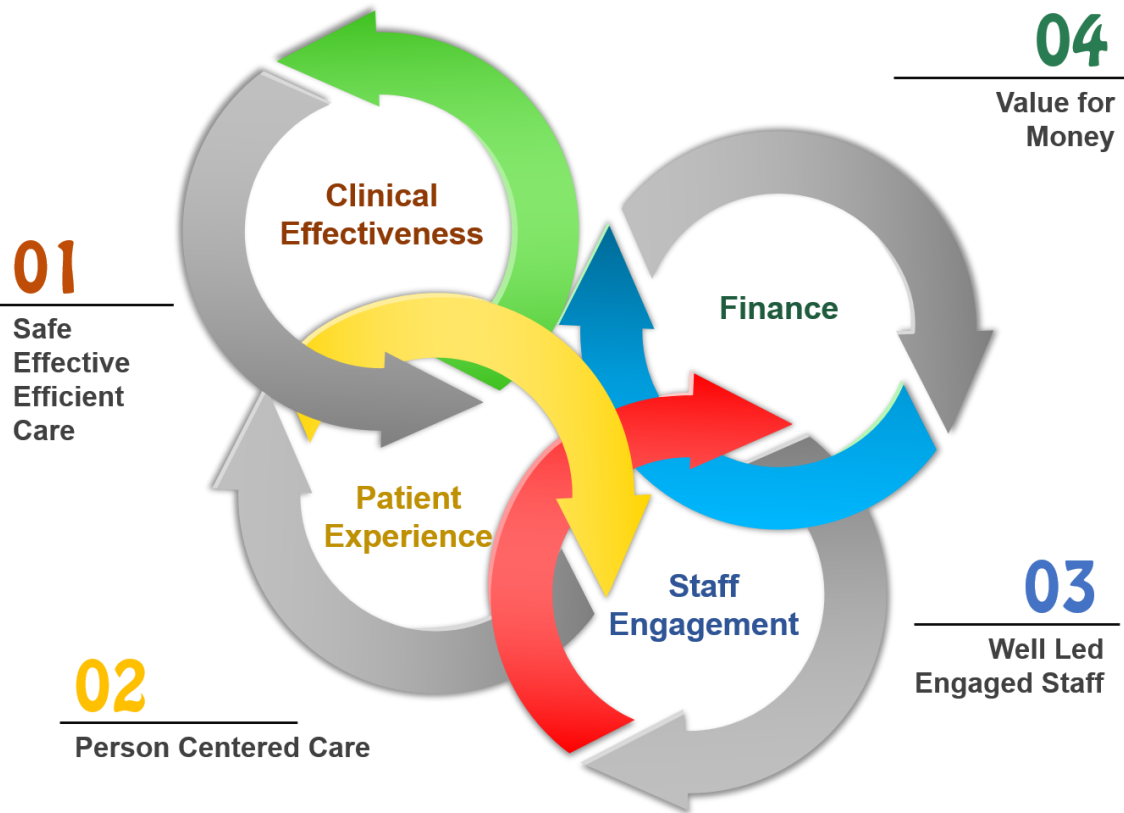
Review: Line of sight from board to ward / team, use the data to track monthly progress against trajectory and proactively identify and manage emerging hot spots.

Refresh: Set direction of travel using annual business plan that includes trajectory against key measures and how to achieve them with resource lay out.

Goal of the framework: Bring Passion to Purpose and Progress to Practice

Principles to follow in drawing up annual plan:

1. Selecting priorities: **Bottom up process**, aligns to patient / service needs and is meaningful to frontline staff (aligns with individual staff appraisal)
2. How many priorities: **Less is more**, one or two key priorities in the domains of safety, clinical effectiveness, patient experience and staff engagement.
3. Initiatives to deliver on the priority: **Anything is possible** (within reason), challenge the status quo and do not be constrained by what happens now (e.g. staffing, training, technology, environment etc).
4. Quality up, costs down: We can only **spend the money once** so choose carefully, make the case to reinvest cost improvements.
5. Metric selection: **Crude measures of the right things are better than precise measures of the wrong things**, bring to life the story behind the metric and ensure it is meaningful or else we will hit the target and completely miss the point.



Annual PROGRESS Plan for

Enhance patient safety:

Priority:

Rationale for priority selection:

Initiative(s) to deliver on priority:

Key Performance Indicator:

Proposed Trajectory				
Baseline	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter

Deliver effective and efficient care:

Priority:

Rationale for priority selection:

Initiative(s) to deliver on priority:

Key Performance Indicator:

Proposed Trajectory				
Baseline	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter

Enhance patient experience:

Priority:

Rationale for priority selection:

Initiative(s) to deliver on priority:

Key Performance Indicator:

Proposed Trajectory				
Baseline	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter

Improve staff engagement: (only fill in those that are applicable)

Propose staffing levels:

Propose changes to skill mix:

Propose recruitment incentives:

Propose retention incentives:

Propose improvements to work life balance (e.g. shifts):

Propose investment in training:

Propose investment in leadership:

Propose investment in team working:

Deliver value for money:

Resource layout for:

Safety Priority:

Effective Care Priority:

Patient Experience Priority:

Staff Engagement Priorities:

Cost improvement plans to reinvest in above priorities:

Any other (big or small) ideas (e.g. environment, technology, etc.) not covered?