

University of Sunderland

Faculty of Health Sciences and Well-being

School of Nursing and Health Sciences

**Postgraduate Certificate in Patient Safety and Quality Improvement -  
developing leadership, capability, and competence.**

**Programme Overview**

Organisations and systems doing NHS-funded work face a common set of performance and people development challenges and are under unprecedented pressure to deliver high quality care with improved performance in their services and existing operations, in a context of rising demand and constrained funding. There is an increasing need for innovation and transformation in service design to improve quality and safety and ensuring that service improvements are sustained and spread across healthcare providers. The Patient Safety Collaborative (PSC) is a joint initiative, funded and nationally coordinated by NHS Improvement, with the 15 regional PSCs organised and delivered locally by the Academic Health Science Networks (AHSNs). AHSN's are in a unique position to be able to support and facilitate improvement across the NHS. This programme is part of the North East & North Cumbria AHSN strategy to build capacity and leadership in patient safety and quality improvement in the region. There is an opportunity for individuals to be partially financially supported by the AHSN to undertake the programme in 2021.

The Postgraduate Certificate is comprised of two 30 credit modules:

- **QIPM01 Developing Leadership and Action in Quality Improvement and Patient Safety.**
- **QIPM02 Evidencing Capability and Competence in Continuously Improving Care.**

The modules run sequentially, with the first one commencing on 18<sup>th</sup> May 2021 with classes until 6<sup>th</sup> July 2021 and the second one starting at the 28<sup>th</sup> September 2021, through to the end of October 2021. Each module will involve 300 hours of learning of which 27 hours would be taught delivery through the University of Sunderland. Due to the current restrictions, delivery will be through 'live online' TEAMS based sessions and directed study activities and online peer discussions and forums. The programme delivery is being undertaken by leading regional experts in the field, supported by senior academic staff from the University of Sunderland who have experience and expertise in leading and leadership in the NHS.

## Programme Outcomes

Through completion of the programme and associated work-based learning activities you will be able to:

### Knowledge

1. Articulate enhanced knowledge and critical understanding of Quality Improvement methodology and methods and their use in the wider political contexts within which NHS health care resides.
2. Explore leadership and management skills for quality improvement in strategic, tactical and operational health care provision.
3. Incorporate critical reflection to contribute towards increased self-awareness, developing capability and practice and professional development as a compassionate inclusive and effective leader.
4. Integrate theory, research and practice to role competency for quality improvement and patient safety to develop high quality health and care systems and partnerships.
5. Explore the concept of integrated governance to ensure individuals, teams and organisations share accountability for quality of care and patient safety in clinical services.

### Skills

1. Demonstrate Competence in the location, retrieval, management and critical appraisal of literature from a range of sources.
2. Exercise judgement to facilitate change and improvement, demonstrating skills of negotiation, prudence and integrity.
3. Contribute effectively to uni-professional, multi-professional and inter-professional developments with the goal of improving the experience of service users, clients and their families/carers/significant others.

## Module information

*QIPM01 Developing Leadership and Action in Quality Improvement and Patient Safety.*

The first of two modules, which combine to create the Postgraduate Certificate of Achievement in Patient Safety and Quality Improvement - developing leadership, capability, and competence.

The module focuses on the foundations of quality improvement methodology and patient safety in Healthcare and develops the students in their critical appraisal of these and their application in practice. Indicative content of the module includes:

- Quality Improvement methodology and methods, planning and design of quality improvement projects and measurement for improvement
- Organisational and individual capability and competences required to lead strategic change within a dynamic health and social care environment
- Layers of Leadership: to demonstrate how leaders and change agents can be found at all levels in the organisation
- Patient Safety
- Human Factors
- Simulation Education
- Service User involvement and using feedback
- Clinical Governance.

### *QIPM02 Evidencing Capability and Competence in Continuously Improving Care*

This second module will allow the student to develop and adopt their core leadership capabilities and competencies associated with the five conditions that shape cultures that enable people to continuously improve care, population health and value as outlined in 'Developing People- improving Care' a National framework for action on improvement and leadership development in NHS -funded services. The focus of the module will be work based application of their learning and leadership development and influence. Indicative content includes:

- Leadership Competence development
- Capability building for quality improvement
- Culture – understanding the history of blame cultures and how to evaluate and improve culture in teams
- Minimising adverse events
- Methods of feedback and continuous Improvement
- Questioning all parts of the system
- Evidence based portfolio building and professional development.

### **Admissions Criteria**

- Students must be working in roles within the NHS or providers of NHS commissioned services.
- Normally a 2.2 or above in degree (or equivalent experience, which includes Registration with a professional body, or three years relevant work based experience).
- Students must have an identified supervisor (which must be prearranged by the student prior to application), the supervisor must:
  - Be someone within the organisation who can facilitate the leadership of Quality Improvement and Patient safety, development of the student.

- Regularly work in Quality Improvement and patient safety as part of their ongoing work.
- Be a competent and experienced leader.
- Be able to provide the student with appropriate support and guidance.

Students will experience lectures, debates, seminars, group work, case studies, problem-solving exercises, skills development, project related work (facilitated by tutorial), directed and independent learning.

Each module has its own assessment; QIPM01 is a 3,000 word case study and QIPM02 is a 3000-word reflective account and leadership competence evidence portfolio.

### **Application Process:**

The course fees for 2021/22 are £1590.

For students working in healthcare in the North East and North Cumbria Region there is the opportunity to apply for 50% of the course fees from the North East and North Cumbria Academic Health Science Network, students will need to demonstrate that they can fund the remaining 50% of the fees prior to applying for AHSN funding. Applications for funding through this route open on Monday 1<sup>st</sup> March 2021 and close on Friday 19<sup>th</sup> March 2021. Please contact Ruth James [ruth.james@ahsn-nenc.org.uk](mailto:ruth.james@ahsn-nenc.org.uk) or Julia Wood [julia.wood@ahsn-nenc.org.uk](mailto:julia.wood@ahsn-nenc.org.uk) for more information.

There is a possibility that the remaining 50% of fees may be met through funding that the university can access on behalf of NHS organisations across the North East and North Yorkshire, students will need to contact the university directly to discuss this.

For information on the application process, please contact CAPE via [cape@sunderland.ac.uk](mailto:cape@sunderland.ac.uk).

For more information on the programme, please do not hesitate to contact the university programme leader: [karen.giles@sunderland.ac.uk](mailto:karen.giles@sunderland.ac.uk) (0191 515 3195).