

UCLPartners ImproveWell pilot programme 2019

Information for Applicants

The UCLPartners ImproveWell pilot programme

ImproveWell is a staff engagement and quality improvement platform. The app enables frontline healthcare staff to make improvement suggestions for their workplace. An intelligent dashboard orders these ideas into themes, specialities and location for senior management to review and implement. Staff are kept updated on the progress of their improvement ideas through monthly reports which are downloaded directly to their smartphone, completing the feedback loop.

UCLPartners is offering four organisations from across the UCLPartners [region](#) the opportunity to pilot ImproveWell to engage staff in quality improvement and support joy in work. The four successful organisations will receive free access to the platform and our support with their 18-week pilot programme launches. Organisations will then have the opportunity to receive up to 50% funding (up to a value of £50k in total) for an annual licence, to continue their programmes thereafter. This funding will be awarded through a competitive process at the end of the pilot.

Structure and deliverables

The ImproveWell and UCLPartners team will support successful organisations through an 18 week engagement programme, designed to maximise user adoption, summarised in figures A and B below. The 18 week pilot will run **from Monday 25th March until Friday 26th July 2019.**

At the end of the pilot, participating organisations will be presented with an Impact Report from the ImproveWell team, detailing the outcomes of the pilot. Participants will then be invited back to UCLPartners to present their findings and showcase the impact of the pilot, with successful organisations being awarded up to 50% funding for an annual licence to continue their programme, commencing in October 2019.

ImproveWell pilot preparation

Working with your organisation on key questions for a successful launch

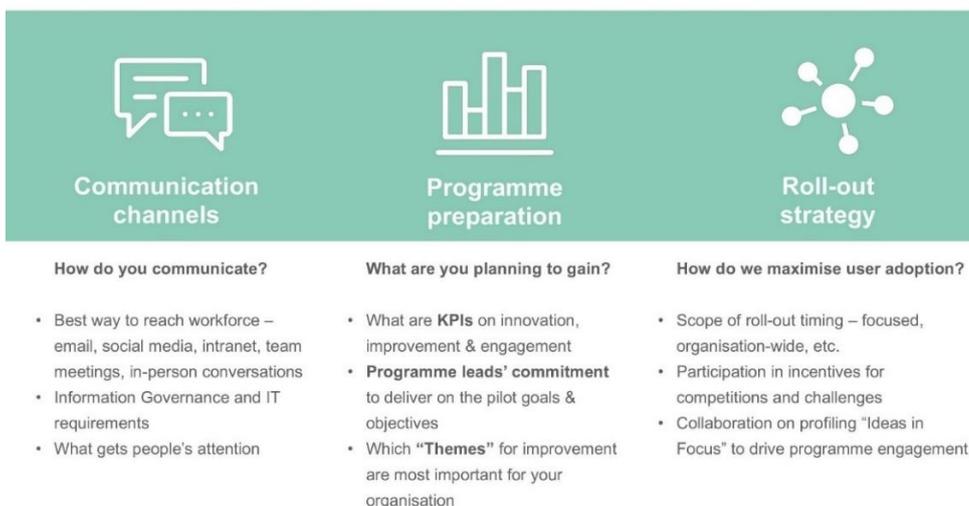


Figure A: UCLPartners ImproveWell pilot preparation

18 week framework

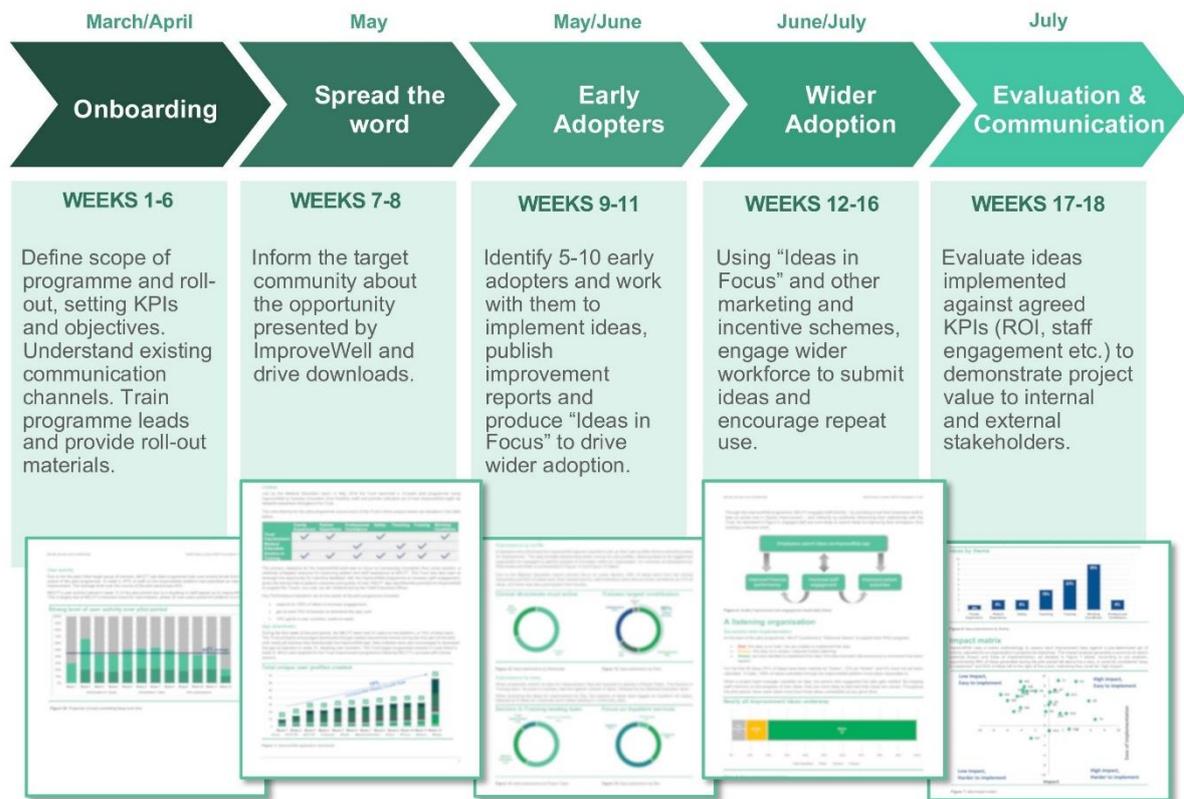


Figure B: The 18 week framework

Fees

UCLPartners will fully-fund and support the chosen four organisations with their 18 week pilot programme. Organisations will then have the opportunity to receive up to 50% funding (up to a value of £50k in total) for an annual licence, to continue their programmes thereafter. This funding will be awarded through a competitive process at the end of the pilot.

ImproveWell is a secure platform, tailored for each organisation. Depending on the modules required, annual platform licences are tiered according to the size of workforce:

- Tier 1: <1,000 employees £10,000 - £13,000
- Tier 2: 1,000+ employees £25,000 - £32,500
- Tier 3: 5,000+ employees £50,000 - £65,000

An annual licence enables organisations to leverage the platform across the entire workforce to capture unlimited data for all projects. The annual licence also includes onboarding and roll-out support; tailored weekly reporting during the initial roll-out phase; 1hr per month of support from the ImproveWell team; a 24/7 ticketing technical support system; and an annual impact review.

The commitment

Participating organisations will be expected to have sufficient time and resources available to actively participate in and commit to the pilot programme.

Principles of participation:

- Behave in a way that supports learning
- Willingness to share learning and support others across your personal networks
- Actively support other participants in their learning and application of learnings
- Share both successes and challenges of the pilot programme, through events and communication activities

Professional, geographical and institutional diversity

We recognise there are many different organisations, institutions and departments who may want to join the pilot programme. We are keen for organisations to put teams or departments who will champion quality improvement and engagement in their organisation, who are committed and will make capacity for this work. As such, this opportunity is open to all NHS health and social care organisations within the UCLPartners [region](#).

Knowledge and experience

We are looking for energetic and enthusiastic organisations / teams with some experience and interest in quality improvement – but more importantly for people who understand the importance of staff engagement in quality improvement and the benefits it can bring to patients, populations and staff.

Application process

Applications will be accepted through the online application form only. Completed forms should be sent by email to QI@uclpartners.com by the **closing date of 5pm on 28th February 2019**. **We will not be able to accept late applications. Please note that the support of an executive sponsor at your employing organisation is required before submission. Applications without this will not be considered or shortlisted.**

Selection process and key dates

The closing date for applications is **Thursday 28th February at 5pm**. This deadline will not be extended for any reason and we encourage early submission to avoid technical issues preventing your application.

Selection will be by application form and shortlisted applicants will be invited to interview. You will be notified by email by **5pm on 5th March** whether your organisation will be invited for interview. Further details of what to expect at interview will be provided if you are selected, but no written preparation will be required.

Interviews will take place on **13th and 14th March and we would like the lead applicant and executive sponsor to attend**. While we will do our best to accommodate you at a suitable time, unfortunately, there is no flexibility with these dates.

Please note the pilot programme will commence on **Monday 25th March** and run for a period of 18 weeks.

If you have any queries on any aspects of the programme, please contact QI@uclpartners.com in the first instance.



Appendix 1

About UCLPartners

UCLPartners brings together people and organisations to work in partnership to transform the health and wellbeing of the local population. When UCLPartners was first created in 2009 the founding partners recognised the need and challenge to learn and apply partnership skills for the overall benefit of the populations served. This continues to be the sustaining foundation on which UCLPartners work is built, and today partnership approaches to health and care challenges and the need for every partner to develop and utilise these skills are at the forefront of the national and global agenda in discovery science, innovation into practice and population health.

UCLPartners is an academic health science partnership (AHSN) with over 40 higher education and NHS members. Our role is to create a fertile ground for partnership working and to champion collaboration across the entire health and care system, addressing areas that add most values to patients, populations, the NHS and social care. As a company, we catalyse improvements at greater scale and pace than individual partners can achieve alone. If you would like to know more about our work – please watch this [video](#).

Why do we think this is a priority?

Improvement has never been more important for the health and social care. The 2013 Berwick report on patient safety, [A promise to learn: a commitment to act](#), stated that “the most important single change in the NHS... would be for it to become, more than ever before, a system devoted to continual learning and improvement of patient care, top to bottom and end to end”. The Berwick report also stressed improvement requires investment and a system of support: “the NHS needs a considered, resourced and driven agenda of capability-building in order to deliver continuous improvement”. In line with this, the [Long Term Plan](#) states that “concerted action to support employers in retaining staff is an urgent priority now and will remain a necessity throughout the next decade”. A key part of this will be ensuring “staff are making the most of their skills and expertise..... working in rewarding jobs and a more supportive culture”.

Vanguards, New Care Models and the Sustainability and Transformation Plans (STPs) are focusing on improving care for individuals, organisations and populations, focusing on removing the barriers between primary care and hospitals, between physical and mental health and between health and social care. Improvement and leadership capability is integral to their success and sustainability.

One of UCLPartners’ key aims is to find, support and empower people with the drive and talent to be improvement leaders within organisations and professional communities. We are a partnership organisation that connects people with shared interests and needs beyond traditional institutional boundaries. When connected and appropriately supported, each partner organisation is able to achieve better results for patients and achieve greater satisfaction through the work they do.

