



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (13/07/2020)



Asma's story: from QI cynic, to convert

Asma Karim's current badge reads "Primary Care Programme Lead, Newham Health Collaborative", but hers is a well-known face across East London. Prior to her Eastern travels, in fact, her working home was in Tower Hamlets, helping us develop and think our network models.

Asma hasn't always been our biggest fan, that's safe to say. "Too much icing, too little cake". Which is a sentiment often shared towards quality (improvement) work. And since these little missives are always most successful when about a person or a practice, and because Asma's original feelings probably still ring bells with some of us, we were delighted that she was happy to share her journey with one thousand or so people, today. Over to Asma.



My Journey toward Quality Improvement

I attended a pocket QI training in 2016. My first impression about Quality Improvement (QI) work was that this was **a lot of icing and little cake**, with very lengthy processes to do simple tasks. I felt QI tools and techniques are nothing but **a waste of time**.

However, after completing the ISIA (Improvement Science in Action) course, I came to realise the importance of QI work.

In healthcare, QI is the framework we use to bring systematic improvements in patient care. QI encourages **collective leadership** and **innovation** from any team member of the organisation. QI can also contribute to system change and improving sustainability by reducing waste and improving efficiency.

From the systematic use of QI tools and techniques, people can learn where things go wrong and learn from their mistakes. A QI project may not achieve the targeted aim, but the team can uncover the reason for the failure. So instead of getting frustrated and demotivated, people can take a corrective measures for their future endeavours.

Primary care can achieve the triple aim of **improving the health of the population, enhancing patient experience** and outcomes and **reducing the cost of patient care**.

My complete journey towards QI is like changing my faith, from being a critic and pessimist to becoming a fan and follower of QI.