

TOGETHER WE CAN ACHIEVE A HEALTHIER WALES



INTRODUCING IMPROVEMENT CYMRU

Improvement Cymru are the all-Wales Improvement service for NHS Wales. We are experts in developing, embedding, and delivering system-wide Improvements.

Formerly known as 1000 Lives Improvement, we have worked for over 11 years to support the NHS to improve outcomes for people using services in Wales.

From boards to clinicians to administrators; Improvement Cymru are here to enable teams and individuals to improve what they do – and how they do it. Simply put, we can help you ensure any changes you make are Improvements for the better – and are ones that enable you to deliver the best quality of care possible.

At Improvement Cymru, everything we do is guided by our purpose: to help create a healthier Wales. We achieve this by supporting organisations,

helping them embed an inclusive culture of continuous, connected, cooperative Improvement. Through a central team, network of local Improvement Champions and Academy, we achieve our purpose through a simple goal: to be the go-to vehicle for driving Improvement on an individual, team and organisational level.

We strive to put people first, to engage with them in a manner that makes them feel part of the Improvement process – not confused or alienated by it. We want to show people how Improvement adds genuine value to their roles, making it a natural part of their daily routine – instilling a sense of pride, achievement and job-well-done as a result.

A NEW VISION FOR IMPROVEMENT IN WALES

As we enter into a new era for Improvement in Wales it's important for us to acknowledge that Improvement is a journey, not a destination and we are all on this journey together.

By working collaboratively we can achieve transformation with Improvement to help build a healthier Wales – this is our vision for Improvement.

Improvement is a mind-set. It's about saying: "I'm not happy to just go with the flow and do things how I always have." It's about striving for better: better for you, your colleagues and the people you care for.

Improvement gives you a sense of achievement: to be able to sit on the sofa at the end of a busy day, knowing that you have improved something for the better by delivering great care.

This is what we want for Wales: to create a healthier Wales. Together we can achieve this.



WHAT IS IMPROVEMENT?

At work or in our home lives; we all improve things every day. It could be redrafting forms in work, so that they make sense to all who use them. It could be starting a couch-to-5k run programme, or improving our work-life balance. Some attempts succeed – some don't. Regardless of the outcome, however, it's the notion of *wanting* to improve that's important.

But what is the concept of Improvement – and how can it help us?

Think about how you have looked to make a situation better:

- How did you know something wasn't working?
- Who else did you involve in your team?
- How did you test changes to make it better?
- How did you know you had made things better?
- Did the new and improved way last?

Improvement is about providing a simple and straightforward structure to answer these questions.

Improvement is learning about the system in which you work, testing ways to make it work better for you, your team and the people you care for – to give it the best chance of succeeding.

How do you deliver Improvement?

Improvements don't just happen overnight: they have to be methodically planned and delivered in a safe way – to ensure any changes you make are long-term Improvements for the better.

There are models, processes and techniques to help you do this effectively; together, these are known as 'Improvement Science'. Our Improvement Academy Cymru can help you learn more about this.



IMPROVEMENT CYMRU SERVICES

Our expertise comes from our people.

Our team comprises some of the most qualified, experienced Improvement professionals in Wales. Together, we lead, embed and champion Improvement across Wales – drawing on international best practice and evidence.

The essence of what we do starts with us **leading Improvement**, using our Q Lab Cymru* and Improvement Cymru Framework we deliver a suite of all-Wales Improvement Cymru Programmes. Through these programmes, we are able to embed an all-Wales Improvement approach in priority areas; something that benefits our people by giving them foundations to understand and implement their very own Improvement mindset.

We **embed Improvement** skills via our Improvement Cymru Academy. The next step in the Improvement Journey, our Academy offers a variety of courses, tools, coaches and advisers – all of which are driven by our all-Wales Improvement standards. The Academy's benefit is twofold: by helping an individual's Improvement capabilities and organisational Improvement capacity, it also gives them the confidence, empowerment and belief to take things into their own hands going forward.

In order to help our people continuously improve, it's imperative that we continuously **champion Improvement**. We are the voice for Improvement in Wales, providing a platform to share Improvement stories and learning as well as opportunities for networking and support. The way in which we do this involves a variety of publications, conferences and events. To help you progress your own Improvement journey.

*in partnership with Q at The Health Foundation







MOVING FORWARDS TOGETHER

The key to Improvement is working together collaboratively in partnership. Together we can improve, we can achieve, and we can make things better for the people of Wales.

You can be part of this and keep up-to-date with developments by visiting our website and signing up for our monthly e-newsletter:

www.improvement.cymru

You can also follow us on social media:

-  Follow us on Twitter @ImprovementCym
-  Like us on Facebook
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-  Connect with us on our LinkedIn page

