

Improving Pledge Quantity by **Improving Pledge Quality**



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Problem: Delegates attend SCReaM training course, but there is no process set up to capture a) whether delegates translate their learning into practice and b) whether this has been done successfully

What we did: A 'Pledge' to implement a change in delegates' working environments, based on their learning, was introduced. We undertook PDSA ('Plan, Do, Study, Act') cycles to improve the pledge process and measure the transfer of learning into practice

Describe a daily abustion where you can apply something you have learnt

Do

Results: After 9 PDSA cycles we now utilise SMART pledges via a pledge form, provide mentorship, and an online tracking system of completed pledges

'Post-it' pledges generated, but no means of capturing the transfer of 'learning into practice'

START

Plan

Introduced personalised lanyards as motivator to complete pledges

On-going Work: Making Pledges SMARTer to be more achievable; Analysis of pledge themes to identify areas for further intervention

Study

capture process to reduce admin burden Faculty complete

Automated pledge

Post lunch reminder session of pledges to encourage delegates to formulate a pledge idea, Longer pledge session at end of

Act

Mentored break-out session at end of day and ongoing support

71%

33%

15%

45%

course to provide a shared learning platform for delegates undertaking 8 (subsequently used their pledge to provide ongoing mentorship to each delegate to ensure pledges were SMART (small, measureable, Actionable, Relevant & Timebound)

WhatsApp groups created for each

QIC > Fail safe learn fast for better care SCReaM Initial form trialled was too complicated so was adapted and simplified



(PDSA cycle implementation Percentage of Submitted Pledges That Were Then Subsequently Completed indicated above relevant bar) 120% 100% 80% 60% Cardiology Cardiology Theatres Theatres Theatres | Theatres | Theatres | Cardiology | Theatres | Theatres | Theatres | Theatres | Theatres | Aseptics | Aseptics

38%

75%

80%

online paperwork

for delegates

Pledges completed

(online) (online) (online) (online) 09/10/18 03/12/18 04/12/18 22/01/19 05/02/19 06/02/19 19/03/19 20/03/19 14/05/19 15/05/19 11/06/19 17/09/19 18/09/19 07/10/19 08/10/19 20/11/19 27/01/20 28/01/20 02/06/20 29/06/20 10/07/20 14/07/20 08/09/20

(online)