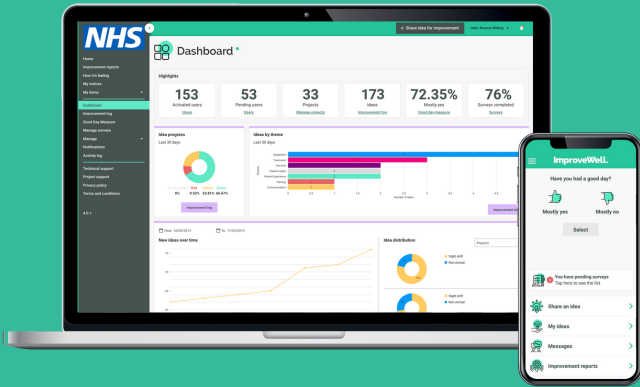# ImproveWell.

Top tips for programme leads

ABOUT IMPROVEWELL

ImproveWell is a digital solution focused on Quality Improvement which empowers frontline staff to drive change. The platform has three core feedback systems:
1) Sharing theme-based improvement ideas
2) Sharing staff sentiment via the Good Day Measure
3) Completing tailored surveys

PLATFORM ENGAGEMENT

ImproveWell makes it easy for you to capture real-time data from your frontline colleagues to improve your workplace and service delivery. You can optimise your ImproveWell programme by considering these key areas for successful programme engagement.
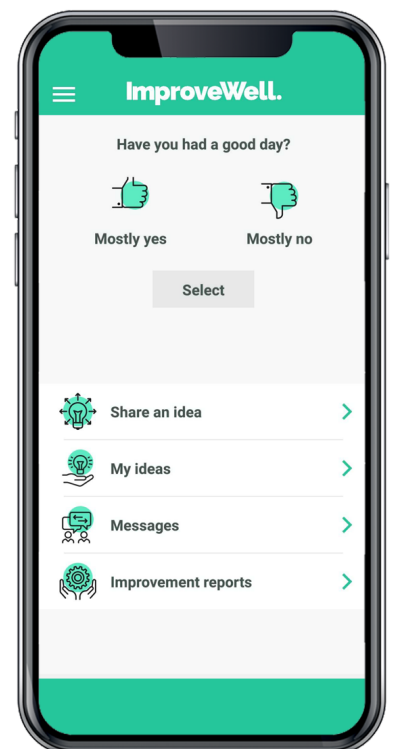
1. COMMUNICATION

Getting your colleagues onto the ImproveWell platform begins with ensuring they are aware that it is available. Consider making ImproveWell part of the conversation in team meetings and catch-ups. Once you have launched your programme, discussion points could include, for example, next steps on ideas, implemented ideas, upcoming surveys, and shifts or trends in your data.
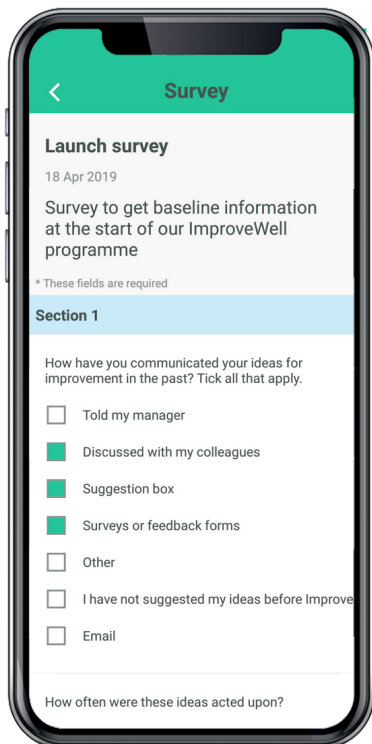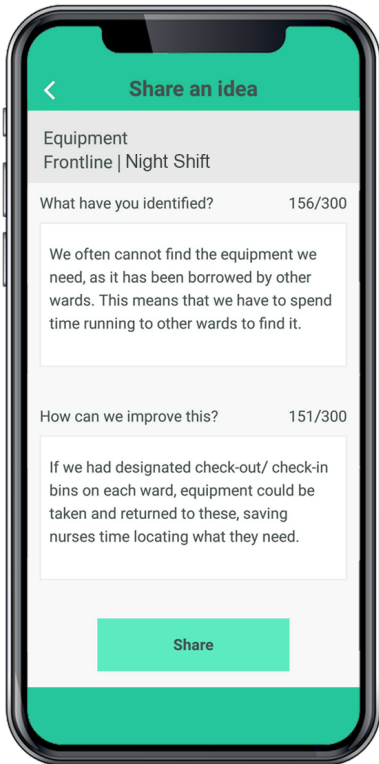
2. ACCESS & VISIBILITY

Reach your colleagues in the way that is most appropriate for you. You might consider email, newsletters and visual aids in the staff room or heavily trafficked areas to spread the word initially. Once you have gathered some momentum, regular reporting through the platform, discussions in team meetings or using visual reminders can work very well.

3. RECOGNITION

Try to ensure that the colleagues participating in your ImproveWell project have a clear understanding of what you are hoping to achieve. Recognition is important - you may like to add a personal touch, or use certificates for participation which colleagues can add to their portfolios. For example, publishing improvement reports through the platform, sharing case studies and celebrating successes encourages everyone to get involved.

ImproveWell.

4. CHAMPIONS

The continued spread and adoption of any innovation requires people who are passionate about the cause. Identify your early adopters who may be willing to spread the word about ImproveWell to empower colleagues to drive change in their workplace.

5. FEEDBACK

Completing the feedback loop may increase the rate of adoption, spark inspiration for other ideas and/or allow other projects and departments to benefit from shared learnings. You can use the platform to craft and implement ideas together, as well as publish regular updates using the Improvement Reports functionality.

6. ROUTINE

The ImproveWell platform was designed with the objective of making it easier for you to capture real-time data to help you in your day jobs. Where possible, if you embed ImproveWell into your existing procedures and processes you will greatly increase the rate of adoption in your organisation. As use of the platform becomes an organisational habit, empowering colleagues to drive change will ideally become an automatic behaviour.

WHAT OUR CUSTOMERS SAY:

"If we feel better about the job that we do, then we are better able to care for the people that we're supposed to be delivering care to."

Aileen Valydon, Operational Lead, East London NHS Foundation Trust

"We really, passionately believe in bottom up change, in that our staff have all of the answers to many of the problems we face."

Pete Gray, Service Improvement Lead, Royal Cornwall Hospitals NHS Trust

"Staff love it because it is so easy to use... That positivity and momentum feeds positivity within the workplace."

Kerry Eldridge, Director of Human Resources & Organisational Development, Royal Cornwall Hospitals NHS Trust

Ready to lead your own ImproveWell project group with your team?
Contact your ImproveWell primary contacts within your organisation.

www.improvewell.com/customer-support