



## **Diploma in Quality Management helps NHS department ensure high quality care for all**

- BSI offers “distance learning” Diploma in Quality Management in line with key drivers for change set out by the NHS to improve quality and patient experience
- Elizabeth Pepperell, project scientist on the NHS blood and transplant unit, completed the diploma in her own time and used it to help secure her present job
- Elizabeth Pepperell helps drive change in NHS department with a systematic approach for improving quality, managing adverse effects and documenting processes for continual improvement

In its report ‘High Quality Care for All’, the NHS has recently set out new plans to improve the quality of care for all, across all services.<sup>1</sup> In the report, Lord Darzi explains its ambitions for continual improvement in the level of quality experienced by all patients in all aspects.

The need for change is summarised by a need to face a particular set of challenges. These are; rising expectations; demand driven by demographics; the continuing development of our ‘information society’; advances in treatments; the changing nature of disease and changing expectations of the health workplace. The vision that this report sets out is of an NHS that gives patients and the public more information and choice, and has quality of care at its heart.

The overriding aim of the report is to bring about change by working in partnership with staff to prevent a ‘change fatigue’ from occurring when the change is driven top-down. A quality organisation is commonly one where every employee understands customer needs and requirements and can ensure that these are consistently met. Training every employee to think with this mentality is crucial if an organisation is to bring about change.

Training in quality management can also be an instrumental step forward in career and personal development. Elizabeth Pepperell, project scientist on the NHS blood and transplant unit used it to secure her present job. She explains, “Having worked for the NHS

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<sup>1</sup> High Quality Care for All, June 2008

for 37 years, I came to a point in my career where my current department was closing and I needed to choose a new career path. I wanted to stay working within the NHS and taking into account the organisation's strong focus on quality and improving processes, I decided to undertake a BSI diploma in Quality Management, which allowed me to train in this area in my spare time. I wanted to achieve a professionally recognised qualification, which is equivalent to an NVQ level 3, to enable me to secure a new job."

The diploma is split into 11 modules including; the concept of quality for your organisation, understanding and controlling your business processes, continual improvement, people roles and relationships in a quality organisation, documenting a quality system and the benefits of a successful quality management system.

Pepperell began the distance learning diploma in December 2007 and says, "Completing the diploma in July 2008 has led me to secure my current role within the NHS. I have had excellent feedback from my manager in achieving the diploma and the course has been useful in helping me to understand the challenges involved in maintaining a quality culture within the department and realising that it is an ongoing process. Improving quality and the patient experience are key platforms for change and I now feel able to use these modules to drive change in my own area."

The diploma helps to ensure employees recognise the value of quality within the organisation, which will help improve the quality of all processes for the benefit of the customer, and ultimately the organisation. The inter-relationships between each process are also linked with control systems and improvement systems; without this clear definition, effective management of the processes will not be achievable.

A quality organisation is also about the management of adverse events and to ensure that these are dealt with effectively, a thorough root cause analysis is undertaken. This involves collating as much information as possible about the event, identifying the gap between what should have happened and what did happen and then recording and documenting the process for preventative action. The preventative action must be reviewed to ensure the root cause analysis has been effective.

"The diploma in Quality Management has also helped me to appreciate the benefits of a good working relationship with our suppliers and the benefits that can be derived from this in terms of reliability and cost. Another key realisation is that process maps and project plans are invaluable for effective implementation of systems. All individuals working within an

organisation are important and the message that working together and involving everyone at all levels has helped achieve a mutual understanding of what a “quality organisation” means for the department. My confidence and job satisfaction have greatly increased since completing the diploma and my colleagues have shown particular interest, even asking to see the modules and workbooks. At least one person who I have spoken to about the course has now also signed up themselves,” Pepperell continues.

John Osborne, Product Marketing Manager, BSI Training, comments, “When time is tight, distance learning is the most effective way of obtaining knowledge and improving a student’s CV. The aim of the BSI Diploma in Quality Management is to provide a basic understanding of the concepts and practice behind ISO 9001, the quality management system standard, enabling the student to assess the full value of such a system. In defining the roles of people in the organisation, the operating systems and processes can be improved and understood in context. This can then be used as a tool for continually improving performance, which in turn can lead to significant cost savings and improvement in customer satisfaction as long term benefits.”

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For further information about the BSI Diploma in Quality Management, please visit [www.bsigroup.co.uk/training](http://www.bsigroup.co.uk/training) or call 0845 086 9000

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