

## ImproveWell

### 1. What is ImproveWell?

ImproveWell is a workforce engagement platform, focused on Quality Improvement, with a smartphone application for employees and data dashboard for programme leads. ImproveWell empowers frontline employees to improve the systems they work in, and gives programme leads the tools to harness workforce innovation for lasting improvements in day-to-day operations and service delivery. ImproveWell's 'Enjoying Work' functionality was developed in response to the Institute for Healthcare Improvement's Framework for Improving Joy in Work published in 2017, to help organisations focus on reducing staff burnout and improving enjoyment of work.

### 2. How does it work?

There are three main feedback systems: (1) users can share theme-based improvement ideas (2) users can share how their day at work is going to help organisations track workforce sentiment (3) users can complete bespoke pulse surveys. An intelligent data dashboard allows programme leads to capture real-time data, spot trends, measure change and publish improvement reports to complete the feedback loop. The ImproveWell team also provides support to encourage effective staff engagement and continuous improvement strategies.

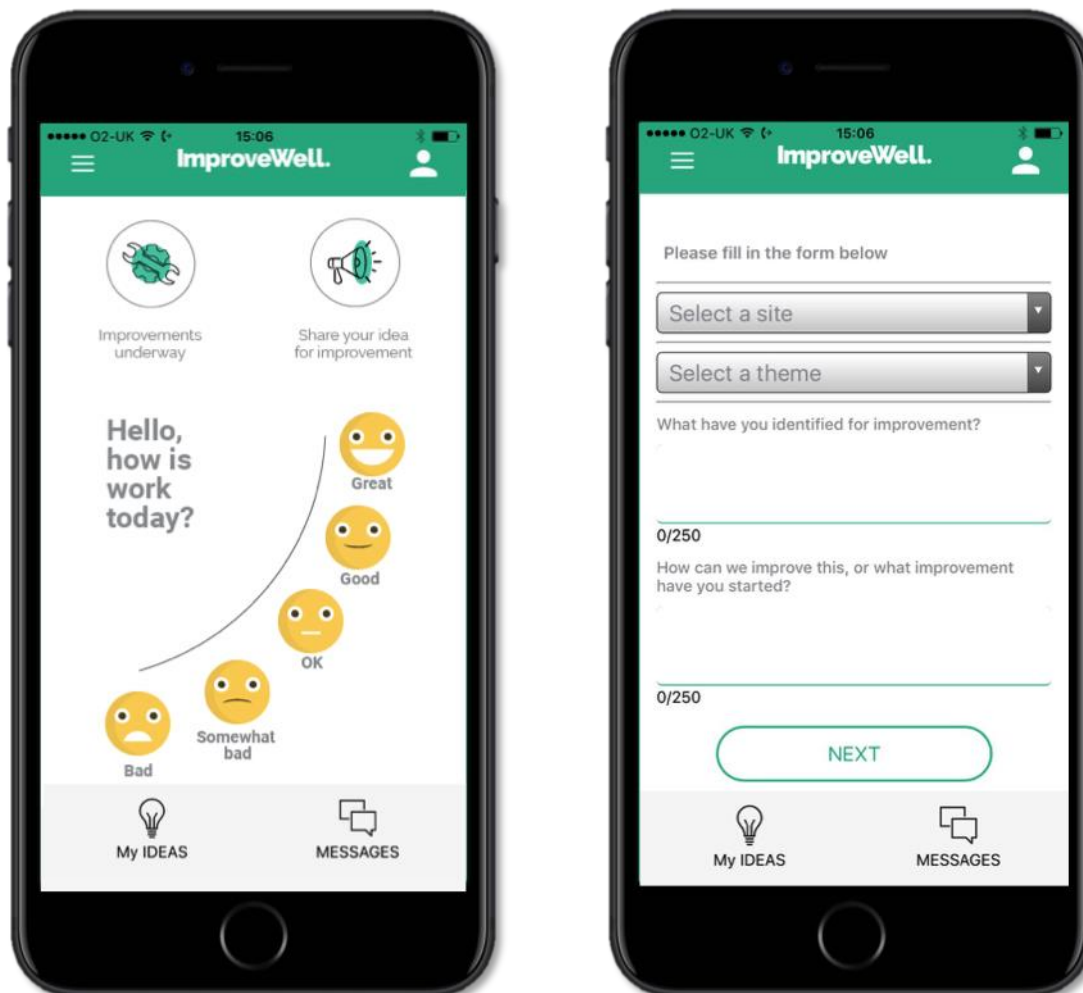


Figure 1: ImproveWell allows staff to share their improvement ideas. Staff select a project team, select a site and specify a theme (all of which are completely customisable to your organisation). They will then be prompted to simply state what they have identified for improvement and how it can be improved.

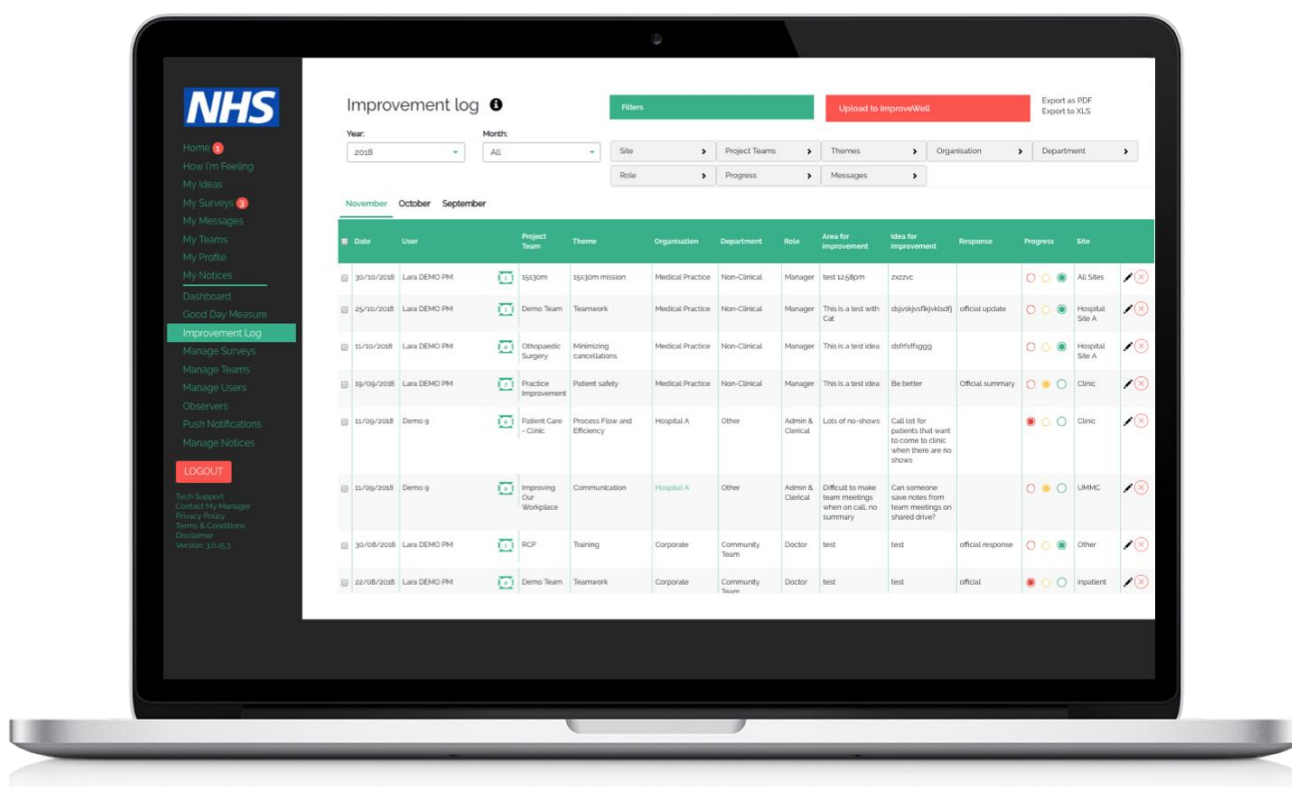


Figure 2: For senior management, an intelligent dashboard aggregates the improvement ideas in an improvement log. Ideas can be filtered by site, project team, themes and user profile levels. You can click into ideas and chat with the user to refine ideas and then save a more official status summary of the idea, ready to be published organisation wide.

## 3. Who owns the data?

Data is owned by the organisation providing the ImproveWell platform to its workforce. For example, an employer may provide ImproveWell to its staff, or an organisation may provide ImproveWell to its partner organisations to support Quality Improvement and engagement initiatives.

## 4. Can this platform be used to collect patient feedback?

ImproveWell has been carefully designed to support the frontline workforce, meeting the necessary privacy and information governance standards for NHS organisations. ImproveWell encourages a culture of continuous improvement by capturing real-time data, empowering local decision-making to drive change and - importantly - reporting back to complete the feedback loop. Rather than providing access to this level of organisational information for patients, we recommend other trusted methods for capturing patient feedback.

## 5. Do users have to use the app on their phones?

Full functionality is available through the ImproveWell web-app if users would prefer to log in via the website.

## 6. What type of improvement ideas do you typically see?

In the 2018 UCLPartners ImproveWell programme, 77% of ideas generated by participating organisations were considered "easy to implement". Such 'micro-improvements' when taken in isolation may seem small, but become significant at an organisational level. Whether it be 'quick wins' or more complex change ideas, capturing innovation digitally allows organisations to identify trends and prioritise Quality Improvement efforts. Sometimes the specific idea suggested is not necessarily implemented, instead it galvanises discussion and subsequent improvement planning.

## 7. Does this become unmanageable with high platform activity?

ImproveWell is not a social platform; data is confidential at the point of capture between the user and the programme lead(s). When ready, programme leads can publish information back to the wider workforce to complete the feedback loop i.e. 'you said, we did'. If platform activity is significantly higher than expected, (1) this is a great sign, and (2) it is easy to communicate with all users through the platform to manage expectations on change/improvement processes. The ImproveWell team will also provide support and advice on your levels of programme engagement.

## UCLPartners ImproveWell pilot programme

### 1. Who can apply to join the UCLPartners ImproveWell pilot programme?

This programme is open to all NHS healthcare providers across the UCLPartners [region](#), including NHS trusts, CCGs and GP practices. We are looking for organisations who can demonstrate their commitment to improving staff engagement in quality improvement.

### 2. When will interviews take place and who is required to attend?

If your organisation is shortlisted for interview, you will be notified by 5pm on 5<sup>th</sup> March. Both the lead applicant and executive sponsor will be required to attend the interview, which will take place on 13<sup>th</sup> and 14<sup>th</sup> March. While we will do our best to accommodate you at a suitable time, unfortunately, there is no flexibility with these dates.

### 3. Where can I find out more about the outcomes of the pilot programme you ran last year?

You can read about the pilot we ran last year [here](#), as well as the [reflections of a junior doctor](#) who participated in the pilot. If you like to find out more please don't hesitate to contact us via [QI@uclpartners.com](mailto:QI@uclpartners.com).

### 4. Where do I start in my organisation?

The ImproveWell platform is scalable at an enterprise level. Programme leads can run small focused projects (e.g. by department / ward / speciality) or larger initiatives across the organisation which everyone can get involved in. Organisation-wide projects can have multiple programme leads. A good place to start is in an area where you feel that ImproveWell may be well-received, so that any early adopters can inform a future roll-out strategy for your organisation. The ImproveWell team will also advise on your internal roll-out strategy.

### 5. Is any training required?

ImproveWell gives all staff a voice and does not require specific Quality Improvement training. For frontline users, the smartphone app is very simple to use. For programme leads, the ImproveWell dashboard has tooltips, videos and user guides to help day-to-day use. The ImproveWell team provides weekly support during the roll-out phase and can provide more extensive support including additional training sessions, presentations and workshops. In giving staff a voice, the key is clarifying internal processes for responding to real-time data.

### 6. What financial investment is required?

UCLPartners is offering four organisations from across the UCLPartners region the opportunity to pilot ImproveWell to engage staff in quality improvement and support joy in work. UCLPartners will fully-fund and support the chosen four organisations with their 18 week pilot programme. Organisations will then have the opportunity to receive up to 50% funding (up to a value of £50k in total) for an annual licence, to continue

# Frequently Asked Questions

their programmes thereafter. This funding will be awarded through a competitive process at the end of the pilot.

ImproveWell is a secure platform, tailored for each organisation. Depending on the modules required, annual platform licences are tiered according to the size of workforce:

- Tier 1: <1,000 employees £10,000 - £13,000
- Tier 2: 1,000+ employees £25,000 - £32,500
- Tier 3: 5,000+ employees £50,000 - £65,000

An annual licence enables organisations to leverage the platform across the entire workforce to capture unlimited data for all projects. The annual licence also includes onboarding and roll-out support; tailored weekly reporting during the initial roll-out phase; 1hr per month of support from the ImproveWell team; a 24/7 ticketing technical support system; and an annual impact review.