



Quality
& Safety
network



TITLE: Summary of the third Quality & Safety network webinar

The third webinar of the [Quality and Safety Network](#), a structured network for sharing best practices between European countries created by [HOPE](#) in collaboration with [PAQS](#), aimed to present the [IHI Health Improvement Alliance Europe](#) launched by the Institute for Healthcare Improvement (IHI) four years ago. This Alliance a coalition of progressive leaders who are united for change, driven by collaboration, and focused on achieving health and health care results. Pedro Delgado, *Head of Europe and Latin America* for IHI, explains that “the reason why people come together is not only to bring together innovative leaders to surface common challenges but also to leverage shared ideas and to spread them across boundaries in a sort of united way. It’s also about shaping a future in a way that technology is learning from the past and takes the best out of what is happening presently in the different contexts people are working now.”

As a true learning and innovation community, this coalition provides a wealth of opportunities to learn from others facing similar challenges across the continent and to share ideas and strategies across organisational, regional, and national boundaries. The opportunity to connect with like-minded colleagues under a philosophy of “all teach, all learn” can significantly accelerate the knowledge, skills, and experience needed to strive for best health; best care; at affordable costs...for everyone. Mathieu Louiset, *Head of Improvement Services* at PAQS, points out that : “We, as PAQS, are a member since the early beginning of the Alliance, and I find the most added value of the Alliance is to be part of a very huge network of very insightful and inspiring leaders. [...] The best way to improve is to share the knowledge across every healthcare system. I think the Alliance shows us to really foster all new ideas that we can have in Europe and to try to share between us despite any cultural differences, any language issue. It's really about sharing together, and to try to learn from everyone; focused on the "all teach, all learn" moto from the IHI.”

The Alliance meets in person every four months and monthly via webinars. During the meetings exchange activities are planned as well as site visits. Dr James Mountford, *Quality director* at the Royal Free London NHS Foundation Trust, explains the added value of these site visits: “One of the things we certainly don’t do enough, which is perhaps ironic, is to visit each other and learn from each other and then take the time to reflect. During the meetings, there’s a variety of different healthcare focused visits but usually a non-healthcare one is also on the agenda [...] and it is invariable that there are transferable concepts that come out of that, that are shared with the other groups that visited others sites which is one of the most valuable aspects of these meetings.”

During the webinar, several good practices and site visits were presented to give an idea of how the Alliance meetings work and how they are organised. To name a few:

- Reducing non-essential blood investigations
- Reducing length of stay after elective orthopedics surgery
- Site visit of a hospital in Belfast with a real time patient feedback project

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- Project around integrated care services
- Project about managing Frail Elderly Patients
- Site visit to the local rugby team
- Reduction and management of waste

To conclude, Pedro Delgado points out that the working style of the Alliance is dynamic and built around the priorities of its members: improving population health, increasing value and decreasing waste and leading through relationships. Priorities that are reviewed and adapted every year. Membership to the IHI Health Improvement Alliance Europe has a cost but collaborating with other health care organisations is made easier and enables the creation of strong connections

Watch the whole webinar online on [YouTube](#).

ILLUSTRATION

