

Harness PLICS to support Quality Improvement

The implementation of PLICS has only recently happened at many trusts, and those that have implemented it often struggle to encourage their clinical services to use PLICS data. It is important that PLICS is not regarded as a data set that sits in finance, but rather its use becomes the norm in existing improvement projects. This webinar explores how PLICS can become an integral part of projects aimed at improving patient care.

The webinar is presented by Shruti Patel who is a National Medical Director's Clinical Fellow at NHS Improvement. The chair is Jason Dean, Service Improvement and Costing Accountant at Alder Hey Children's NHS FT, who has experience in working in quality improvement initiatives (QI).

Following a brief introduction to the concepts and approaches to QI, Shruti focuses very much on the practicalities of how finance staff, particularly people working in costing, can collaborate with their clinical colleagues on quality improvement within their organisation.

The Institute of Medicine defines quality in very straightforward terms; quality care is

- Safe
- Equitable
- Efficient
- Effective
- Timely; and
- Patient centred

QI is best achieved using a systematic process, and whilst there will be a range of techniques and methodologies to do this in place across the NHS, these key elements of quality will be very recognisable to most staff. Shruti encourages costing staff in particular to find out who leads on QI in their organisation and offer to get involved, since their skills and expertise will add a richness to the information sets used to drive improvements in the quality of services.

Key to the success of QI is the effective use of data to help identify the need for service improvements, and measure the impact of any changes made. Tips and techniques are suggested throughout the webinar as to how finance professionals could present financial data in a way that is meaningful to their clinical colleagues.

Two practical examples of QI initiatives are provided; one of these was undertaken in an acute ophthalmology service, while the other focused on clinical productivity in a partnership trust.

Viewers of this webinar are then signposted to a range of resources to find out more.

To view the **webinar**, [click here](#), ensuring you are logged into your account on the HFMA website. **Accessible to Healthcare Costing for Value Institute members only.**