



# Improvement Foundation

## Improving services to benefit communities

- The Improvement Foundation leads the field in service improvement across the public sector in the UK.
- We work in partnership with organisations, frontline staff and service users to redesign services, and create and deliver improvement programmes.
- Our work is focused on making a real difference to people and communities, within the framework of government policy.
- Our results show a significant impact for organisations in improving services and outcomes. They also show remarkable gains in efficiency and value for money.

# Start a conversation with us...

*"The Improvement Foundation works with individuals and organisations to improve services to benefit communities around the world.*

*Our expertise enables organisations to create and sustain improvement that transforms and saves lives."*

**Ruth Kennedy, Chief Executive**

## A clearly defined aim

Our aim is to work with individuals and organisations to improve services to benefit communities.

We do this by:

- Running large-scale and bespoke, multi-agency improvement programmes producing whole system change to benefit service users
- Using a highly effective, systematic method of spreading continuous quality improvement
- Ensuring sustainability through transferring knowledge and skills to frontline professionals and managers
- Providing leadership and quality improvement education to frontline professionals and communities

## How we work with customers

We are passionate about improvement work that transforms the lives of individuals and communities.

This means we only undertake work which we expect will make a real difference to people and communities.

A culture of continuous improvement, learning, participation and partnership working is at the heart of everything we do.

Our approach is characterised by the rigorous application of quality improvement methods in order to spread and adapt existing knowledge to multiple settings. We bring together experts and those already achieving good results to ensure individuals and organisations are learning from the best.

We encourage and support people to be innovative and creative, while at the same time rigorously measuring the impact, so we can demonstrate value for money.

## Where our current focus lies

Our improvement approach can be applied to any public sector context within a wide range of countries in the developed and developing worlds, as well as transitional economies.

We have already successfully applied our approach to both large-scale and much smaller contexts, across clinical, managerial and personal situations, and working with audiences as diverse as schoolchildren, doctors, managers, deprived communities and indigenous populations.

Currently, in the UK, we are focused on the following areas:

- Commissioning 'world class' health services
- Reducing health inequalities - across the issues of cancer, cardiovascular disease, obesity, alcohol and sexual health
- Improving access to primary and secondary care health services
- Reducing healthcare associated infections in the community
- Unique Care: integrated care for people with complex needs
- Improving mental health services
- Raising boys' achievement in schools
- Leadership and quality improvement education





## A substantial track record

The Improvement Foundation has a reputation for integrity and delivery which we have earned through our independent approach and clear understanding of how to add value in public sector contexts.

We aim to deliver sustainable change within existing resources while at the same time building lasting relationships between organisations, frontline professionals, service users and communities. We have substantial experience of working in the health and education sectors in particular, and our expertise in the marketplace has consistently enabled us to be at the forefront of priorities and market developments.

Internationally we have replicated our success in improving access and chronic disease management in both the Canadian and Australian health systems. In 2006, we set up IF Australia which is now a thriving company working across the Asia-Pacific region.

## Engaging professionals and communities

Involving and engaging clinicians, teachers and other professionals on the frontline is essential to the delivery and sustainability of service improvements.

Our methods enable us to successfully work with a wide range of frontline professionals and managers, as well as patients, users and communities, when offering quality improvement support to organisations.

In healthcare, with the benefit of our clinical advisors, we directly engage clinicians at all levels in practical service redesign that benefits their patients.

We have won national awards for our healthy communities work where we achieved sustainable change in a significant number of deprived communities through engaging residents.

## Our key UK successes include:

Access and responsiveness in primary care	Providing millions of patients with faster access to GPs and nurses in local surgeries
Long-term conditions	Saving thousands of lives and improving care for millions of patients with chronic diseases, such as diabetes, heart disease and lung disease
Unique Care: integrated care for people with complex needs	Nationally spearheading work to better manage and integrate the care of older patients with more complex, multiple chronic conditions, and reduce hospital admissions
Reducing health inequalities	Developing an award-winning 'healthy communities' approach to working with people living in deprived communities - across the issues of diet, falls, cancer and cardiovascular disease
Raising boys' achievement in schools	Transforming the lives of boys in secondary schools to help them achieve their full potential
Health commissioning and contracting	Nationally leading the implementation and embedding of local commissioning of health services, while at the same time working to speed up access to secondary care
Mental health	Improving the care of thousands of adults of working age with common mental health disorders, such as anxiety and depression

## A value for money focus

Although the Improvement Foundation's primary purpose is not to identify waste or make savings, we often create substantial efficiencies as a result of our work.

In 2006/7, following a £10 million investment by the NHS, thousands of lives were saved or improved, and the NHS saved £33 million.

This table gives some examples of our key results:

Priority Area	Improvement Foundation National Results	National Savings
Coronary heart disease (CHD)	Four times greater reduction in CHD mortality 3,000 lives from Myocardial Infarctions (MIs) saved per year Non-fatal MIs also reduced by 3,000 per year	£12 million per year (£9m saved by not needing to admit people, and £3m from not needing expensive tertiary interventions, such as angiograms)
Chronic Obstructive Pulmonary Disease (COPD)	67% improvement in the number of COPD patients with smoking status recorded Total COPD admissions reduced by 16%	£12m per year (Due to fewer admissions to hospital)
Diabetes	17% improvement in diabetic patients with excellent control of their condition (HbA1c<7.5)	£6m per year (Due to fewer admissions to hospital)
Unique Care	Up to 20% reduction in total admissions for the entire over-65 population, not just a small cohort of case managed individuals Between 20 and 40% reduction in bed days in the entire over-65 population	£1.2m per year in reporting practices
Falls in older people	32% decrease in falls handled by the ambulance service	£2m per year
Mental health	44% reduction in patients receiving sick notes of over 13 weeks 20% reduction in referrals to specialist services Up to 21% reduction in GP consultations	Potential savings to the Benefits Agency of over £25m if adopted nationwide

## How we can help you

The Improvement Foundation has an experienced team of quality improvement experts, supplemented by a network of leading clinical and professional associates.

We have the capacity to run national or local improvement programmes. We also undertake smaller, bespoke commissions and offer leadership and quality improvement education.

Our network of regional centres in England provides support for the roll-out of large-scale programmes, and acts as a local point of contact.

We would be very pleased to meet you to discuss how we can help with your priorities.



### To start your conversation:

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