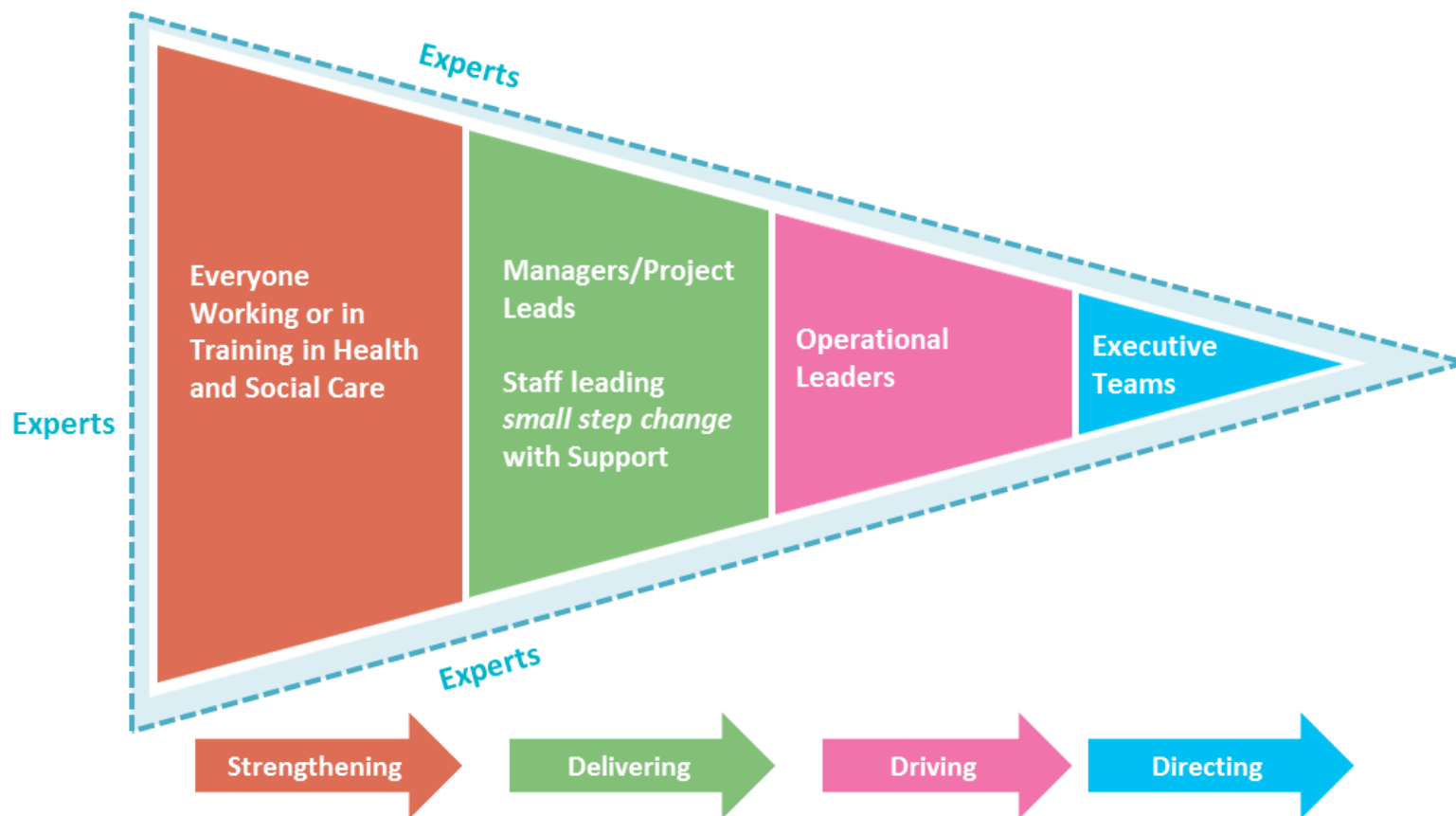
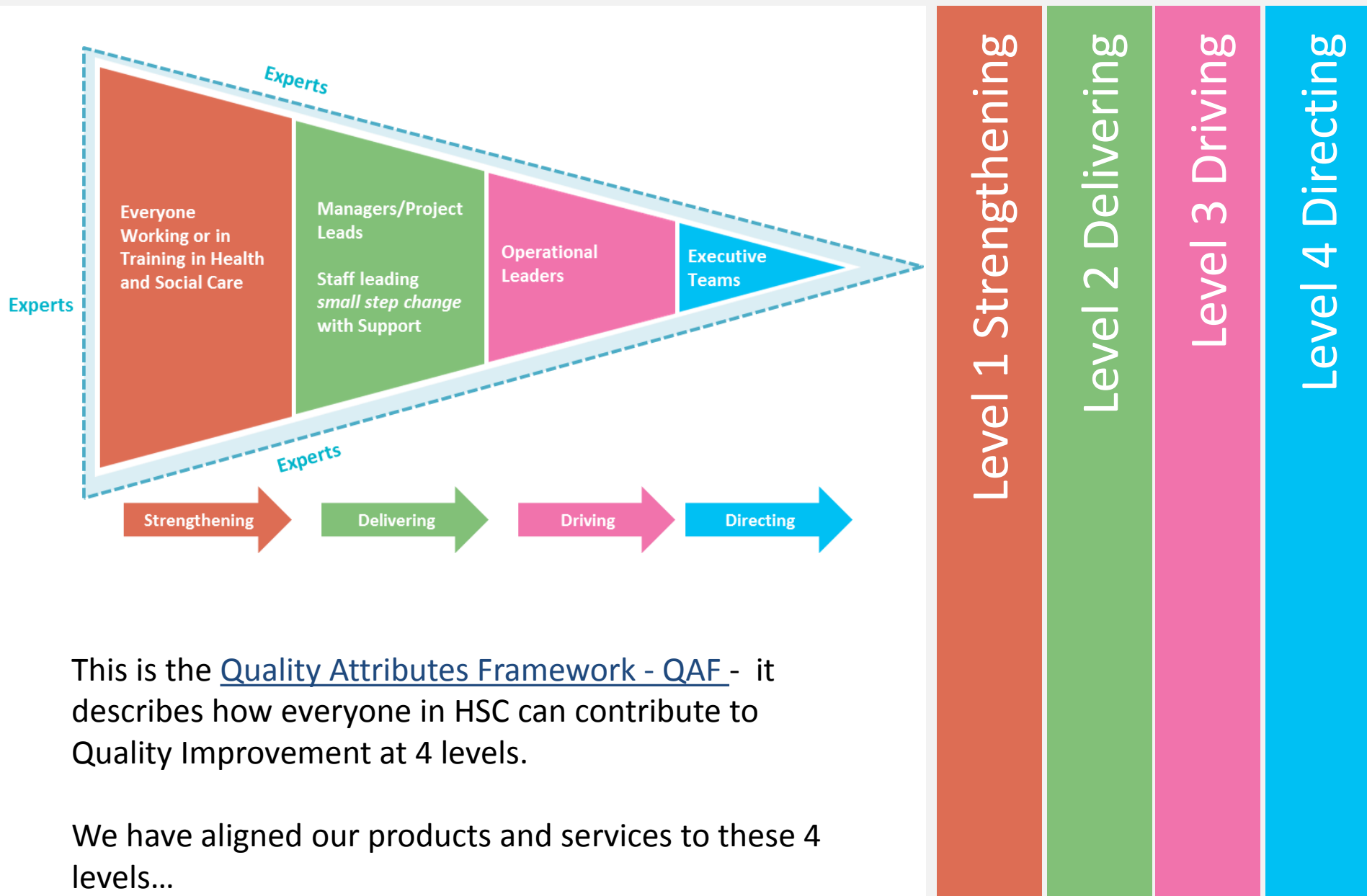


HSC LC supporting innovation and improvement at every level...



Continue

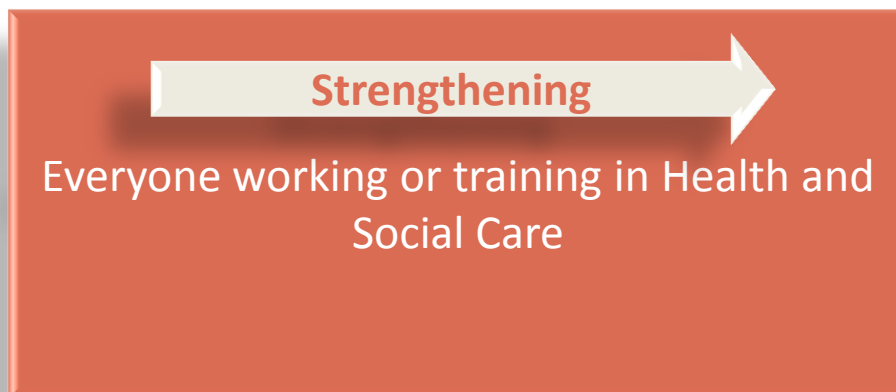


This is the [Quality Attributes Framework - QAF](#) - it describes how everyone in HSC can contribute to Quality Improvement at 4 levels.

We have aligned our products and services to these 4 levels...

Level 1 Strengthening

eLearning Programmes	+
Face to Face Courses	+
Consultancy Services	+
External Resources	+



Level 2 Delivering

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

eLearning Programmes -

[Q2020: Attributes Framework Level 1](#) (available 04 July 2016)

This online training programme is based on the Quality 2020 Supporting Leadership for Quality Improvement and Safety: An Attributes Framework for Health and Social Care.

This programme will provide you with an overview of the 12 attributes within level 1 of the framework and examples of quality improvement that you can put into practice within your organisation.

Face to Face Courses +

Consultancy Services +

External Resources +

Level 2 Delivering

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

eLearning Programmes

+

Face to Face Courses

1

- [Strengthening Quality Improvement](#)
- [Putting People First Ambassador Training](#)

Consultancy Services

+

External Resources

+

Level 2 Delivering

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

eLearning Programmes

+

Face to Face Courses

+

Consultancy Services

|

Bespoke training at Level One can be developed for your team. Contact **Christine McGowan** by emailing christine.mcgowan@leadership.hscni.net or by ringing **02890644811**

External Resources

+

Level 2 Delivering

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

eLearning Programmes	+
Face to Face Courses	+
Consultancy Services	+
External Resources	

The first Level of the Quality 2020 Attributes Framework *Strengthening Foundations for Quality Improvement* should be achieved by everyone working or training in Health and Social Care. This page will direct you to some core supporting resources that will improve your understanding of Quality Improvement.

- [QAF Level One Resources on HSC Knowledge Exchange](#)

Level 2 Delivering

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

eLearning Programmes

+

Face to Face Courses

+

Consultancy Services

+

External Resources

+

Delivering

Managers/Project Leads
Staff leading small step change with support

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

eLearning Programmes

-

Not yet available

Face to Face Courses

+

Consultancy Services

+

External Resources

+

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

eLearning Programmes

+

Face to Face Courses

-

- [Practical Project Management](#)
- [Practical Process Mapping for Improvement](#)

Consultancy Services

+

External Resources

+

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

eLearning Programmes +

Face to Face Courses +

Consultancy Services |

Bespoke training at Level Two can be developed for your team. Contact **Christine McGowan** by emailing christine.mcgowan@leadership.hscni.net or by ringing **02890644811**

External Resources +

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

eLearning Programmes	+
Face to Face Courses	+
Consultancy Services	+
External Resources	

The second Level of the Quality 2020 Attributes Framework *Delivering Improvement* should be achieved by staff who can lead small-step-changes in their service. This page will direct you to some core supporting resources that will improve your skills in delivering Quality Improvement.

- [QAF Level 2 Resources on HSC Knowledge Exchange](#)

Level 3 Driving

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

eLearning Programmes +

Face to Face Courses +

Consultancy Services +

External Resources +



Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

eLearning Programmes	-
The Foundation of Improvement Science in Healthcare – FISH: Improving the safety, flow, quality and productivity of healthcare systems presents significant challenges which require the development of system-level improvement-by-design capability. FISH is a 4 module on-line programme which is the starting point for those interested in developing this capability. Access to the FISH modules is co-ordinated by Dr Carolyn Harper, Director of Public Health. Anyone interested in finding out more should contact her office through: Email: Christine.thompson@hscni.net or libby.jones@hscni.net or tel: 028 95363473	
Face to Face Courses	+
Consultancy Services	+
External Resources	+

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

eLearning Programmes +

Face to Face Courses -

- [PRINCE2 Foundation](#)
- [PRINCE2 Practitioner](#)
- [Measurement for improvement Clinic](#)
- [Data analytics](#)
- [Displaying data differently using Microsoft Excel](#)

Consultancy Services +

External Resources +

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

eLearning Programmes +

Face to Face Courses +

Consultancy Services -

Our consultants will work along side you on your projects using a range of improvement science methodologies including Lean. We will also help build improvement capacity through bespoke training programmes. Full details can be found on our [Supporting Improvement Menu](#)

Contact **Christine McGowan** by emailing christine.mcgowan@leadership.hscni.net or by ringing **02890644811**

External Resources +

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

eLearning Programmes +

Face to Face Courses +

Consultancy Services +

External Resources -

The third Level of the Quality 2020 Attributes Framework *Driving Improvement* should be achieved by staff who can lead teams or services within their organisation. This page will direct you to some core supporting resources that will improve your skills in delivering Quality Improvement.

- [QAF Level 3 resources on HSC Knowledge Exchange](#)

Level 4 Directing

Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

Level 4 Directing

eLearning Programmes +

Face to Face Courses +

Consultancy Services +

External Resources +



Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

Level 4 Directing

eLearning Programmes

-

Not yet available

Face to Face Courses

+

Consultancy Services

+

External Resources

+

Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

Level 4 Directing

eLearning Programmes +

Face to Face Courses -

- [Business Improvement Post Graduate Diploma](#)

Consultancy Services +

External Resources +

Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

Level 4 Directing

eLearning Programmes +

Face to Face Courses +

Consultancy Services -

Working alongside leaders to support the development of a learning culture and the development of approaches to measure improvements.

Contact **Christine McGowan** by emailing christine.mcgowan@leadership.hscni.net or by ringing **02890644811**

External Resources +

Level 1 Strengthening

Level 2 Delivering

Level 3 Driving

Level 4 Directing

eLearning Programmes +

Face to Face Courses +

Consultancy Services +

External Resources -

The fourth Level of the Quality 2020 Attributes Framework *Directing Improvement* should be achieved by staff charged with leading quality improvement across their organisation. This page will direct you to some core supporting resources that will improve your skills in delivering Quality Improvement

- [QAF Level 4 Resources on HSC Knowledge Exchange](#)

Restart