

## Mentored Programme in the Science of Improvement (MPsi)

Our MPsi programmes are a combination of classroom learning, mentoring and real-life project work that allows students to apply their new skills to a specific improvement project with the benefit of support and advice from our expert facilitators.

Feedback from NHS staff and managers has indicated that purely classroom based training in Continuous Improvement methods such as Lean tend not to lead to improvements being made in the workplace, or if they are, not sustained. This is largely due to the disconnect between the 'theory in the classroom' setting and the reality of applying the learning in the work environment.

Results from our previous MPsi programmes show that 70%+ of our students graduate, each delivering on average, a recurrent annual improvement of £25,000 on their course project, as well as having new skills to apply to further improvements beyond the duration of the programme. Evidence has shown that overall programme payback for the host Trust is less than 12-months and individual projects typically payback between 1-month and 8-months.

### ***Who is the course for?***

Healthcare sector employees at any level seeking to make tangible improvements in their service area.

### ***Programme structure:***

- Managers/Directors nominate an improvement project and delegate/s to focus upon it. Multiple projects can be covered by a cohort of between 6 and 12 staff;
- The cohort attends an initial 2-day continuous improvement tutoring workshop and start to learn and develop the methodology for their improvement project. They continue to research and develop their projects after the initial learning, supported by the tutor;
- At the second, 2-day continuous improvement workshop, delegates present progress with their own projects, results of research and improvement measurement data collected. With guidance from the Lean specialist tutor, the group then finalise the methodology, create their project timetable and measures to assess progress of their improvement project;
- Improvement project implementation commences, usually within 3 weeks thereafter, supported by the tutor and often involving other members of the service area in which the project is focussed;
- Progress versus improvement objectives is continually measured and reviewed with the tutor;
- Participants graduate from the programme once they can evidence that their improvement objectives have been satisfactorily met.



***What participants say:***

“I found the course extremely useful and I left motivated to improve things in the team and trust, but in a very realistic, methodical, practical way. I am looking forward to applying the principles in more detailed projects, however the quick wins demonstrate you got us thinking!

The terms and tools you covered on the course (in the last four sessions) and the approaches to measure or investigate problems were very helpful. For me personally, it has provided me with some knowledge (and confidence) to articulate and argue/sell an idea better and practically approach a problem more systematically.” **Geraldine, Senior Site Administrator**

“On behalf of the LEAN Overseas Patient Project team, we would like to express our gratitude for your guidance and support during our time on the course and for providing us with the necessary skills to take this project forward. We enjoyed discussing projects and identifying overlapping issues that could be worked on jointly. Challenging traditional ways of thinking and using critical thinking has been very useful in identifying and resolving waste and using data analysis to demonstrate evidence.” **Gemma, Improvement Co-ordinator (Cancer)**

***Contact us for more information:***

Andrew Barton  
t: 0870 471 7127 | m: 07772 346182  
e: andrewbarton@alturos.co.uk

