



CASE STUDY

NHS

NHS England's Accessible Team
Building a Community with Improvement
Fundamentals



Background

NHS England's Accessible Learning Team aims to provide all health and care staff with access to high-quality improvement knowledge and learning.

Their **Improvement Fundamentals** course is an online programme consisting of mini-courses aimed at workers in the health and care sector who are working on (or about to start) a project on quality improvement.

As the Accessible Learning team for NHS England, they recently decided to give the course a revamp using Learning Pool's (formerly HT2 Labs) Learning Experience Platform (LXP), **Stream** (formerly Curatr), ensuring it was more suited to the needs of their students who value the opportunity to collaborate and learn in a social environment.

The Solution

They decided it was time to look for a platform with a real focus on community – one that allowed students to easily interact with one another, with the NHS team existing as their facilitators.

Older systems used didn't provide students with a comment section and many felt disconnected from their peers and the experts running the course.

This is where Stream LXP came in. The social interaction capabilities that exist within each activity are easy to use and operate in a similar way to highly popular websites, such as Facebook, making them extremely intuitive.

Equipped with a new system, NHS England focused on cutting the course down into bite-sized chunks of around 2.5 hours each. Previously, they had run the course so that one module ran straight into the next, but this time they wanted to ensure students had more time to digest the information and put their learning into practice before starting the next one.



STREAM

The Response

So far, the feedback they have received has been positive with students enjoying the new, bite-sized version:

“ Now starting my #QIHIKERS improvement fundamentals 101. Excited to expand my QI knowledge and love the format of the course! Watch out @RCHTTransform for my heightened levels of QI enthusiasm #Lovemyjob

– @TamsynBrown2

“ It's been a great experience to be part of the @QIFUNDamentals Course this week! Lot's to put into practice now!

– @hunter_kehunter



STREAM

The Results

The new and enhanced Improved Fundamentals was launched in July 2018, running one mini-course every three months on average. Each mini-course lasts for a week and the Accessibility team are on-hand to facilitate the learning and answer any questions in the social space that students might have.

Students can complete the mini-course at any point up until the next one starts. In between mini-courses, they are required to go away and complete a work-based project.

One of Stream LXP's initiatives that students have been engaging with is the experience Points [XPs], which you gain by completing the in-course activities and attracting 'likes' to your social contributions.

The XPs, coupled with 'badges', provide a fun and competitive element to the course; giving the students extra incentive to get involved. The course is also CPD accredited, with students able to claim CPD points after they have successfully completed each mini-course.

So far, they have seen nearly 2,000 students enrol onto the programme from all over the world. The community aspects of the course have really appealed to these students (the team has seen over 5,300 comments in the social spaces) and they're finding value in the ability to engage directly with the course facilitators.

Outside of the platform, students are encouraged to be active on Twitter, which provides them with the chance to share their thoughts on topics perhaps not directly related to the course or to connect with one another in a less formal way.

Their Twitter account, @QIFundamentals, now has more than 1,500 followers and #QIHikers hashtag is generating some lively and informative discussions.





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