

Online library of Quality,
Service Improvement
and Redesign tools

Leading improvement – an overview



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Research into factors associated with high quality health care systems shows that board and executive teams' understanding of leading improvement is crucial. The most successful organisations are those that can implement and sustain effective improvement initiatives leading to increased quality and patient/service user experience at lower cost.

**“Making change actually happen takes leadership. It is central to our expectations of the healthcare professions of tomorrow.”
Lord Darzi, 2008**

What is leadership?

There are many ways to describe leadership, here are just a few.

- Challenging the process, inspiring a shared vision, enabling others to act and modelling the way (Clark D, 1997).
- Transforming followers into leaders themselves (Gill R, 2002).
- Creating an environment that supports individual team members in being maximally effective in achieving those outcomes that are valued by users and their supporters (Onyett S, 2002).
- Something for the many not the top few (Attwood M, 2003).

A leader of improvement needs to have these leadership skills and more. You will face challenges in creating a shared vision, challenges developing a supportive culture and challenges engaging others in improvement.

Leading improvement tools

The specific details of the tools can be found in the relevant sub-sections below:

- [Healthcare leadership model](#)
- [Leading improvement framework](#)
- [Creating a vision](#)
- [Aligning improvement with your organisation's strategic goals](#)
- [Discovery Model](#)
- [Influence Model](#)
- [Sustainability Model](#)