



Project Phoenix

Ukamaka Eze

About My Project

Project Phoenix is aimed at entrenching positive behaviour in young men living with Learning Disabilities at Nicholas House, by encouraging staff to provide interventions in timely and situation-appropriate manner.

The objectives of the project is to review incident reports of the past and analyse what went wrong and lessons learnt, printing questionnaires and survey questions, administering it to staff and forming our trainings from the identified areas of knowledge gap.

Quality Improvement Projects in healthcare are geared toward improving service delivery and patients safety.

I had the passion to be in charge of a change in my workplace and the HCPA Academy offered the training.

The trainings I had over the course of these from the Academy, I reached out to friends who are already project managers in other sectors and leaders in health care.

I was supported by mentor, team and other staff members.



The Project Management Lifecycle: 4 Steps

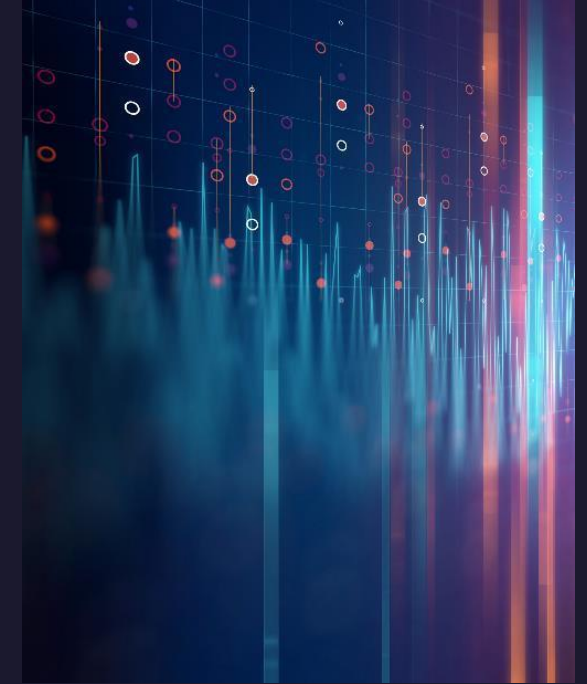
Initiation: Information gathering, looking through the NICE website to determine a project that will suit the needs of our service.

Planning: Determined milestones, KPIs and timelines. Assembled the team, tasks and support. Strategized.

Execute: Trained and retrained new and existing staff; reviewed, implemented, and monitored progress. Managed changes and restored confidence.

Closing: Made reports of findings and tailored changes to the needs of clients in the service; and produce a close out report.





- **Identifying project scope:** Our scope was identifying positive and proactive interventions in a person-centred way for our services users.
- **Determining SMART goals (specific, measurable, achievable, relevant, and time-bound):**
 - We explored the direct gaps in our existing policies and guidelines and chose those that are SMART
- **Clarifying resources like budget and time constraints:** The sponsor made available every resource
- **Confirming team size and roles required:** Started with 10 members, lost enthusiasm and some left before the end.
- **Determining how often and which stakeholders will be involved throughout the project;** We had informal meetings but only met 3 times. There were phone calls and chats during the shifts
- **Compiling a project proposal and project charter:** This proposal was at the beginning, with the help of the tutor and academic members, a proposal was drafted for NICE guideline 11

Initiation

Team



Elizabeth

Project Sponsor



Ukamaka

Project Manager



Patience

Project Team
Member



Tayo

Project Team
Member



Project Plan and Key Milestones

- 50% increase in recorded incident reports.
- 50% of staff reporting confidence in handling challenging behaviour.
- Development of client-specific interventions, documented in care plans for all clients.
- Prompt and coordinated access to specialists for clients identified with behaviours that can lead to harm or death.
- Reduction in reactive strategies.
- Uptake in proactive strategies.



Expected Outcomes

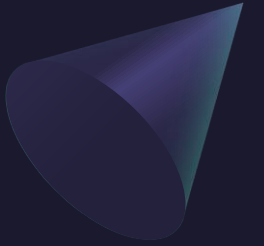
OUTCOMES

- Address the 'behaviour that challenges' in people with learning disabilities.
- Reinforce positive view towards proactively managing these behaviours for carers and staff.
- Offer support and interventions in the least restrictive ways by carers in accordance with NICE guidelines.

RISKS

- Resistance to change
- Reputational risk
- Negative reinforcement by staff
- Access of information by people who should not.
- Government policy.

Links with NICE Guideline ...



NICE GUIDANCE 11

- Challenging Behaviour and Learning Disabilities: Prevention and Intervention for People with Learning Disabilities Whose Behaviour Challenges
- The outcome of this project is to address the 'behaviour that challenges' in people with learning disabilities, reinforce positive view towards proactively managing these behaviours for carers, and staff.
- For carers to offer support and interventions in the least restrictive ways as contained in NICE guidelines.

NICE GUIDANCE 11

How did you monitor your project throughout?

- I used the start to finish method measuring where we were at the beginning on 1st November and how we fared in the end.



How did you carry out evaluation

- We used the KPI tracker and the lesson learnt. We reviewed the KPIs to know which ones are beneficial or not.
- We examined if our care settings exacerbate these behaviours or made positive reforms.
- We utilized surveys, questionnaires, and individual interview to gather staff competencies and the extent they have improved in addressing the ‘behaviour that challenges’ in people with learning disabilities.
- We also used a project closeout report that summarises the project's results and highlights lessons learned for use by future project managers.



Summary

- As a result of this project, there has been a 16% increase in reporting of incidence.
- A 20% increase in recording of behavioural changes in the ABC charts.
- A recognition of triggers and behaviour challenges, therefore a 30% decrease in use of reactive interventions.
- Learning and application of proactive strategies by staff.
- Understanding safe and supportive intervention and application of same by new members of staff.

Thank You

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