



Bio

Name: Toni Barker

Current Role & Organisation:
Lead Nurse, Highland Council

ScIL Cohort: 29

Date: 2020

Completing ScIL

The focus of my project was to improve our Health Visitor Financial Inclusion Pathway to maximise household income. Finding ways to lift children out of poverty is very important and Health Visitors are well placed to organise early support for children and families in a non-stigmatising way.

We achieved a process that Health Visitors have confidence in. We used QI methodology to reorganise our systems and processes in a way that had no negative impact on our staff or the organisation. Our greatest accomplishment was the positive impact this project had on children and their families. Over 150 families were referred to the Welfare Team, lifting many of them out of poverty therefore giving their children a better start in life

QI Tools & Techniques

Project Charter, everytime. I find it really helps to organise and clarify my thoughts, and serves as an important communication tool to gain stakeholder buy-in and support for the project early on.

Advice

Don't underestimate your team's capacity and resolve to make improvements. Don't wait for the 'right time' to improve! If you use the passion and commitment of those around you, you can apply the model for improvement in any context. Deming states that 'leaders can emphasise the intrinsic motivation of people by aligning improvement work with what people believe in and are passionate about'.

Post ScIL

ScIL has enhanced my ability to think strategically, keeping the needs and voices of children and families at the heart of decision making.

For me, challenge often comes when I try to spread and scale a project! It's a good time to go back a few steps in the QI journey to build will and understand the systems of those you want to share the project with.