



## Practical questions worksheet

You may already be asking some of these questions as part of your improvement work. The questions below can help deepen reflection and discussion.

### Questions to help plan an improvement activity

1. Which aspects of healthcare are you trying to improve, and in what ways?

2. Why does the intended change amount to an improvement?

- a. What harms, problems, or gaps are you trying to address?
- b. What benefits are expected from the proposed improvement activity?
- c. What negative side effects might occur?
- d. What might be lost by changing current practice?



3. What improvement interventions and approaches are being proposed, and why?

4. Do they create new duties or responsibilities, and for whom?

5. Do they involve penalties for non-compliance or rewards for compliance?



6. Who carries the responsibilities, burdens, and costs of the interventions and approaches?

7. Who will benefit from the intervention?

8. Is the implementation costly or resource intensive, and have these costs been carefully considered?



## Questions to support reflection on what makes healthcare good

1. Whose vision and priorities shape how the problem and aims of improvement are defined?

2. Whose perspectives may be missing or less well reflected?

3. Why do the targeted areas of healthcare matter, and to whom?

- a. Do the intended changes reflect people's lived experiences and what matters to them?
- b. Who is most affected by the targeted problems, and who is likely to benefit most and least from the improvement? Who might be adversely affected?
- c. How have health inequalities been considered?



4. Does the intended improvement go beyond what is most easily measurable?  
Does it include more qualitative considerations of what matters for good healthcare?

5. What tensions arise in defining the success of the improvement activity?

For example, between:

- different aspects of quality or different kinds of better in healthcare
- the needs of and potential benefits to different groups of people
- actions and effects at different levels in the healthcare system.



6. Will professional roles or identities change?

7. Are the cultures of healthcare provision, and the virtues of healthcare practitioners, strengthened or undermined?

8. How does the improvement support good (including more equal) relationships and ongoing sharing of learning?



## Questions to support reflection on what makes improvement processes good and right

1. Are the processes for setting aims, defining and prioritising the problem and the improvement, and evaluating results well justified?
  - a. Are they respectful, fair, inclusive, and do they consider diversity?
  - b. Do they arise from or enable collaborative or partnership working?
  - c. What kinds of dialogues do they involve?
  - d. How are any divergences, tensions, or conflicts handled?

2. What value judgements are built into the methods and models used, the indicators or measures of improvement, and the construction of the evidence base? Whose perspectives and values shape:
  - the design of the intervention and approach
  - the choice of measures of improvement
  - how success is evaluated?



3. Who are the people working on improvement accountable to, and how? How does that matter?