Our top 3 reads

* [The clarity and power of using QI amid a crisis](http://www.ihi.org/communities/blogs/the-clarity-and-power-of-using-qi-amid-a-crisis) (IHI, Nov 2020)
* [Patient-centric culture and implications for patient engagement during the COVID-19 pandemic](https://www.researchgate.net/profile/Umair_Majid/publication/345769294_Patient-centric_culture_and_implications_for_patient_engagement_during_the_COVID-19_pandemic/links/5fad4ffa92851cf7dd13b549/Patient-centric-culture-and-implications-for-patient-engagement-during-the-COVID-19-pandemic.pdf) (Patient Experience Journal, Nov 2020)
* [Does prevention-focused integration lead to the triple aim? An evaluation of two new care models in England](https://journals.sagepub.com/doi/pdf/10.1177/1355819620963500) (Journal of Health Services Research & Policy, Oct 2020)
* *Christmas bonus read:* [NHS funded Library & Knowledge Services Value Proposition: The gift of time](https://www.hee.nhs.uk/sites/default/files/HEE%20-%20Library%20and%20Knowledge%20Services%20Value%20Proposition%20The%20Gift%20of%20Time%20FINAL%20Nov2020_0.pdf) (Health Education England, Oct 2020)

Improvement

* [Building improvement capacity in mental health services](https://www.cambridge.org/core/services/aop-cambridge-core/content/view/6851578EB7D6C4E9A8816565408A6EA2/S2056474020000276a.pdf/building_improvement_capacity_in_mental_health_services.pdf) (BjPsych International, Nov 2020)
* [The clarity and power of using QI amid a crisis](http://www.ihi.org/communities/blogs/the-clarity-and-power-of-using-qi-amid-a-crisis) (IHI, Nov 2020)
* [How to Run Analytics for More Actionable, Timely Insights: A Healthcare Data Quality Framework](https://www.healthcatalyst.com/insights/healthcare-data-quality-4-level-actionable-framework) (Health Catalyst, Nov 2020)
* [Improving flow along care pathways](https://www.health.org.uk/publications/reports/improving-flow-along-care-pathways) (Health Foundation, Nov 2020)
* [Bending the quality curve](https://www.researchgate.net/publication/337899263_Bending_the_quality_curve) (International Journal for Quality in Health Care, Nov 2020)
* [Implementing a Culture of Improvement in Healthcare](file:///C%3A%5CUsers%5Candrea.gibbons%5CDownloads%5Co%09https%3A%5Cblog.kainexus.com%5Ccontinuous-improvement%5Cculture-of-continuous-improvement%5Cimplementing-a-culture-of-improvement-in-healthcare) (KaiNexus, Nov 2020)
* [Effect of monitoring surgical outcomes using control charts to reduce major adverse events in patients: cluster randomised trial](https://www.bmj.com/content/371/bmj.m3840) (BMJ, Nov 2020)
* [Adoption and Spread Guide](https://www.weahsn.net/news/adoption-and-spread-guide/) (WEAHSN, Nov 2020)
* [The case for relational quality improvement in health](http://www.peah.it/2020/11/9020/) (Policies for Equitable Access to Health, Nov 2020)
* [Overcoming the Barriers to Resident Engagement in Quality Improvement Initiatives in Psychiatry](https://link.springer.com/article/10.1007/s40596-020-01363-1) (Academic Psychiatry, Nov 2020)
* [Virtual adaptation of traditional healthcare quality improvement training in response to COVID-19: a rapid narrative review](https://human-resources-health.biomedcentral.com/articles/10.1186/s12960-020-00527-2) (Human Resources for Health, Oct 2020)
* [Enhancing the healthcare quality improvement storyboard using photovoice](https://bmjopenquality.bmj.com/content/bmjqir/9/4/e001104.full.pdf) (BMJ Open Quality, Oct 2020)
* [Does prevention-focused integration lead to the triple aim? An evaluation of two new care models in England](https://journals.sagepub.com/doi/pdf/10.1177/1355819620963500) (Journal of Health Services Research & Policy, Oct 2020)
* [Glaziers and window breakers: Former health secretaries in their own words](https://www.health.org.uk/publications/reports/glaziers-and-window-breakers) (Health Foundation, Oct 2020)
* [NHS funded Library & Knowledge Services Value Proposition: The gift of time](https://www.hee.nhs.uk/sites/default/files/HEE%20-%20Library%20and%20Knowledge%20Services%20Value%20Proposition%20The%20Gift%20of%20Time%20FINAL%20Nov2020_0.pdf) (Health Education England, Oct 2020)

COVID-19

* [Elective care in England - Assessing the impact of COVID-19 and where next](https://www.health.org.uk/publications/long-reads/elective-care-in-england-assessing-the-impact-of-covid-19-and-where-next) (Health Foundation, Nov 2020)
* [Elective care in England - Assessing the impact of COVID-19 and where next](https://www.health.org.uk/publications/long-reads/elective-care-in-england-assessing-the-impact-of-covid-19-and-where-next) (Health Foundation, Nov 2020)
* [Healthcare Workers Holding the Line Against Pandemic. But at what long-term mental cost?](https://www.reliasmedia.com/articles/147001-healthcare-workers-holding-the-line-against-pandemic) (Relias Media, Nov 2020)
* [How has Covid-19 – and the associated lockdown measures – affected mental health and wellbeing in the UK?](https://whatworkswellbeing.org/resources/how-has-covid-19-and-the-associated-lockdown-measures-affected-mental-health-and-wellbeing-in-the-uk/) (What Works Wellbeing, Nov 2020)
* [COVID oximetry and virtual wards](https://www.ahsnnetwork.com/covid-oximetry-home) (AHSN Network, Nov 2020)
* [Living with COVID19- webinars](https://evidence.nihr.ac.uk/themedreview/living-with-covid19-webinars/) (NIHR, Nov 2020)
* [How has COVID-19 shaped experiences and views of health and care?](https://britainthinks.com/news/how-has-covid-19-shaped-experiences-and-views-of-health-and-care-a-report-by-britainthinks-and-the-richmond-group) (BritainThinks and The Richmond Group, Nov 2020)
* [Cutting through the fake news of COVID-19](https://www.nhsconfed.org/blog/2020/11/cutting-through-the-fake-news-of-covid19) (NHS Confederation, Nov 2020)
* [Communicating in a pandemic](https://www.nhsconfed.org/blog/2020/11/communicating-in-a-pandemic) (NHS Confederation, Nov 2020)

Patient Experience

* [Inadmissible Evidence](https://www.patientlibrary.net/cgi-bin/download/file/227119) (Patient Experience Library, Nov 2020)
* [Patient-centric culture and implications for patient engagement during the COVID-19 pandemic](https://www.researchgate.net/profile/Umair_Majid/publication/345769294_Patient-centric_culture_and_implications_for_patient_engagement_during_the_COVID-19_pandemic/links/5fad4ffa92851cf7dd13b549/Patient-centric-culture-and-implications-for-patient-engagement-during-the-COVID-19-pandemic.pdf) (Patient Experience Journal, Nov 2020)
* [Enhancing patient involvement in quality improvement: How complaint managers see their roles and limitations](https://www.researchgate.net/profile/Nathalie_Clavel/publication/345768810_Enhancing_patient_involvement_in_quality_improvement_How_complaint_managers_see_their_roles_and_limitations/links/5fad4aeb45851507810d61d8/Enhancing-patient-involvement-in-quality-improvement-How-complaint-managers-see-their-roles-and-limitations.pdf) (Patient Experience Journal, Nov 2020)
* [The Covid-19 pandemic and silver linings for patient-centered care](https://www.annfammed.org/content/annalsfm/18/6/570.full.pdf) (Annals of Family Medicine, Nov 2020)
* [The impact of public involvement in health research: what are we measuring? Why are we measuring it? Should we stop measuring it](https://link.springer.com/article/10.1186/s40900-020-00239-w)? (Research Involvement and Engagement, Oct 2020)

Technology

* [Building and Enabling Digital Teams](https://nhsproviders.org/building-and-enabling-digital-teams) (NHS Providers, Nov 2020)
* [The digital revolution: eight technologies that will change health and care](https://www.kingsfund.org.uk/publications/digital-revolution) (Kings Fund, Nov 2020)
* [Digital Inclusion in Health and Care: Lessons learned from the NHS Widening Digital Participation Programme (2017-2020)](https://www.goodthingsfoundation.org/research-publications/digital-inclusion-health-and-care-lessons-learned-nhs-widening-digital) (Good Things Foundation, Nov 2020)
* [Brain in Hand receives £800k NHS England and NHS Improvement funding](https://www.thehtn.co.uk/2020/11/20/brain-in-hand-receives-800k-nhs-england-nhs-improvement-funding/) (Health Tech Newsletter, Nov 2020)
* [Want to make the most of technology? Make it part of an improvement process!](https://www.linkedin.com/pulse/want-make-most-technology-part-improvement-process-alf-theodorou/) (LinkedIn, Nov 2020)
* [How COVID-19 Catalysed Digital Health Trends](https://medicalfuturist.com/how-covid-19-catalysed-digital-health-trends/) (The Medical Futurist, Nov 2020)
* [Mental health apps are seeing a surge of downloads — but choosing the right one matters](https://inews.co.uk/news/long-reads/mental-health-apps-surge-downloads-lockdown-730771) (iNews, Oct 2020)

Working remotely

* [Four Principles to Ensure Hybrid Work Is Productive Work](https://sloanreview-mit-edu.cdn.ampproject.org/c/s/sloanreview.mit.edu/article/four-principles-to-ensure-hybrid-work-is-productive-work/amp) (MITSloan, Nov 2020)
* [Which of these 6 time traps is eating up all your time?](https://ideas.ted.com/which-of-these-6-time-traps-is-eating-up-all-your-time/) (TED ideas, Nov 2020)
* [Working remotely during the Covid-19 pandemic? Keep I.T confidential](https://www.digitalhealth.net/2020/11/working-remotely-during-the-covid-19-pandemic-keep-i-t-confidential/) (Digital Health, Nov 2020)
* [How To Reduce Waste with More Productive Meetings](https://blog.kainexus.com/improvement-disciplines/lean/how-to-reduce-waste-with-more-productive-meetings) (KaiNexus, Oct 2020)
* [How to have more inclusive meetings over Zoom](https://ideas.ted.com/how-to-have-inclusive-meetings-over-zoom/) (TED ideas, Oct 2020)
* [Give your remote team unstructured time for collaboration](https://hbr.org/2020/10/give-your-remote-team-unstructured-time-for-collaboration) (Harvard Business Review, Oct 2020)
* [Evidence 4 Quality Improvement Pinterest Boards](https://www.pinterest.co.uk/E4QI/boards/)

Events & Training

* [Collaborative Working in a Remote Team](https://www.futurelearn.com/courses/collaborative-working-in-a-remote-team) (free e-learning, University of Leeds)
* [The NHS Explained: How the Health System in England Really Works](https://www.futurelearn.com/courses/the-nhs-explained) (free e-learning, The Kings Fund)
* [Improvement Fundamentals](https://www.england.nhs.uk/sustainableimprovement/improvement-fundamentals/) (ongoing virtual courses, NHSE)

