Framework for a managed culture change for the NHS (see Roadmap)

Services Delivered

Regulation - Specifications - Guidance - Contracts - GIRFT - NICE

Organizational Knowledge   Service Quality Standard

Quality Manual (Policy)

QA

Process Management

QC
QI

Project Management

QP
QI

Staff and Patients

Quality Service Delivery – Just Culture – Patient Safety
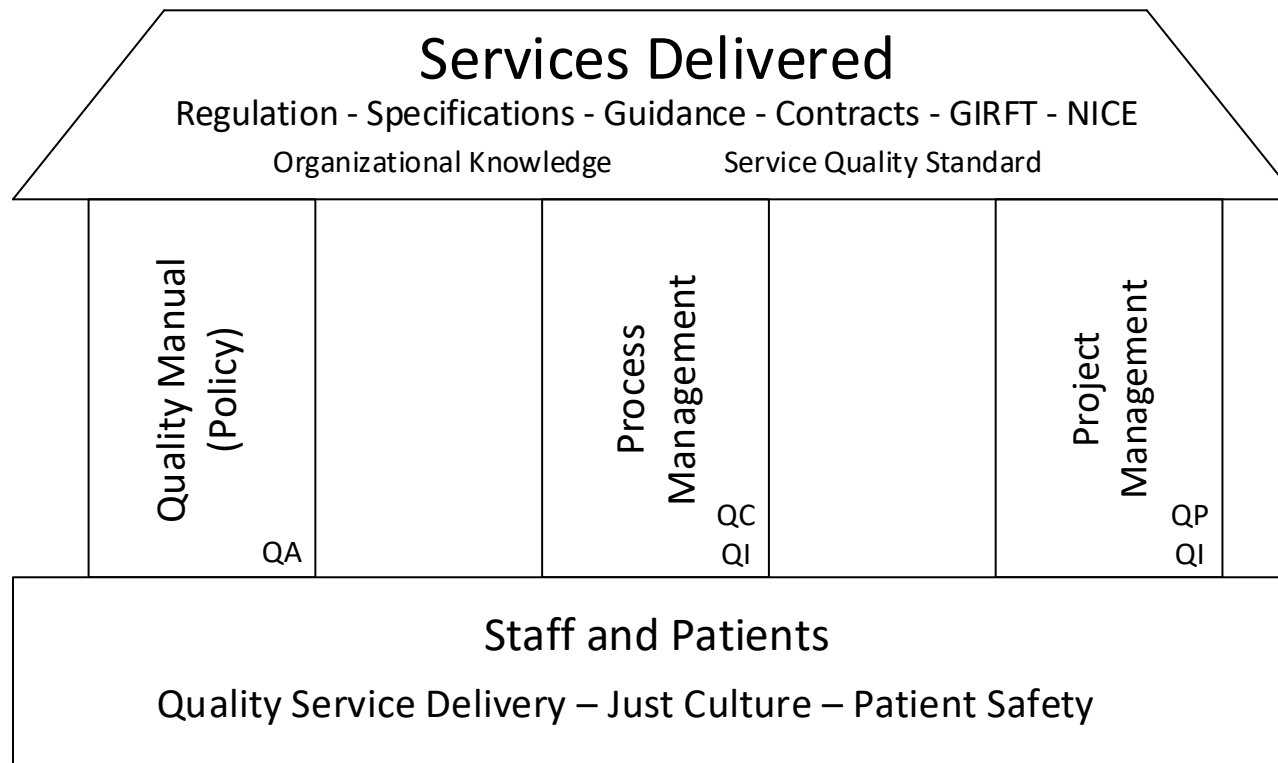
Bottom up Change
Processes are documented, by Front Line Staff, as 'work-as-done' and not 'work-as-imagined'

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