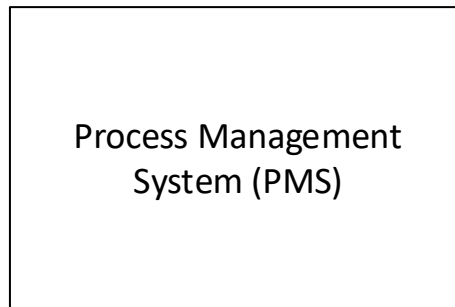# Roadmap for a managed culture change for the NHS
In line with the recommendations of the Sir Robert Francis KC reports of 2010 and 2013, also the Freedom to Speak Up Report 2015

Bottom up Change
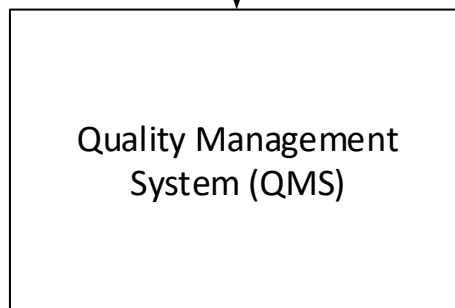Processes are documented, by Front Line Staff, as 'work-as-done' and not 'work-as-imagined'

Possible Coaching Providers

Busyfish Learning (Volunteer)
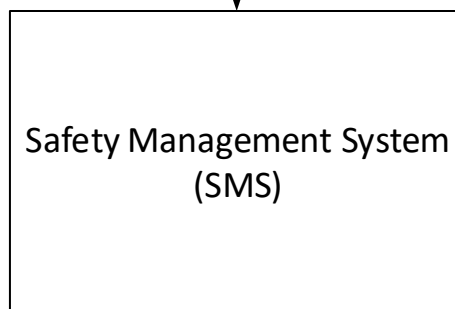References: National patient safety syllabus 2.0, PSIRF, PALS, NatSSIPs2, etc.

| Process Management System (PMS) |

Based on the Busyfish PMS methodology including Non-conformance Reporting System

Chartered Quality Institute (CQI)
British Standards Institute (BSI)

| Quality Management System (QMS) |

Based on BS EN ISO 9001:2015 – Quality Management Systems Requirements
BS EN 15224:2016 for healthcare

Atrainability
Frameworkhealth
Bill Kirkup, Independent Healthcare Consultant
Dr Phill Hammond
Professor Peter Brenann

| Safety Management System (SMS) |

Based on the Aviation Industry's Cabin Resource Management's six CRM pillars and Human Factors Engineering

Digital Applications – Ethos Software Solutions

A Just Culture

See Implementation Framework

Project Management

Gantt Chart Example

PMS
QMS
SMS

2.5   5   7.5   10   12.5
Years (per Service)

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