

# Something about continuous improvement and projects...

Laura Drummond

Knowledge Specialist

Pennine Care NHS Foundation Trust

- Literature searching
- Emails
- Telephone
- Current awareness
- Meetings
- Updating information – reactive
- Chasing IT issues
- LQAF
- Meeting actions

	Urgent	Not Urgent
Important	<p>I</p> <p><b>Fire Fighting</b></p> <p>Crises Pressing problems Deadline-driven projects</p>	<p>II</p> <p><b>Quality Time</b></p> <p>Prevention, capability improvement Relationship building Recognizing new opportunities Planning, recreation</p>
Not Important	<p>III</p> <p><b>Distraction</b></p> <p>Interruptions, some callers Some mail, some reports Some meetings Proximate, pressing matters Popular activities</p>	<p>IV</p> <p><b>Time Wasting</b></p> <p>Trivia, busy work Some mail Some phone calls Time wasters Pleasant activities</p>

**Bottom line: Do the important things first!**

Stephen Covey's '7 Habits of Highly Effective People', 2013.