

# Quality Improvement Workshop



E

09.00 **Registration**

## Welcome and introductions

*Representative of the healthcare organization  
Healthcare Quality Quest workshop leader*

M

## What's involved in quality improvement (QI) and key stages in a QIP — An overview of QI and QI project stages

*Brief presentation*

## How to agree on a subject and an objective for a QIP — A survey of practical tools for reaching consensus on the subject for a QIP, how to express an improvement objective and how to identify stakeholders in a QIP

*Brief presentation*

*Participants work with colleagues in the workshop to:*

- select an improvement subject
- formulate one or more specific objectives for the subject of the QIP
- express the improvement as a valid outcome measure
- define the key stakeholders in the QIP and how they could be involved

M

A

10.45 **Break**

11.00 **How to agree on a subject and an objective for a QIP (continued)**

## How to test commitment to a QIP — Practical tools for testing commitment to the subject and objective

*Brief presentation*

*Participants work with colleagues to:*

- test their and stakeholders' commitment to achieving the improvement objective
- plan how to involve stakeholders
- refine the subject or objective of the QIP as needed

R

G

12.30 **Lunch**

13.30 **How to establish a baseline — Descriptive, qualitative and quantitative methods for identifying or measuring current practice and its effects on patients, staff or others**

*Brief presentation*

*Participants work with colleagues to:*

- identify information that is needed to describe the effects of current practice on patients, staff or the service
- select and outline measurement methods to establish the baseline

O

15.00 **Break**

15.15 **How to analyse and act on findings and measure again — A survey of methods to analyse current practice and select strategies for change**

*Brief presentation*

*Participants consider the effectiveness and feasibility of possible actions*

## How to prepare a proposal for and report on a QIP — Guidance about carrying out QIPs

*Brief presentation*

*Participants consider a way forward for their projects*

R

P

16.30 **Workshop evaluation and adjourn**