

Using Quality Improvement to Improve Patient Care Course



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Day 1 —

09.00 **Registration**

Welcome and introduction to the course

Healthcare Quality Quest course leader

Participants share their backgrounds and personal learning objectives

An overview of the quality improvement (QI) process — A summary of key terms and approaches, a summary of the evidence base related to quality improvement in healthcare settings, and a practical approach to learning by working through quality improvement projects (QIPs)

Presentation

How to reach agreement on improvement subjects and objectives — Using consensus-building tools to develop decision-making in teams, formulate improvement project objectives and clarify issues in a potential improvement project

Presentation

10.45 **Break**

11.00 **How to reach agreement on improvement subjects and objectives (continued)**

Teams formulate objectives and identify stakeholders for their QIPs

12.30 **Lunch**

13.30 **How to reach agreement on the stakeholders needed to support improvement subjects and objectives (continued)**

How to test commitment to an improvement project and objectives in a team — Using tools to test commitment to the QIP by the team, key stakeholders and the organization

Presentation

Teams test commitment to their QIPs and identify the roles of key stakeholders and key points of strategy for the QIP

15.00 **Break**

15.15 **How to test commitment to a project and objectives in a team (continued)**

How to establish the baseline — The need to define and quantify current practice and anticipate the degree of change involved in achieving improvement, and a survey of qualitative and quantitative tools

Presentation

Teams decide what the baseline measurement will need to include for their projects

17.00 **Adjourn for the day**

Day 2 —

08.45 Reflections on learning

Participants summarize their personal learning points from Day 1 in their Learning Diaries

09.00 Convene

Major points from reflection on Day 1

Participants and the course leader reflect on learning from Day 1 and questions

How to understand a process of care using tools to analyse processes and relationships — Using process maps and tree diagrams and how care pathways and checklists can fit in

Presentation

Teams decide if and how a process analysis tool will be used for their QIPs and analyse a current process

10.45 Break

11.00 How to understand a process of care using tools to describe processes and relationships (continued)

How to use benchmarking — Learning others' performance and processes

Presentation

Teams decide if and how benchmarking will be used for their QIPs

12.30 Lunch

13.30 How to use benchmarking (continued)

How to use qualitative tools — Using focus groups and critical incident technique and discovery interview tools and when to use them

Presentation

Teams decide if and how qualitative tools will be used for their QIPs

15.00 Break

15.15 How to use qualitative tools (continued)

How to use descriptive statistics — Using statistics to present, organize and describe data and when to use selected statistics

Brief presentation

Teams decide if any descriptive statistics will be used for their QIPs

17.00 Adjourn for the day

Day 3 —

08.45 Reflections on learning

Participants summarize their personal learning points from Day 2 in their Learning Diaries

09.00 Convene

Major points from reflection on Day 2

Participants and the course leader reflect on learning from Day 2 and questions

How to use survey tools — Deciding when and how to use survey questionnaires, including rating scales

Presentation

Teams decide if and how a survey will be used as part of the baseline for their QIPs

How to use clinical audit — Using highly-focused clinical audit with well-defined measures of quality

Presentation

Teams decide if a clinical audit will be used as part of the baseline and design a focused audit

10.45 Break

11.00 How to use clinical audit (continued)

12.30 Lunch

13.30 How to use run charts — Types of variation in processes and determining types of variation in practice and deciding on appropriate approaches to action using run charts

Presentation

Teams decide if and how run charts will be used for their QIPs

15.00 Break

15.15 How to cost quality and analyse demand and capacity — Using tools for costing quality and controlling demand and capacity and when to use them

Presentation

Teams identify quality-related costs and if demand and capacity could be an issue for their QIPs and decide if costing quality and demand-capacity analysis will be used

17.00 Adjourn for the day

Day 4 —

08.45 Reflections on learning

Participants summarize their personal learning points from Day 3 in their Learning Diaries

09.00 Convene

Major points from reflection on Day 3

Participants and the course leader reflect on learning from Day 3 and questions

Summary of baseline tools

Teams summarize the work on baseline tools and measurement for their QIPs

10.45 Break

11.00 **How to analyse problems revealed by baseline measurement — Using fishbone diagramming, asking why five times, and pattern analyses**

Presentation

Teams select and use problem-solving tools for their QIPs

12.30 Lunch

13.30 **How to apply a ‘theory of change for improvement’ — What works to achieve change, implications of the evidence base on changing practice in clinical settings and a systematic approach to achieving change**

Presentation

Teams decide on the nature of the changes involved in their QIPs, select effective and feasible change interventions and plan their implementation

15.00 Break

15.15 **How to apply a ‘theory of change for improvement’ (continued)**

17.00 Adjourn for the day

Day 5 —

08.45 Reflections on learning

Participants summarize their personal learning points from Day 4 in their Learning Diaries

09.00 Convene

Major points from reflection on Day 4

Participants and the course leader reflect on learning from Day 4 and questions

How to plan and manage implementation of a QIP — Using a tree diagram, contingency diagram and Gantt chart

Presentation

Teams make a detailed plan for the implementation of their QIPs

10.45 Break

11.00 How to measure again — Planning and carrying out repeat measurements and following up on changes implemented

Presentation

Teams decide how repeat measurements will be carried out for their QIPs

How to plan for sustaining the improvement achieved over time — Approaches and tools teams can use to support maintaining an improvement

Presentation

Teams plan approaches they can use to sustain the improvements they achieve

12.30 Lunch

13.30 A review of evidence on quality improvement in healthcare organizations — The evidence base on what's needed to support quality improvement organizationally

Presentation

Teams complete a self-assessment of the organizational support the teams will need for implementing and maintaining QI in their organizations and plan how to obtain the support

15.00 Break

15.15 Planning the way forward — Revision of roles and responsibilities within and outside the team to have ongoing support for QI work and questions and discussion

Discussion with participants

Summary of course, questions and course evaluation

Brief summary

Participants complete an evaluation of the course

17.00 Adjourn