Quality Improvement 2-day Training Course

Facilitators: Dr John Bibby and Maureen McGeorge

Aims:
- Provide a basic introduction to 'quality' and the IHI's Model for Improvement
- Share methods, tools and techniques that support multi-disciplinary teams to engage in Quality Improvement initiatives or projects
- Support trainees to plan an improvement project
- Overview some of the change management challenges you make face
- Consider the role of leadership in QI

Objectives:
1. Demonstrate basic knowledge of Quality Improvement including the Model for Improvement & Plan Do Study Act cycles
2. Understand the supports you will need to set up and progress a successful QIP
3. Understand different ways to engage other members of the MDT in QI work
4. Apply your learning to the planning of a QIP
5. Understand barriers to change and how they might be addressed
6. Understand the role of different styles of leadership in supporting QI

Note: in advance of the training sessions, trainees will be expected to:
- complete the Bronze e-learning;
- identify and be ready to share at least one 'workplace challenge' that they face that they think might be amenable to 'improvement'.

Basic entry-level QI training:
http://qitraining.improvementacademy.org/
Video ++ on behaviour change:
http://www.improvementacademy.org/resources/abc-for-patient-safety-workshop-and-toolkit/

Time	Activity
Day 1	
9.00: Registration 9.30 • Presentation: What is quality & quality improvement? Presentation: Quality improvement vs audit • Group exercise: what are the workplace challenges that they would wish to improve? • Presentation and group work: The Model for Improvement - how to scope the 'aim' of your QIP 1300: LUNCH 13.45 • 2 groups: each trainee presents their project <u>aim</u> for peer review and discussion • Presentation and group work: The Model for Improvement – why we need to measure, and how to ensure you choose the 'right' measures • 2 groups: each trainee presents their project <u>measures</u> for peer review and discussion • What happens next: 'homework' and interim supports •	
Day 2	
9.00: Registration 9.30 • Plenary discussion: how was it for you? (review of progress since last meeting) • 2 groups: is our aim still the same? Do you have enough information about the nature of the problem? what are our measures telling us? • Presentation: a deeper dive into measurement • Presentation and group work: The Model for Improvement: what are our change ideas and how are we going to test them? 1300: LUNCH 13.45 • Presentation and group work: leadership for QI - getting your team on board, /change management and QI • What happens next	

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