

PUTZ Falls Improvement Collaborative

Webinar 1: 25/10/2019

hello
my name is...

Quality Improvement Toolkit

Roisin Breen

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Instructions

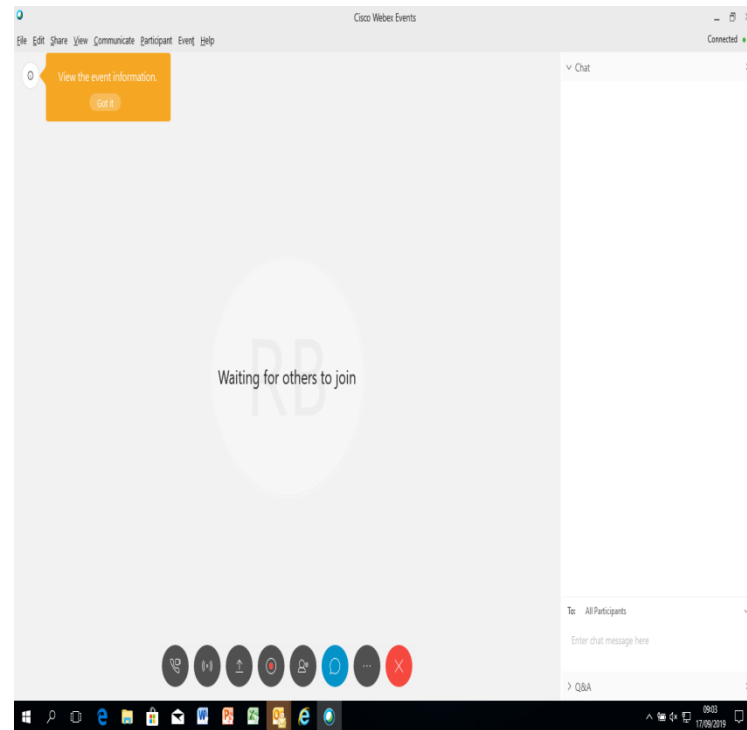
- Sound:

Computer or dial in:

Telephone no: 01-5260058

Event number: 168 496 937#

- Chat box function
 - Comments/Ideas
 - Keep the questions coming
- **Twitter: @QITalktime**



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Today's Webinar:

- New National Quality Improvement Team QI Toolkit
- How to use it to support your collaborative journey



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HSE Framework for Improving Quality



1. Shared Vision
Build Belief System
Set Clear Aims & Objectives
Build Leadership
Delegate, Celebrate, Believe
Engage Everyone & Commit Resources

2. Patients as Partners
Purposeful Conversations
Informed Decision Making
Participation, Education, Training
Person Centredness

3. Listen & Share
Involve
Transparent & Inclusive
Learning & Development
Health & Well being
Coaching & Mentoring

HSE Framework for Improving Quality

6. Culture of Learning
Knowledge & Skills
Accountability
Use of Measurement
Partnering Relationships
Quality and Safety Plan

5. Patient Experience
Measure what Matters
Transparency
Building Capability
Building into routine Work



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Driver 4: Use of Improvement Methods

- Improving the quality of care, and sustaining it, requires all programmes to have a theory of change that is based on the application of improvement science.
- Accessing the unique knowledge that frontline staff possess and involving them in any change and improvement process.



Focus on Driver 4: Use of Improvement Methods

- Improvement Methodologies – IHI, Edward Demming
- Aim
- Small Tests of Change
- Measurement for improvement
- Reliable Processes / Reduce Variation
- Sustain & Spread



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Improvement Knowledge and Skills Guide (HSE 2017)

Support the on-going learning and professional development of all staff



- Assist individuals to self-assess their current knowledge and skills in relation to improvement learning and development needs for current / future roles
- Assist organisations to assess and build improvement capability and capacity to enable staff to participate in and lead improvement initiatives

National QI Toolkit

- Underpinned by Methods
- Tested in NRH
- Working group Quality Improvement Team
- Introduction
- Process flow for QI
- 17 tools tried and tested
- Checklist
- Short & easy to use



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Why use the Quality Improvement Toolkit?

- Supports and reinforces your collaborative learning
- Standardised approach to Quality Improvement initiatives
- Connection between strategy and improvement initiatives
- More efficient use of staff resources/ less duplication
- Support for all Staff – clear QI Direction
- Use in other Improvement work not just PUTZ FALLS



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National QI Toolkit

<https://www.hse.ie/eng/about/who/qid/nationalalsafetyprogrammes/national-quality-improvement-toolkit.html>

Walk through the Toolkit on web page



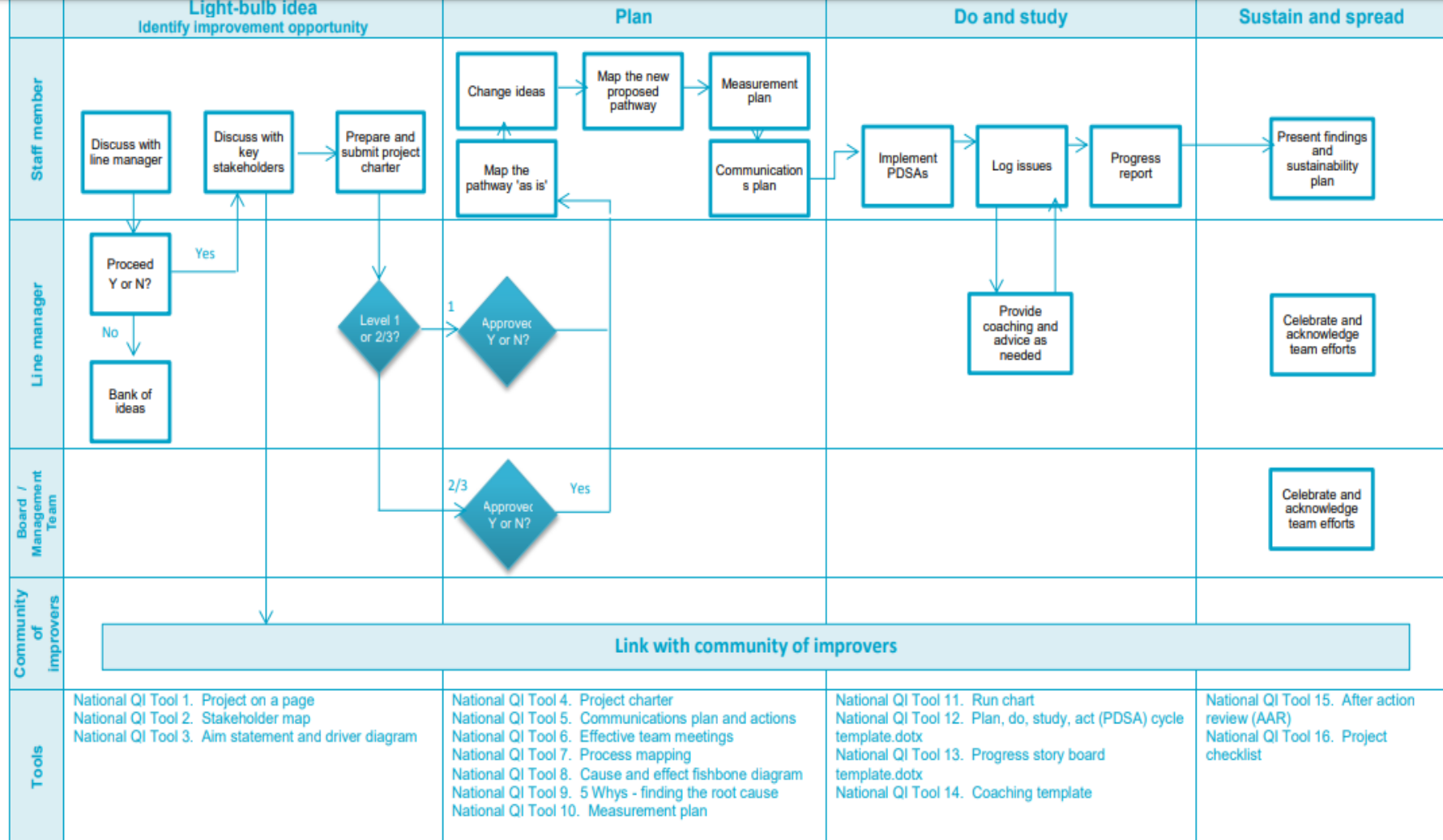
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Building a
Better Health
Service
Seirbhís Sláinte
Níos Fearr
á Forbairt
National Quality Improvement Team



Framework for
Improving Quality



Recap Learning Objectives for this session

1

1. Understand what Quality and Quality Improvement mean
2. Understand what quantitative and qualitative data are
3. Understand the model for improvement (IHI)
4. Understand how to develop a SMART aim statement
5. Know what the term PDSA means and what 'A small test of change' means



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Next Steps: Pre learning session 2

- Try completing:

Tool 1: Project on a page

Tool 2: Stakeholder map

Tool 3: Aim statement/Driver diagram

Tool 4: Project Charter

Tool 12: PDSA template

Tool 6: Effective meetings



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**Everyone in health care must recognise that
they have two jobs when
they come to work each day:**

doing the work and improving it

Batalden and Davidoff 2007



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Thanks for Listening!

- Measurement for Improvement website:
www.hse.ie/eng/about/Who/QID/MeasurementQuality/measurementimprovement/
- Improvement Knowledge and Skills Guide
- <https://www.hse.ie/eng/about/who/qid/improvement-knowledge-and-skillsguide/>



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Webinar 1: Friday 25th Oct 12.30-1.15 - National QI Team QI methods Toolkit –Roisin Breen

Webinar 2: Wednesday 30th 12.30-1.15 - 7 Steps of Measurement – Michael Carton

Webinar 3: Clinical topics:

For Falls Teams: Monday 11th Nov –details to be confirmed

For PUTZ Teams: Thursday 14th November –details to be confirmed.

Any questions/ queries:

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