



QI TALK TIME

Building an Irish Network of Quality Improvers

hello
my name is...

Quality Improvement Toolkit

Roisin Breen, Siobhan Reynolds & Valerie Twomey
@QITALKTIME

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Speakers

Roisin Breen and Siobhan Reynolds

are Quality Improvement facilitators in the Quality Improvement Team in the HSE.

Roisin is a Physiotherapist by background and is the founder of QITalktime. She works as part of the sustainable QI team who are partnering with a number of organisations to make improvements in key safety priorities.

Siobhan is co-lead of QI for health care boards and supports services in establishing Quality and Safety Committees and applying the Framework for Improving Quality.

Valerie Twomey

is a Clinical Neuropsychologist and Programme Manager for the Brain Injury and Stroke Programmes at the National Rehabilitation Hospital (NRH). She is a graduate of the Diploma in Quality and Leadership at the RCPI and has also spent time at the Institute for Healthcare Improvement (IHI) in Cambridge, MA, USA training as a QI Collaborative Director.



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Instructions

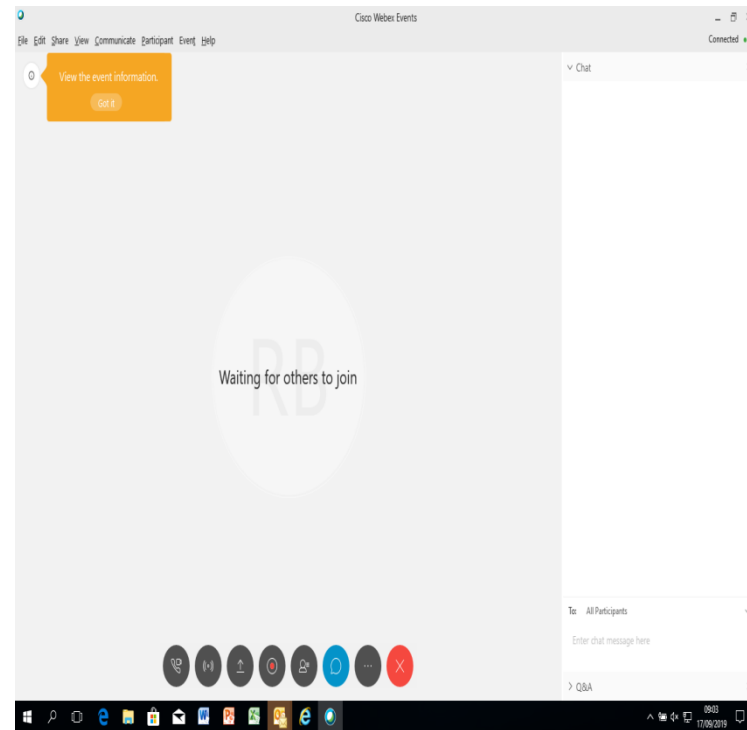
- Sound:

Computer or dial in:

Telephone no: 01-5260058

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



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Today's Webinar:

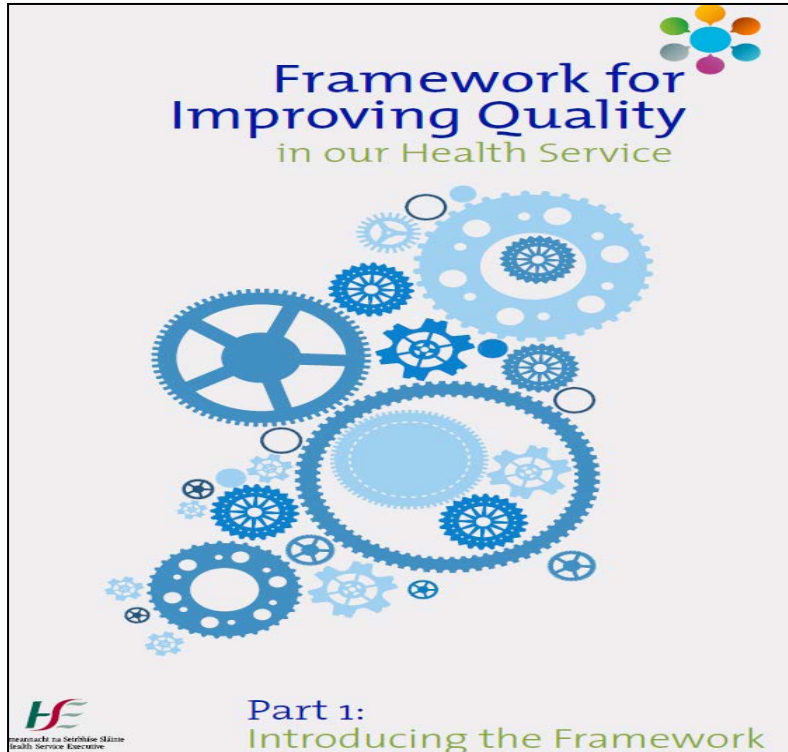
- NRH organised approach to QI
- The NRH Toolkit
- New National Quality Improvement Team QI Toolkit
- How to use it and support staff in your organisation



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HSE Framework for Improving Quality



What is Quality Improvement?

Combined and unceasing efforts
of everyone to make the changes that
will lead to:

(HSE, 2016)

(Adapted from Batalden, Davidoff QualSafHealth Care 2007)



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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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Applying the Framework

Two Hospital Sites

1. Mayo University Hospital

- Driver 6 : Governance for quality
- Drivers 2 & 3 : Patient and Staff Engagement

2. National Rehabilitation Hospital

- Driver 4 : Use of Improvement Methods



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
- Build Improvement
- Knowledge & Skills
- Small Tests of Change
- 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

The NRH Improvement Story...

Dr Valerie Twomey



a **Respectful, Accessible Environment**
where **You Matter** and **People Care**



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Why start a Quality Improvement journey in NRH?

- Standardised approach to Quality Improvement initiatives
- Connection between strategy and improvement initiatives
- More efficient use of Staff resources
- Picture of what was happening across the organisation
- Support for Staff - Quality Initiatives/ projects



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Our main focus for Quality Improvement

1. NRH Quality Improvement Goal



2. Focus on organisational alignment for quality

'A more organised approach to Quality Improvement'

3. Establishing a Daytime Operational and Safety Huddle (DOSH)



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A More Organised Approach

Aim : The NRH uses a coherent, comprehensive process to plan, implement and sustain QI initiatives that will help to achieve the NRH QI goal in line with NRH strategic priorities.

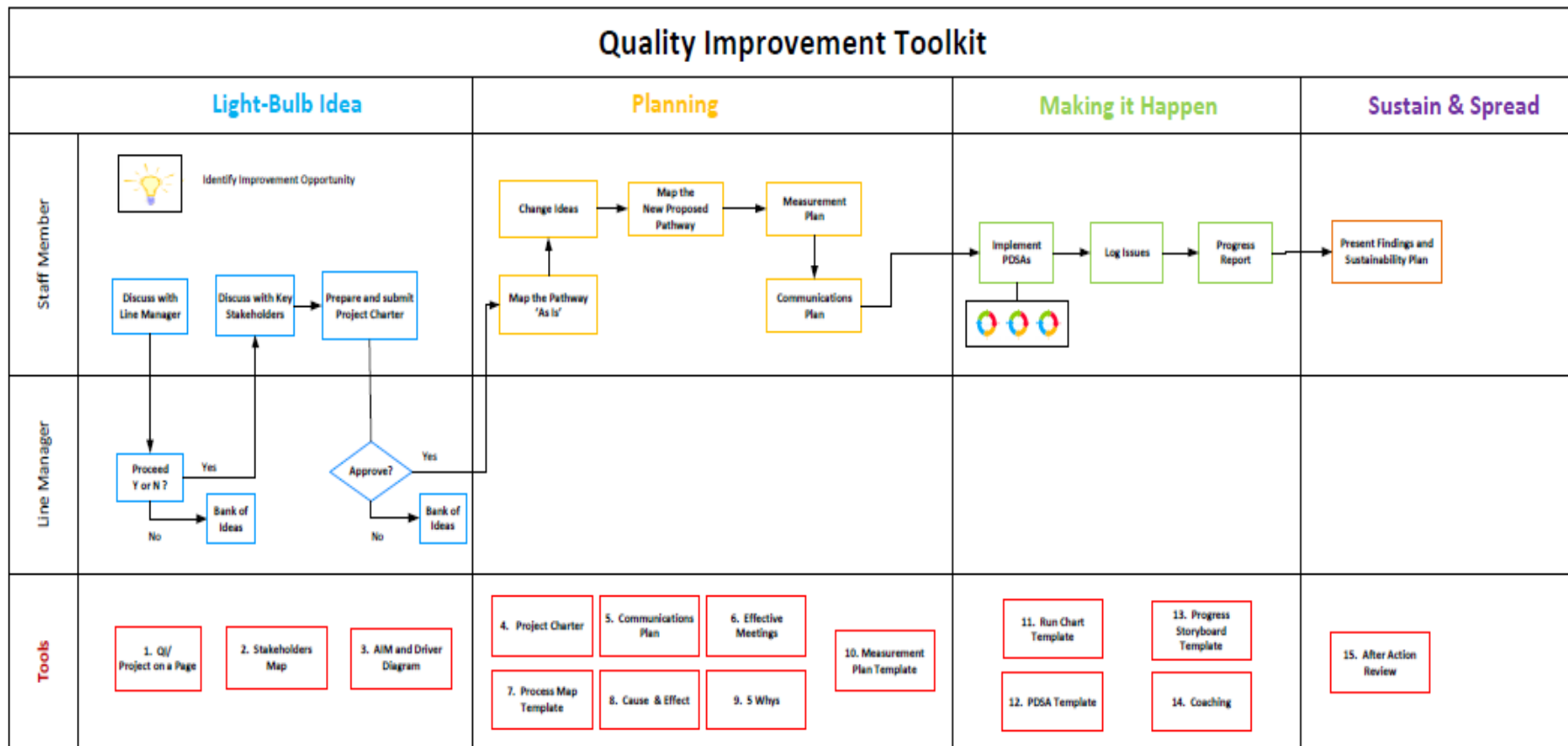
Why: Using an organised approach identifying what QI projects to undertake and how to undertake and embed it will lead to most improvement with least wasted effort.

How:

- NRH Toolkit
- NRH QI Register
- NRH Education Programme
- NRH Community of Improvers



NRH Quality Improvement Process



NRH Quality Improvement (QI) Toolkit Overview

Phases of a QI Initiative	NRH Steps of the QI Process	NRH QI Tools & Resources	Use in your project
Phase 1: Light Bulb Idea	<ol style="list-style-type: none">1. Identify a improvement opportunity2. Discuss with manager3. Formulate improvement aim and objectives	<ol style="list-style-type: none">1. NRH QI on a page template2. Stakeholder map/Team building*3. Aim and Driver Diagram template	
Phase 2: Plan	<ol style="list-style-type: none">4. Discuss with stakeholders and form an improvement team6. Develop a QI Charter . *If level 2 submit to PAR*7. Analyze the system to be improved mapping the pathway8. Map the new pathway demonstrating improvement9. Generate change ideas10. Develop a measurement plan11. Develop a communications plan	<ol style="list-style-type: none">4. NRH QI Charter*5. Process mapping template6. Communications Plan*7. Measurement Plan template	

NRH Quality Improvement (QI) Toolkit Overview

Phases of a QI Initiative	NRH Steps of the QI Process	NRH QI Tools & Resources	Use in your project
Phase 3: Do & Study	12. Implement PDSAs – test and monitor changes 13. Log and act on issues 14. Progress report 15. Avail of coaching	8. Run chart template 9. PDSA cycle & plan template 10. Progress report story board 11. Coaching template*	
Phase 4: Sustain & Spread	16. Document QI Efforts 17. Communicate results and lessons learned with all Stakeholders	12. After Action Review/ Sustainability & Spread Plan*	



NRH QI Education Programme

1. Introduction to Quality and Quality Improvement
2. NRH QI Toolkit and Process Map
3. Model for Improvement and Aim Statements
4. Stakeholder Engagement
5. Driver Diagrams



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NRH QI Education Programme

6. NRH Project Charter
7. Process Mapping
8. Communication Planning
9. Measurement Planning
10. Plan Do Study Act Cycles
11. Sustainability and Spread
12. Progress Updates
13. Next Steps for the NRH



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NRH Community of Improvers

- Mentoring and support for initiatives and use of QI Toolkit.
- Hear from others about their improvement work across the organisation. Sharing the learning.
- Option to attend Project clinics to trouble shoot issues with your own QI projects
- Further your knowledge and skills regarding quality improvement
- Have fun! Showcase and celebrate improvement work



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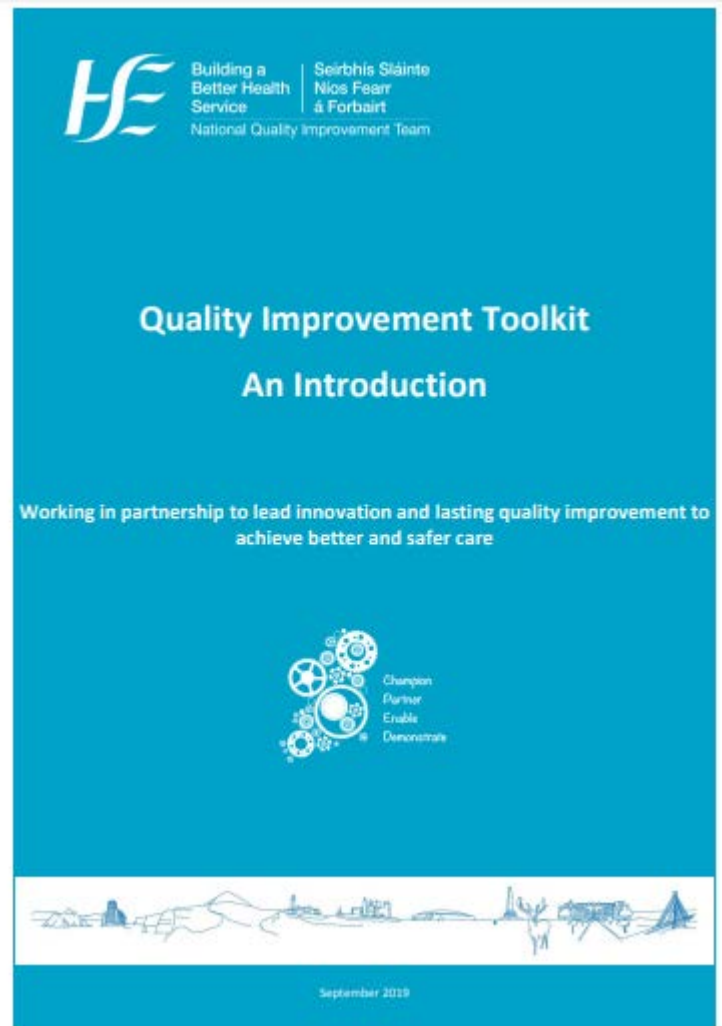


National QI Toolkit

- Underpinned by Methods
- Working group
- Introduction
- Process flow
- 17 tools tried and tested
- Checklist
- Short & easy to use



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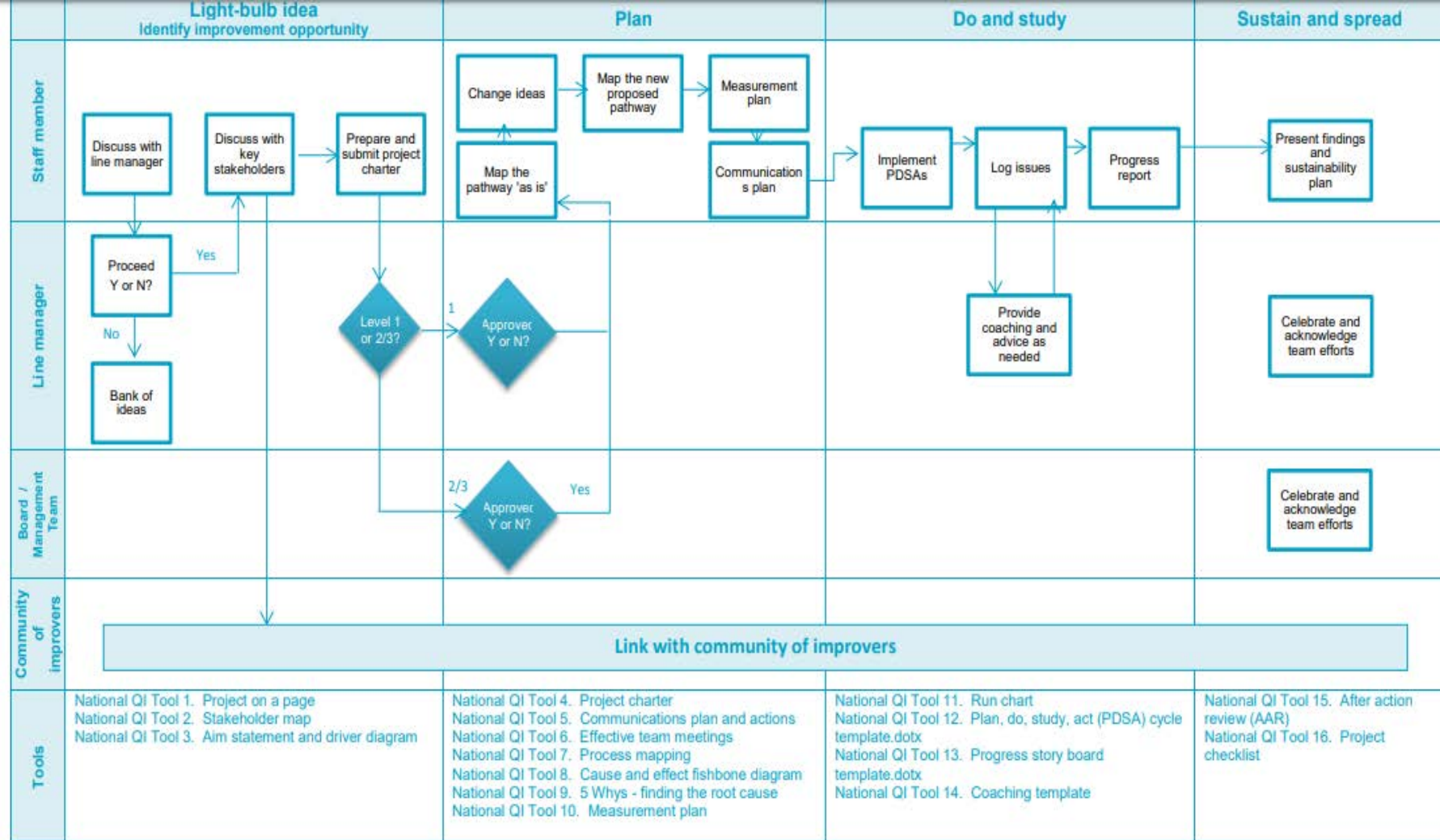
National QI Toolkit

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



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Applying the National Toolkit

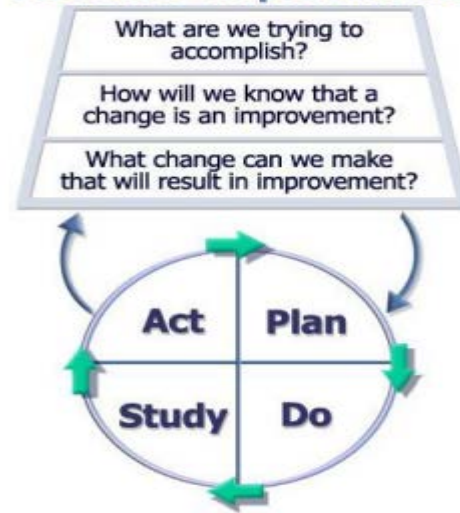


All staff can use it

If you have an improvement idea.....

- Discuss with fellow Staff Members/ Patients to get their views (Tool 0, 2 & 5)
- Does it meet organisation's goals or strategic objectives? (Tool1 & 4)
- Complete Project on a Page (tool 1) and speak to your Line Manager who will advise you about next steps

Model for Improvement



Applying the National Toolkit: QI Facilitators/ Line Managers

- Encourage staff to use QIToolkit
- Collate a list of Quality Initiatives in your area/ organisation
- Select a number of tools relevant to the size of the project
- Create opportunities to bring Staff together 'Community of Improvers'
- Share the learning from projects / initiatives.
- Source training/ support for staff
- Start at Induction
- Support sustainability



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QUESTIONS & FEEDBACK ?



**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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Dates Of QITalktime 2019	Topic	Speakers
Tues 12 th Nov 1-2pm	Human Factors	Dr Marie Ward, QPS Project Manager Childrens Hospital group
Tuesday 26 th Nov 1-2pm	University Hospital Limerick – QI Journey	Team from UL
Tuesday 10 th Dec1-2pm	Co-Lead Collective Leadership – Introduction to Tools available for teams use	Dr Aoife Dr Brun, UCD Health Systems

Thank you from all the team @QITalktime

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