

# Level 1

**Awareness and understanding of quality improvement**



## Level 1

| Competency  | What this looks like   |
|---|--|
| <b>Leadership for Improvement</b><br>This is about understanding the importance of taking responsibility to create the conditions that enables others to engage in improvement. | Respectfully enables others to do their best.                  |
|   | Demonstrates courage and responsibility to make things better. |

Using the rating below, assess yourself against each statement then total your scores at the end.

**I need a lot of development = 1**

**I need some development = 2**

**I am confident = 3**

|   | What I need to know or be able to do  | Score |
|---|---|-------|
| 1 | I recognise what effective leadership looks like in supporting a culture for quality improvement. |       |
| 2 | I appreciate what quality and quality improvement in healthcare means.                            |       |
| 3 | I can identify areas where I can apply quality improvement approaches to make changes in my work. |       |
| 4 | I understand the importance of creating opportunities and sharing ideas for improvement.          |       |
| 5 | I can identify ways to engage and support colleagues in collaborative improvement efforts.        |       |
| 6 | I can demonstrate effective listening and communication skills.                                   |       |
| 7 | I contribute to supporting a culture of quality improvement in healthcare.                        |       |
| 8 | I have awareness of my strengths and limitations and the impact my behaviour can have on others.  |       |
|   | <b>Total</b>  |       |

✓ Select box below as appropriate

| If you scored between 8 and 15 you have assessed yourself against this competency as; | If you scored between 16 and 23 you have assessed yourself against this competency as; | If you scored 24 you have assessed yourself against this competency as; |
|---|--|---|
| <b>I need a lot of development</b><br><input type="checkbox"/>                        | <b>I need some development</b><br><input type="checkbox"/>                             | <b>Confident</b><br><input type="checkbox"/>                            |

Transfer your result to the summary page (p.16)

## Level 1

| Competency  | What this looks like  |
|---|---|
| <p><b>Person and Family Engagement</b></p> <p>This is about understanding how we partner with people who use services in the design, planning, delivery and evaluation of healthcare.</p> | Demonstrates an awareness of the importance of partnering with people who use health services in decisions about their care and improving healthcare. |
|   | Communicates clearly and encourage questions.   |
|   | Demonstrates compassion and respect in interactions with people who use health services.  |

Using the rating below, assess yourself against each statement then total your scores at the end.

**I need a lot of development = 1**

**I need some development = 2**

**I am confident = 3**

|   | What I need to know or be able to do  | Score |
|---|---|-------|
| 1 | I understand the importance of partnering with people who use our health services.  |       |
| 2 | I understand the importance of introducing myself to people who use health services.  |       |
| 3 | I can identify how to involve people who use health services in decisions about improving their healthcare and the healthcare system. |       |
| 4 | I can describe how to encourage and enable people who use health services to ask questions.   |       |
| 5 | I enable people who use health services to share ideas and make suggestions for improvement.  |       |
| 6 | I can describe the importance of communicating with people who use health services in a way that they understand.                     |       |
| 7 | I understand the importance of treating people who use health services with dignity, compassion and respect in every interaction.     |       |
| 8 | I can identify person and family engagement initiatives that I can use in my own area.  |       |
|   | <b>Total</b>  |       |

✓ Select box below as appropriate

|   |  |   |
|---|--|---|
| If you scored between 8 and 15 you have assessed yourself against this competency as; | If you scored between 16 and 23 you have assessed yourself against this competency as; | If you scored 24 you have assessed yourself against this competency as; |
| <p><b>I need a lot of development</b></p> <input type="checkbox"/>                    | <p><b>I need some development</b></p> <input type="checkbox"/>                         | <p><b>Confident</b></p> <input type="checkbox"/>                        |

Transfer your result to the summary page (p.16)

## Level 1

| Competency   | What this looks like  |
|--|---|
| <b>Staff Engagement</b><br>This is about understanding what staff engagement is and how my actions and engagement impact the team and how we relate to each other. | Regularly communicates with colleagues, participates in teams and collaborates with others. |
|  | Shares ideas to improve care/service delivery and values the contribution of others.        |

Using the rating below, assess yourself against each statement then total your scores at the end.

**I need a lot of development = 1**

**I need some development = 2**

**I am confident = 3**

|   | What I need to know or be able to do  | Score |
|---|---|-------|
| 1 | I am able to define what staff engagement for quality improvement looks like. |       |
| 2 | I am able to describe what it looks and feels like to be engaged at work.     |       |
| 3 | I can identify my own role in engaging others for improvement.                |       |
| 4 | I can describe the importance of engaging staff in improvement work.          |       |
| 5 | I can identify simple things I can do to improve staff engagement.            |       |
| 6 | I know how to work well as part of a team.                                    |       |
| 7 | I know how to listen respectfully and value other's contributions.            |       |
| 8 | I know how to raise issues when they need to be raised.                       |       |
|   | <b>Total</b>  |       |

✓ Select box below as appropriate

|   |  |   |
|---|--|---|
| If you scored between 8 and 15 you have assessed yourself against this competency as; | If you scored between 16 and 23 you have assessed yourself against this competency as; | If you scored 24 you have assessed yourself against this competency as; |
| <b>I need a lot of development</b><br><input type="checkbox"/>                        | <b>I need some development</b><br><input type="checkbox"/>                             | <b>Confident</b><br><input type="checkbox"/>                            |

Transfer your result to the summary page (p.16)

# Level 1

| Competency  | What this looks like   |
|---|--|
| <p style="text-align: center;"><b>Use of Improvement Methods</b></p> <p>This is about understanding the importance of using a scientific approach to improving quality.</p> | <p>Demonstrates awareness of quality improvement methods and tools used in improvement work.</p> |

Using the rating below, assess yourself against each statement then total your scores at the end.

**I need a lot of development = 1**

**I need some development = 2**

**I am confident = 3**

|   | What I need to know or be able to do   | Score |
|---|--|-------|
| 1 | I can describe how quality and quality improvement in healthcare is defined.   |       |
| 2 | I can identify opportunities for improvement by talking to patients and colleagues, looking at audits, incident reports and service user feedback. |       |
| 3 | I understand that good ideas need to be tested and adapted to healthcare settings.   |       |
| 4 | I can describe at least one method for improvement.  |       |
| 5 | I can explain the importance of having a clear aim for my improvement idea.  |       |
| 6 | I am aware that measurement is required to demonstrate if a change has resulted in an improvement.   |       |
| 7 | I can describe the process of implementing a small test of change.   |       |
| 8 | I can describe the HSE's Framework for Improving Quality.  |       |
|   | <b>Total</b>   |       |

✓ Select box below as appropriate

| If you scored between 8 and 15 you have assessed yourself against this competency as; | If you scored between 16 and 23 you have assessed yourself against this competency as; | If you scored 24 you have assessed yourself against this competency as; |
|---|--|---|
| <b>I need a lot of development</b><br><input type="checkbox"/>                        | <b>I need some development</b><br><input type="checkbox"/>                             | <b>Confident</b><br><input type="checkbox"/>                            |

Transfer your result to the summary page (p.16)

# Level 1

| Competency  | What this looks like                               |
|---|--|
| <p><b>Measurement for Improvement</b><br/>This involves understanding analysis and presentation of data to support improvement.</p> | Seeks clarity on how improvement will be measured. |

Using the rating below, assess yourself against each statement then total your scores at the end.

**I need a lot of development = 1**                      **I need some development = 2**                      **I am confident = 3**

|   | What I need to know or be able to do  | Score |
|---|---|-------|
| 1 | I can describe what measurement for improvement means.  |       |
| 2 | I can explain the importance of measurement for improvement in QI.                                  |       |
| 3 | I can describe the difference between quality improvement, audit and research.                      |       |
| 4 | I can describe different types of measures.   |       |
| 5 | I can describe the key steps towards effective measurement for improvement.                         |       |
| 6 | I can describe the different sources of information that can help choose a measure for improvement. |       |
| 7 | I recognise the importance of viewing data over time.   |       |
| 8 | I can describe how to use data to inform improvement work.  |       |
|   | <b>Total</b>  |       |

✓ Select box below as appropriate

| If you scored between 8 and 15 you have assessed yourself against this competency as; | If you scored between 16 and 23 you have assessed yourself against this competency as; | If you scored 24 you have assessed yourself against this competency as; |
|---|--|---|
| <b>I need a lot of development</b><br><input type="checkbox"/>                        | <b>I need some development</b><br><input type="checkbox"/>                             | <b>Confident</b><br><input type="checkbox"/>                            |

Transfer your result to the summary page (p.16)

# Level 1

| Competency  | What this looks like  |
|---|---|
| <p style="text-align: center;"><b>Governance for Improvement</b></p> <p>This is about understanding the structures, processes, oversight and accountability that enable improvement work.</p> | <p>Seeks clarity on the governance arrangements for any improvement work.</p> |

Using the rating below, assess yourself against each statement then total your scores at the end.

**I need a lot of development = 1**

**I need some development = 2**

**I am confident = 3**

|   | What I need to know or be able to do   | Score |
|---|--|-------|
| 1 | I can describe what governance for improvement is within my team and organisation (e.g., vision, values, strategic objectives, standards). |       |
| 2 | I can identify who is responsible for quality improvement within my team and organisation.   |       |
| 3 | I can identify who to talk to about improving quality in my organisation.  |       |
| 4 | I can define where quality improvement is discussed within my organisation.  |       |
| 5 | I can describe the ways quality improvement information can be shared within my organisation.  |       |
| 6 | I can describe the quality improvement approaches used in my organisation.   |       |
| 7 | I can identify opportunities for quality improvement within my team and organisation.  |       |
| 8 | I can identify ways to build further on my knowledge and skills for improvement.   |       |
|   | <b>Total</b>   |       |

✓ Select box below as appropriate

|   |  |   |
|---|--|---|
| If you scored between 8 and 15 you have assessed yourself against this competency as; | If you scored between 16 and 23 you have assessed yourself against this competency as; | If you scored 24 you have assessed yourself against this competency as; |
| <b>I need a lot of development</b><br><input type="checkbox"/>                        | <b>I need some development</b><br><input type="checkbox"/>                             | <b>Confident</b><br><input type="checkbox"/>                            |

Transfer your result to the summary page (p.16)

# Level 1 Summary

Transfer your results from each competency to the summary table below. This will give you an overall picture of your development needs.

✓ Select box below as appropriate

| Competency                   | I need a lot of development | I need some development  | I am confident           |
|------------------------------|-----------------------------|--------------------------|--------------------------|
| Leadership for Improvement   | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| Person and Family Engagement | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff Engagement             | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| Use of Improvement Methods   | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| Measurement for Improvement  | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
| Governance for Improvement   | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |

## What now?

Explore the QI development options below. You may need to discuss this with the person who is supporting your development to guide and agree next steps.

| I need a lot of development  | I need some development  | Confident   |
|--|--|---|
| <p>Complete the Introduction to quality improvement online programme hosted on HSeLanD <a href="http://www.hseland.ie">www.hseland.ie</a>.</p> <p>Complete the Level 1 Foundation in Quality Improvement Programme. Check out the National QI Team website for further details <a href="http://www.qualityimprovement.ie">www.qualityimprovement.ie</a>.</p> <p>Check in with your local Quality and Patient Safety Department for local learning opportunities.</p> | <p>Check out the National QI Team website <a href="http://www.qualityimprovement.ie">www.qualityimprovement.ie</a> for education and learning resources and opportunities/</p> <p>Consider undertaking the Level 1 Foundation in Quality Improvement Programme as a refresher.</p> <p>Check in with your local Quality and Patient Safety Department for local learning opportunities.</p> | <p>Consider how best you can apply your existing knowledge and skills to your job and the service you provide.</p> <p>Proceed to assess yourself at Level 2 if appropriate.</p> |