

Level 2

Actively involved in and can deliver quality improvement as part of a team



Level 2

Competency	What this looks like
Leadership for Improvement This is about taking responsibility to create the conditions that enables the team to engage in improvement.	Actively works within the team to set objectives and assists in implementing them.
	Continually engages with all team members to ensure that they feel valued and respected.

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 identify the components necessary to enable my team to deliver quality improvement.	
2	I can describe what co-creation for quality improvement means.	
3	I know what motivates others to contribute to improvements.	
4	I know of ways to support, listen to and manage all team member's points of view.	
5	I am aware of the importance of emotions, how they influence behaviour and impact others.	
6	I know how to help our team to create shared priorities for improvement goals.	
7	I know how to highlight and celebrate our improvement work.	
8	I recognise the importance of planning for sustainability from the start of any improvement project.	
	Total	

✓ 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;
I need a lot of development <input type="checkbox"/>	I need some development <input type="checkbox"/>	Confident <input type="checkbox"/>

Transfer your result to the summary page (p.24)

Level 2

Competency	What this looks like
<p>Person and Family Engagement</p> <p>This is about how we actively partner with people who use health services in the design, planning, delivery and evaluation of healthcare.</p>	Continually seeks opportunities to partner with people who use health services to improve quality.
	Demonstrates the use of different methods to partner with people who use health services in the team's quality improvement work.

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 the benefit of partnering with people who use our health services.	
2	I can describe the different levels of engagement for involving people who use our health services in improving quality.	
3	I know how to recruit and support people who use health services to partner on quality improvement teams.	
4	I can describe the different methods used to partner with people who use health services in the team's quality improvement work.	
5	I can describe the principles of 'co-design and co-production' and their role in engaging people who use health services in improving quality of care.	
6	I can use various strategies for capturing the experience of people who use health services including stories, listening sessions, focus groups and surveys.	
7	I encourage and incorporate suggestions for improvement from people who use health services,	
8	I keep people who use our health services informed of progress of improvements in quality of care.	
	Total	

✓ Select box below as appropriate

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<p>I need a lot of development</p> <input type="checkbox"/>	<p>I need some development</p> <input type="checkbox"/>	<p>Confident</p> <input type="checkbox"/>

Transfer your result to the summary page (p.24)

Level 2

Competency	What this looks like
Staff Engagement This is about how we actively work with people who use and deliver health services to engage them in QI.	Encourages others to seek opportunities to get involved and deliver improvement.
	Demonstrates the use of engagement and facilitation techniques to support improvement work.

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 apply principles of staff engagement with the team for improvement work.	
2	I am able to share examples that demonstrate meaningful staff engagement for improvement.	
3	I am able to choose which resources and tools to use to support staff engagement.	
4	I use engagement and facilitation techniques to support improvement work in teams.	
5	I can work with my team to identify and deal with challenges that might impact on our improvement work.	
6	I know how to communicate what we are doing and acknowledge the outcomes of our work.	
7	I am able to work with my team to run effective meetings for improvement work.	
8	I value and respect the contribution of all staff in improvement work.	
	Total	

✓ 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;
I need a lot of development <input type="checkbox"/>	I need some development <input type="checkbox"/>	Confident <input type="checkbox"/>

Transfer your result to the summary page (p.24)

Level 2

Competency	What this looks like
<p style="text-align: center;">Use of Improvement Methods</p> <p>This is about applying improvement methods and tools to deliver and sustain quality improvement work.</p>	Consistently applies methods and tools for improving quality to achieve sustainable quality improvement.

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 taking a systems approach to improvement work.	
2	I can apply a number of approaches from improvement science to support our team's quality improvement work.	
3	I can describe at least two creative thinking techniques to generate ideas for improvement within the team.	
4	I know how to write a SMART aim.	
5	I can create a driver diagram to support my team's improvement work.	
6	I can use a range of QI tools to support improvement work.	
7	I can demonstrate how to plan and conduct PDSA (plan-do-study-act) cycles.	
8	I know how to use relevant measurement tools to demonstrate that a change has resulted in an improvement.	
	Total	

✓ Select box below as appropriate

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I need a lot of development <input type="checkbox"/>	I need some development <input type="checkbox"/>	Confident <input type="checkbox"/>

Transfer your result to the summary page (p.24)

Level 2

Competency	What this looks like
Measurement for Improvement This is about undertaking the analysis and presentation of data to support quality improvement work and to demonstrate when a change has resulted in an improvement.	Takes a consistent, robust and planned approach to measurement.
	Applies a methodological approach to simple survey design.

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 produce a measurement plan by selecting appropriate measures for quality improvement.	
2	I can demonstrate awareness of qualitative and quantitative methods for data collection and their benefits.	
3	I can design a simple survey.	
4	I can demonstrate how to construct and interpret a run chart and a pareto chart.	
5	I include subject matter experts at all stages of measurement for improvement.	
6	I can define variation and the difference between common cause and special cause variation.	
7	I am aware of SPC charts and how they can inform decision making.	
8	I can describe good practice for creating informative charts.	
	Total	

✓ Select box below as appropriate

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I need a lot of development <input type="checkbox"/>	I need some development <input type="checkbox"/>	Confident <input type="checkbox"/>

Transfer your result to the summary page (p.24)

Level 2

Competency	What this looks like
Governance for Improvement This is about using the structures, processes, standards, oversight and accountability for delivering and sustaining quality improvement.	Works with the team to have a collective understanding of purpose and different roles.
	Engages with managers in the organisation to share the improvement work of the team.

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 assess our team's readiness for improvement.	
2	I know how to create a project charter.	
3	I can define our team's roles and responsibilities, level of decision making and to whom we are accountable for quality improvement.	
4	I know who to talk to for advice and support about our quality improvement initiative.	
5	I can align our team's quality improvement initiative to my department/ organisation's goals.	
6	I know how to plan for sustainability for our quality improvement initiative.	
7	I know how and where to report on the progress of our quality improvement initiative.	
8	I can describe the processes used by our team to communicate, raise issues and plan actions.	
	Total	

✓ 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;
I need a lot of development <input type="checkbox"/>	I need some development <input type="checkbox"/>	Confident <input type="checkbox"/>

Transfer your result to the summary page (p.24)

Level 2 Summary

Transfer your scores 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
Complete the Introduction to quality improvement online programme hosted on HSeLanD. www.hseland.ie	Check out the website www.qualityimprovement.ie for education and learning resources and opportunities.	Consider how best you can apply your existing knowledge and skills to your job and the service you provide.
Complete the Level 1 Foundation in quality improvement as a refresher Check out the National QI Team website for further information. www.qualityimprovement.ie	Complete Level 2 Quality Improvement in Practice Programme Check out the National QI Team website for further information. www.qualityimprovement.ie	Proceed to assess yourself at Level 3 if appropriate.
Complete Level 2 Quality Improvement in Practice Programme Check out the National QI Team website for further information. www.qualityimprovement.ie	Check in with your local Quality and Patient Safety Department for local learning opportunities.	
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