

Orientation & How Quality Fits in the Bigger Picture

Speakers: Sarah Thornburg, Jayne Van Asperen

Objectives:

- Define quality and performance improvement
- Apply the definitions of quality assurance and quality improvement in context of their own hospital-based work environment
- Incorporate Donabedian's quality framework to a quality improvement initiative currently in process at their workplace
- Inform fellow learners about the quality structure at your hospital
- Discuss how hospitals quality activities align with mission and strategic goals
- Evaluate and discuss potential integration of external best practices

Pework / Homework: Bring to class:

- Quality Plan
- Strategic Plan/ Initiatives

Agenda:

8:30 a.m. - 9:00 a.m.	Welcome and Program Overview / Download Center / Communication Plan
9:00 a.m. - 10:30 a.m.	Fundamental Principles of Quality <ul style="list-style-type: none">• What is Quality? Defining Quality in Your Organization Improvement Processes <ul style="list-style-type: none">• Quality Assurance (QA)• Quality Improvement (QI)• Performance Improvement (PI)
10:30 a.m. - 10:45 a.m.	Break
10:45 a.m. - 11:15 a.m.	Responsibility for Quality <ul style="list-style-type: none">• Who are the stakeholders and their role?
11:15 a.m. - 12:00 p.m.	Return on Investment for Quality
12:00 p.m. - 12:30 p.m.	Lunch
12:30 p.m. - 1:00 p.m.	The Quality Plan <ul style="list-style-type: none">• Why do we need a Quality Plan?• Review sections of a plan• Frequency for review of Quality Plan
1:00 p.m. - 1:30 p.m.	Where to Begin: Establishing Priorities for Quality and Performance Improvement <ul style="list-style-type: none">• Regulatory Compliance – the QA of the Quality Continuum• Strategic Plan/ Vision/ Mission – what are your initiatives?• Common areas to evaluate related to quality Goal Setting and Action Planning <ul style="list-style-type: none">• Alignment with strategic plan and initiatives• Meaningful goals and metrics
1:30 p.m. - 2:15 p.m.	Action Plans that Create Desired Movement: What, where, when, how, and by whom Methodology for Improvement <ul style="list-style-type: none">• LEAN, PDSA, PACE, SIX SIGMA• Small tests of change• Team involvement• Leadership support and involvement

Measurement/ Metrics

- Measure the important things
- Donabedian model
- How to obtain measures
- Benchmarks
- Timeliness
- “measure-vention”

Evaluating and Reporting Improvement Efforts

- What are your organizations reporting platforms? Monthly meeting, employee forums, department postings, public postings, Medical staff meeting etc....
- Decide what information goes to whom to make the most impact

Quality Communication

- Committees and Councils
- Quality Sub- committee with board member
- Transparency
- Celebrate Successes

2:15 p.m. - 2:30 p.m.

Break

2:30 p.m. - 3:30 p.m.

Activity: Alignment Worksheet

- Evaluate own organization’s strategic initiatives with quality goals/actions. Do they align?

Activity: Evaluation of Quality Plan

- Does your organization’s quality plan provide an outline for the formal process of quality improvement in your organization? If not, what areas need improvement?

3:30 p.m. - 4:00 p.m.

Capstone Project Expectations

4:00 p.m. - 5:00 p.m.

Networking Event