



# QUALITY ACADEMY

BUILDING ADVANCED IMPROVEMENT CAPABILITY FOR BC



*building advanced  
improvement capability  
for BC*

Background

Overview of Quality Academy

Current cohort

Future plans and supporting programs



## Background

- Originated with the work of the Education & Capacity Building Working Group.
- Leaders of quality initiatives – a key group.
- Survey of needs and scan of programs.
- No ideal solution for BC.
- Create a program based on international experience.



## Aim

*The aim of the Quality Academy is to provide participants with the capability to effectively lead quality and safety initiatives including the teaching and advising of others in the process of improving health care quality.*



## Objectives

Participants will build their knowledge, skills and confidence around the core components of quality improvement including:

- Process and systems thinking;
- Personal and organizational development;
- Involving patients, users, carers, staff and the public;
- Making improvement a habit: initiating, sustaining and spreading change;
- Delivering on cost and quality;
- Problem solving/internal consultancy skills; and
- Innovation for improvement.

Participants will demonstrate acquired knowledge through design, implementation and evaluation of an improvement project related to the mission, vision and values of the organization.



## Curriculum Overview

Built upon the learning and experience from:

- NHS Institute for Innovation and Improvement; and
- Intermountain Healthcare's Advanced Training Program.

Skills and knowledge of various quality improvement tools and methods.

Critical thinking skills to understand strategic opportunities to improve the quality of care.



# Quality Academy Structure

Five residency sessions held over a 6 month period:

*September 20 – 23*

*Vancouver*

*October 25 – 27*

*Kelowna*

*November 29 – December 1*

*Victoria*

*January 10 – 12*

*Prince George*

*February 21 – 22*

*Vancouver*

Participants will undertake a quality improvement project as part of the Quality Academy to apply the curriculum with the support of expert faculty



## Supports

- Webinars between residency session
- A Faculty Mentor
- A dedicated website
- Discussions with faculty and participants
- A network of improvement experts



## Current cohort

- 28 participants
- Representatives from all health authorities
- Variety of roles, program areas and levels represented.
- Most have at least some improvement experience – many have a great deal.



## Project examples

- Patient/public involvement in quality work.
- VTE program implementation.
- Correct DI tests performed on the correct patient.
- Falls prevention.
- Surgical safety checklist.
- Family practice referral to mental health services.
- Coordination of regional youth clinics.



## External Evaluation of the Overall Program evaluating success in achieving program aims:

The aim of the Quality Academy is to provide participants with the **capability to effectively lead quality and safety initiatives** including the teaching and advising of others in the process of improving health care quality.

Participants will **build their knowledge, skills and confidence** around the core components of quality improvement



Was the program successful in.....			Which aspects of the program were most effective in building knowledge, skills, confidence and capability to lead initiatives?
building Participants' knowledge and skills? ↓	building Participants' confidence around QI? ↓	increasing Participants' capability to lead initiatives? ↓	
<i>Pre to post self assessment</i>	<i>Post program interviews</i>	<i>Monthly reports – project progress assessment</i>	Interviews: -Participants -Mentors -Executive Sponsors -BCPSQC
<i>Monthly reports – question on key learnings</i>	<i>Participants give rating on confidence after each session</i>	<i>Post program interviews</i>	
		<i>Post program interviews with Executive Sponsors</i>	



## Ongoing Residency Session evaluation questionnaires:

Ask participants to comment on each topic:

- information was communicated clearly and effectively?
- Information was presented at an appropriate level?

Overall session questions:

- what new methods will they apply to their work?
- ratings of office hours, networking opportunities, learning environment
- Venue



## Residency 1 Evaluation Highlights

- Over 95% agreed that the program met their expectations
- Over 95% agreed that they will implement new strategies in their work based on what they have learned
- Analysis of open ended comments show that the overview of different models and tools was appreciated, as well as the time for small group discussions. Areas for improvement focused on IT concerns, and the time and format of group discussions
- Preliminary data from the second residency is similar



## Future Cohorts

- Aim to announce Cohort 2 at the beginning of December
  - Will run from April 2011 – Sept 2011
  - Limited to 30 participants
- Cohort 3 set to begin in October 2011
- Cohort 4 set to begin in April 2012



## Supporting Graduates

- Will be exploring possible mechanisms to encourage continued networking – calls/annual refresher/additional opportunities.
- Potential add-on to the Quality Academy for interested graduates – training in delivery of one day “QI basics” course



## Quality Academy for Physicians and Clinical Champions

- Aimed at clinicians who are improvement effort champions or clinical leaders
- Abbreviated version with modified delivery schedule
- Cover the same topics as Quality Academy – less focus on the management/logistics aspects.



## Board and Executive Learning Series

- Initially raised by Fraser Health
- Recognized a need for Board and Senior Executive learning related to clinical quality and patient safety
- IH and PHC have subsequently joined planning group
- Each HA is invited to take part



## Tentative Structure

- Series of three 1.5 day sessions over a 12 month period
  - Learning Session 1: Large group session
  - Learning Session 2: Individual boards and executive teams
  - Learning Session 3: Large group session
- Supplemented with virtual opportunities
- Potential launch: March 2011?



## Content

- Structured around the same framework as the Quality Academy (Bevan, 2010)
- Incorporate components of the CPSI/CHSRF “Effective Governance...Toolkit”
- Learning Session 2 provides the opportunity to explore HA-specific topics and structures



# *Questions?*

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