

# 2008-2009 Improvement Fundamentals

*Building Capacity for Quality Improvement*



Improvement Fundamentals, the Model for  
Rapid Cycle Improvement

May 13, 2008, London, Ontario  
October 8, 2008, Whitby, Ontario  
February 9, 2009, Newmarket, Ontario





*A Quality Healthcare Network Learning Workshop*  
Improvement Fundamentals: The Model for Rapid Cycle Improvement  
Using the model to drive improvement in quality and patient safety

Responding to member demand for more education opportunities in Quality Improvement, QHN has designed this one day workshop to build capacity for quality improvement in member organizations. Each QHN member is entitled to 3 free seats at this session or in the Facilitation Fundamentals course as promised in your 2008 – 2009 membership renewal.

This introductory level workshop will help you plan and implement improvement strategies, using the Model for Improvement. This model helps teams focus their improvement efforts and to use small tests of change to accelerate improvement

### **What's it all about**

In this interactive one-day workshop, you will learn:

- To establish clear aims for improvement
- To use measurement to drive and monitor improvement
- To use the model of improvement and the Plan, Do, Study, Act methodology to rapidly test change to enhance quality and patient safety

### **Agenda Highlights**

- *The Model for Improvement* - A framework for planning and implementing improvements
- *Taking Aim on Improvement* - Defining A Clear Aim and Target Population to set the stage for success
- *Defining Measures of success* - Using data to assess your changes and demonstrate success
- *The PDSA (Plan Do Study Act) Cycle* - How to get from AIM to ACTION
- *Continuous Improvement* - Sustaining the momentum

### **Who Should Attend?**

This workshop is directed at clinical or support staff and leaders who are new to leading or participating in quality improvement initiatives and are not familiar with the model of rapid cycle improvement.

While offered at a novice level, this course would also be suitable for others wishing to refresh their knowledge on applying rapid cycle methodology in their every day work.

### **Comments from Previous Attendees**

- *“Reinforced much of what I am pushing forward in our organization – great stuff! Shifted my understanding of how to do multiple PDSA cycles”*
- *“Although benchmark data may need to be collected improvement can be made concurrently based on experiential knowledge”*
- *“How to guide change. Being specific about what we are trying to accomplish is important to direct and guide change – good to also know how to move forward with small pieces of change and improvement”*

## **Course Faculty**

***Roy Butler, BSc (PT), PhD***

**Director of Ambulatory Surgery Services, St. Joseph's Health Care, London**

Roy Butler is the Director of Ambulatory Surgery Services at St. Joseph's Health Care in London, Ontario. Formerly, Roy also held the position of Director, Quality Measurement & Clinical Decision Support at St. Joseph's. Roy has a Bachelor of Science in Physical Therapy and his doctorate in Epidemiology & Biostatistics. During Roy's career in health care, he has held various clinical and administrative roles in both the public and private health sector. In his current role, Roy's accountabilities include providing leadership and direction to corporate quality and performance measurement, implementation and monitoring of the St. Joseph's Quality Strategy, and internal and external benchmarking activities related to quality. Roy has participated in several regional, provincial, and national initiatives including Ontario Hospital Report Advisory Committees on Patient Satisfaction and Ambulatory Care Indicators, Quality and Utilization Management Advisory Group for the CIHI/Hay Group Benchmarking Comparison of Canadian Hospitals, and Co-Chair of the Canadian Ambulatory Patient Satisfaction Steering Committee.

***Barbara Kendrick, BSc, OT, MHSc***

**Director, Quality and Planning, Southlake Regional Health Centre**

With a clinical background in Occupational Therapy and a Masters in Health Administration Barbara has 28 years of experience spanning clinical and administrative roles in multiple health care sectors. Her administrative roles have included direction of rehabilitation services as well as multiple corporate support areas such as Infection Prevention & Control, Staffing, Quality, Risk, Clinical Informatics and Occupational Health & Safety for a growing, regional health centre.

As the Director, Quality and Planning for Southlake Regional Health Centre in Newmarket, Barbara has a current focus on organizational planning and performance monitoring and improvement. Barbara takes a special interest in helping clinicians and clinical leaders understand how to collect, organize, analyze and present data in ways which support the achievement of their program goals and corporate strategic objectives. She has had experience in leading and facilitating workshops in quality improvement tools and methodology as well working with provincial initiatives such as the Ontario Performance Improvement Initiative and the Ontario Trailblazer Project (supporting Safer Healthcare Now!).

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**Registration Form**

**Registration (please select one)**

**The course takes place from 0830 - 1630**

- London, Ontario – St. Josephs Health Care – May 13<sup>th</sup>, 2008
- Whitby, Ontario – Whitby Mental Health Centre – October 8<sup>th</sup>, 2008
- Newmarket, Ontario – Southlake Regional Health Centre – February 9<sup>th</sup>, 2009

I am registering as: (to find out how many seats you have please email [sean.molloy@qhn.ca](mailto:sean.molloy@qhn.ca) )

- A QHN member with one of my 3 free seats from our membership benefits
- A QHN member who has used my 3 free seats at the rate of \$399 + GST
- A nonQHN member at the rate of \$599 + GST

***Please complete a registration form for each attendee.***

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

Allergies or Special Needs: \_\_\_\_\_

**Fine Print**

All substitutions and cancellations must be submitted in writing. **If you cancel your registration within 10 days of the event taking place you will be responsible for a \$100 administration fee.** By signing the attached registration form you acknowledge having read these terms. This is done as space is extremely limited for these workshops.

***Privacy Policy:*** All personal information collected on this form will only be used for purposes of conference administration.

- Please check here if you do not wish your coordinates listed on the participation sheet.
- Please complete and return your registration form to: Sean Molloy via fax at 416.351.3762 or email to [sean.molloy@qhn.ca](mailto:sean.molloy@qhn.ca)

**Should you require more information please contact Sean Molloy at 416.351.3760 or at [sean.molloy@qhn.ca](mailto:sean.molloy@qhn.ca)**