

QHN Learning Workshop

Building Capacity for Quality Improvement



Improvement Fundamentals: The Model for Rapid Cycle Improvement

January 23rd, 2008

Southlake Regional Health Centre • Newmarket, Ontario





This is your last chance to attend this workshop in this membership year!!!

*A Quality Healthcare Network Learning Workshop
January 23rd, 2008 – Southlake Regional Health Centre, Newmarket, Ontario*

**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 as promised in your 2007 – 2008 membership renewal. Due to overwhelming demand, we have added this, our fourth workshop, to allow those who have not used their seats an opportunity to do so and for those that have wanted to send more than 3 from their organization, an opportunity to purchase more seats. This will be our last offering of this course in this membership year.

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, Quality Measurement & Clinical Decision Support, St. Joseph’s Health Care, London

Roy Butler is Director, Quality Measurement & Clinical Decision Support at St. Joseph’s Health Care London. 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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Using the model to drive improvement in quality and patient safety

Registration Form

Registration (please select one)

The course takes place from 0830 - 1630

Newmarket, Ontario – Southlake Regional Health Centre – January 23rd, 2008

I am registering as: (to find out how many seats you have please email 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 non-QHN 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

Should you require more information please contact Sean Molloy at 416.351.3760 or at sean.molloy@qhn.ca