

Advisor programme 2021

What is this about?

The Health Quality & Safety Commission (the Commission) is supporting provider organisations to develop quality improvement capability through a scholarship programme for quality improvement advisors.

This bespoke programme has been developed specifically for the Aotearoa New Zealand health and disability sector and will be delivered by the Commission.

Aim of the programme

The programme aims to develop and expand the improvement skills and knowledge required to become an effective facilitator of change. The curriculum is designed for health care professionals who have a **major** portion of their work focused on improvement and who will be viewed by senior leadership as **vital assets** to their organisations.

Expectations and learning principles of programme participants

The Advisor programme is based on the following learning principles and expectations:

Previous knowledge/skills of participants

This course is designed for participants who already have some foundational knowledge and experience in the application of improvement tools and methods. The course will:

- expand on this foundational knowledge
- provide experience in the application of improvement tools (ie, tools for understanding the problem, root cause identification, process mapping, idea generation and PDSA)
- provide training in improvement methods such as Lean or the Model for Improvement in the context of primary health care.

Action learning

The programme is designed to integrate learning and doing. Each learner applies tools, skills, knowledge to an improvement project that is strategically important to their organisation. In addition, the programme develops critical thinking and reflection among its participants.

Results

Programme participants will focus on learning and getting results for their project. We anticipate that each participant's project will deliver measurable improvements in the system or process on which they are working, and that plans to monitor and sustain these improvements are in place by the end of the programme.

Full attendance & participation

The programme has been carefully designed so that every session delivers learning that is essential to becoming an effective improvement advisor. As such, the faculty expect full attendance and participation for the entire duration of the programme.

Expectations are:

- The improvement advisor programme will require approximately 0.25 full time equivalent (FTE) on the part of each participant
- Full commitment to assigned course work, fortnightly zoom sessions, and the exercises and/or assignments between workshops.
- Attendance and participation in the following course sessions:

Dates	Delivery format	Duration
11 August 2021	Zoom 1 Launch session / Introduction – participants and sponsors attend	2 hours
7, 8, 9 September 2021	Workshop 1: in-person (Wellington)	3 days
22 September 2021	Zoom 2	2 hours
6 October 2021	Zoom 3	2 hours
20 October 2021	Zoom 4	2 hours
10 November 2021	Zoom 5	2 hours
24 November 2021	Zoom 6	2 hours
8 December 2021	Zoom 7	2 hours
9 February 2022	Zoom 8	2 hours
15, 16 February 2022	Workshop 2: in-person (Wellington)	2 days
23 February 2022	Zoom 9	2 hours
9 March 2022	Zoom 10	2 hours
23 March 2022	Zoom 11	2 hours
6 April 2022	Zoom 12	2 hours
12 May 2022	Evaluation and celebration day: in-person (Wellington)	1 day

Project sponsor support & reporting requirements

Project sponsors are pivotal to the improvement advisor's success. The project sponsor is the senior leader accountable to the organisation for the specific project that the participant will be working on. The role of the project sponsor is to:

- Sign off on the project charter
- Attend regular project progress meetings (monthly recommended)
- Provide appropriate resources for the project
- Maintain the priority of the project in the face of competing demands
- Remove barriers to testing and implementing changes
- Communicate the project story and progress to others in the organisation.
- Complete a quarterly progress update to the Commission

We ask that the sponsor participate in the first zoom session prior to workshop one, in order to make certain they have the opportunity to ask questions and obtain vital information about the programme.

Participants monthly reporting requirement

Participants are required to provide monthly reports on their project. This requirement:

- 1) gives the faculty insight into your progress with the project and an opportunity to discuss and provide feedback
- 2) builds a good habit of reflecting on progress on a regular basis.

Participant's organisations are likely to have their own reporting requirements for the project. This should include the opportunity for face-to-face meetings with senior leaders to provide updates, discuss any barriers and receive feedback and support. The programme reporting requirements do not replace this.

Improvement project

- Each participant will have an improvement project to apply the theory and methods learned in the programme. This project should be important to the organisation and scoped so it can be completed within the nine-month programme.
- Each participant will devote a minimum of 8 hours a week to working with their improvement project in their organisation. Participants will run many tests of change and implement some of these changes for system and process improvements in their organisation.
- Participants will be required to present project progress at each workshop including charters, data analysis and process observations, tests of change and a final project presentation in workshop three. Any data presented during workshops will not be shared outside the programme.
- Participants are expected to regularly share progress updates with their manager and the project sponsor. This includes alerting them to any issues or concerns with the project and reflecting this in project reports.

Workshop logistics

Commission faculty members facilitate this programme over the course of the nine months to expose the participants to a variety of teaching styles, examples and areas of expertise. In addition, guest faculty will provide teaching in some sessions.

Technical requirements

Participants must bring their own laptops to all workshops.

Participants must:

- have and bring their own laptop
- have a stable internet connection

QI Macros Statistical Process Control (SPC) software

Participants must arrange access to QI Macros Statistical Process Control (SPC) software to create SPC charts and ensure it is loaded and accessible on their laptop for both workshops. Below is the QI Macros website link, the cost is USD\$209 per licence:

- QI Macros (<http://www.qimacros.com/qi-macros/>)

Course fees and expenses

In 2021/2022 the Commission will sponsor the Improving Together Advisor programme pilot (25 participants). The Commission will cover the participant's course fees.

The participants' organisation will contribute to costs by supporting the staff member's travel and accommodation, QI Macros licence and the allocated time identified for them to participate in all in-person workshop days, all zoom sessions and to undertake quality improvement project work and self-directed learning between sessions.

Participants will be provided with a copy of the *Improvement guide – a practical approach to enhancing organisational performance* and *The Health Care Data Guide – Learning From Data For Improvement* at the first workshop.

How do we confirm participation?

Liaise with your manager and sponsor and complete the registration form (attached). Email your completed form to **Learning.Capability@hqsc.govt.nz** by **5pm on Friday 30 July 2021**, stating 'Improving Together Advisor Programme' in the subject line.