

# Northern region

## *First, Do No Harm*

### *First, Do No Harm* team:

Karen O’Keeffe – Clinical Lead

Peter Leong – Improvement Specialist

Kelly Fraher – Improvement Specialist

Gael Panama – Communications

# *First, Do No Harm collaborative*

Falls and Pressure  
Injury Collaborative  
Dec 2011 – May 2013  
Lots of challenges and  
learning!



# *First, Do No Harm Falls/PI collaborative*

- Agreed measurement metrics for falls and pressure injuries
- Learning sessions June 2012 –
- Mini-learning sessions held with district health boards (DHBs) and age-related residential care (ARRC) to support teams
- Reduction in grade three and four pressure injuries and lower level harm in falls
- ‘How to’ guides – created from the teams learning.



# Our learning of key success factors

- Strong leadership support
- Key to have an engaged sponsor
- Clear aims and measures (scope project)
- Interdisciplinary team – strong clinical support
- Ideas for improvement – what changes to test
- Early and regular on-going small scale tests of changes
- Effective strategy for learning – knowledge management – communication

# Recommendations for increasing chances of successful quality improvement through a collaborative

Preparation and defining purpose:

- Choose the right type of subject
- Define objectives for taking part and assess the capacity to benefit from the collaborative
- Define roles and make clear what is expected
- Ensure team building and preparation by teams for the collaborative.

Quality Safe Health Care 2002; 11: 345-351

# Recommendations continued...

Recommendations for collaborative learning meetings:

- Emphasis on mutual learning
- Motivating and empowering teams
- Measurable and achievable targets
- Support teams with data and change management skills.

Quality Safe Health Care 2002; 11: 345-351

# Alignment Model



Source: Adapted from Knoster, T, Villa R, & Thousand, J (2000). A framework for thinking about systems change. In R villa & J Thousand (Eds), Restructuring for caring and effective education: Piecing the puzzle together (pp. 93-128). Baltimore: Paul H Brookes Publishing Co

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# MUSIQ framework

A framework and a tool developed by quality improvement (QI) experts to help define important contextual factors that will likely influence a project's success.

A self-assessment that can help identify aspects in the organisation or team that may impact on the QI project's success. Can be used to understand and modify the factors identified that may help or hinder.

For example – to demonstrate need for resources and support for the project.

Demonstrates project alignment with the organisation's strategy





# MUSIQ framework

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Demonstrates project alignment with the organisation strategy.

# MUSIQ framework

The Model for Understanding Success in Quality (MUSIQ): building a theory of context in healthcare quality improvement

Heather C Kaplan, Lloyd P Provost, Craig M Froehle, Peter A Margolis<sup>4</sup>

# MUSIQ framework

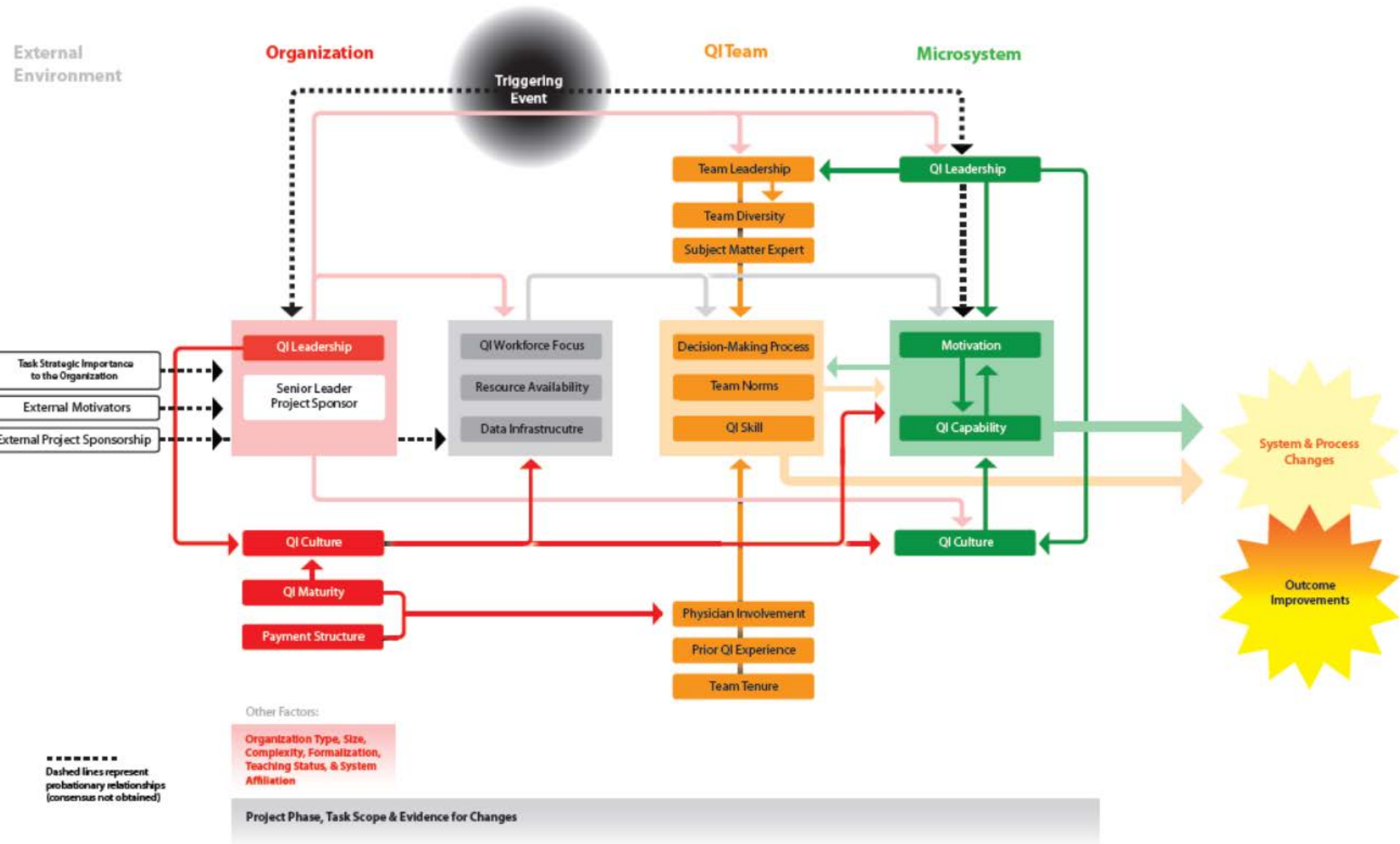
**Background:** Quality improvement (QI) efforts have become widespread in health care, however there is significant variability in their success. Differences in context are thought to be responsible for some of the variability seen.

# MUSIQ framework

**Objective:** To develop a conceptual model that can be used by organizations and QI researchers to understand and optimise contextual factors affecting the success of a QI project.

**Context:** “...characteristics of the organisational setting, of the individual, of his or her role in the organization, and of any other environmental factor that may shape [quality improvement effectiveness].”

# MUSIQ: Model for Understanding Success in Quality



# Summary

- Context is important in the success of QI initiatives and needs to be examined systematically
- Using MUSIQ you can...
  - Identify aspects of context that must be addressed before or during the execution your QI projects
  - Plan strategies to modify context for increased success

# Breakout

- Work in your teams to complete the MUSIQ tool.
- We will collect and calculate.
- Will provide some insight of context issues that team may need to work through.