

Building Improvement Capability in New Zealand's Healthcare System

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+ 328

Challenges for our Healthcare System

There is limited capability in New Zealand's District Health Boards, Primary Healthcare Organisations and Mental Health and Addiction Services to deliver improvements based on proven frameworks and methodologies

Aim: Building Improvement Capability

- Increasing knowledge
- Building skills
- Delivering capability

National Collaboration

The HQSC sponsored programmes have been developed in collaboration with the Ko Awatea teaching facility at Counties Manukau Health. They are structured to maximize learning, utilizing evidence from the Centre for Creative Leadership

Participants are selected from across New Zealand by the HQSC to take part the 9 month programmes. Participants are taught using the Model for Improvement methodology; underpinned by the philosophy of the Deming's System of Profound Knowledge within the HQSC's framework

Delivery Model

The learning and development model used formal learning, social learning and experiential learning Workshops included didactic sessions, application of the theory, and breakout group sessions. Guest speakers included experts on HQSC variation data, Primary Health Care and Patient Experience Participants were provided coaching and feedback via workshops, regional meetings and WebEx's Participants identify a project to apply the skills and knowledge they develop throughout the course.

Completion Requirements

Participants are required to attend all scheduled course components. Complete a pre and post assessment of knowledge and skills. Each participant is required to demonstrate via their projects the ability to identify the problem, write an aim, complete a driver diagram and a family of measures, apply the voice of the customer, develop and test change ideas and demonstrate measurable improvement and report key learnings

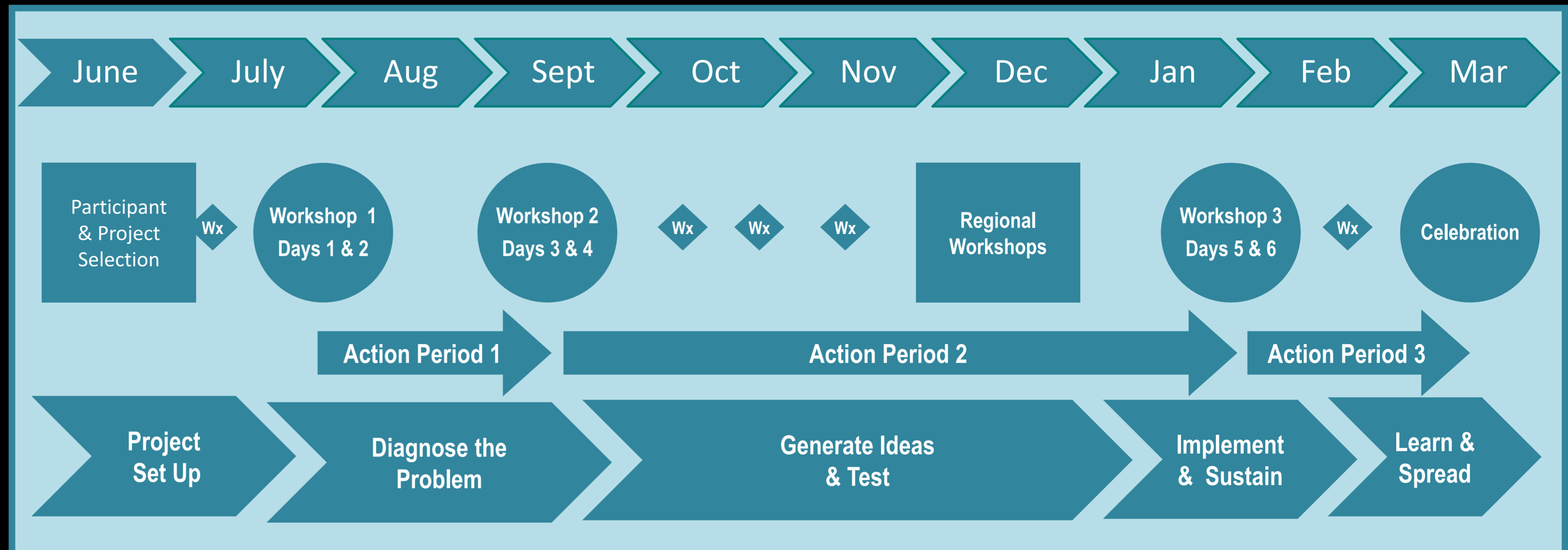
Ongoing evaluation

Feedback from each workshop is collected and used to guide content for the specific courses, as well as guide overall structure and content of the programmes. Reviews held with the HQSC and KA annually to ensure the programmes are meeting the needs.

Impact and benefits

- 5 Improvement Advisor programmes
- 6 Improvement Facilitator programmes
- Total of 328 participants completed
- Organisational project successes
- Building of improvement networks and support

Overview of the Quality Improvement Programmes



Philosophy

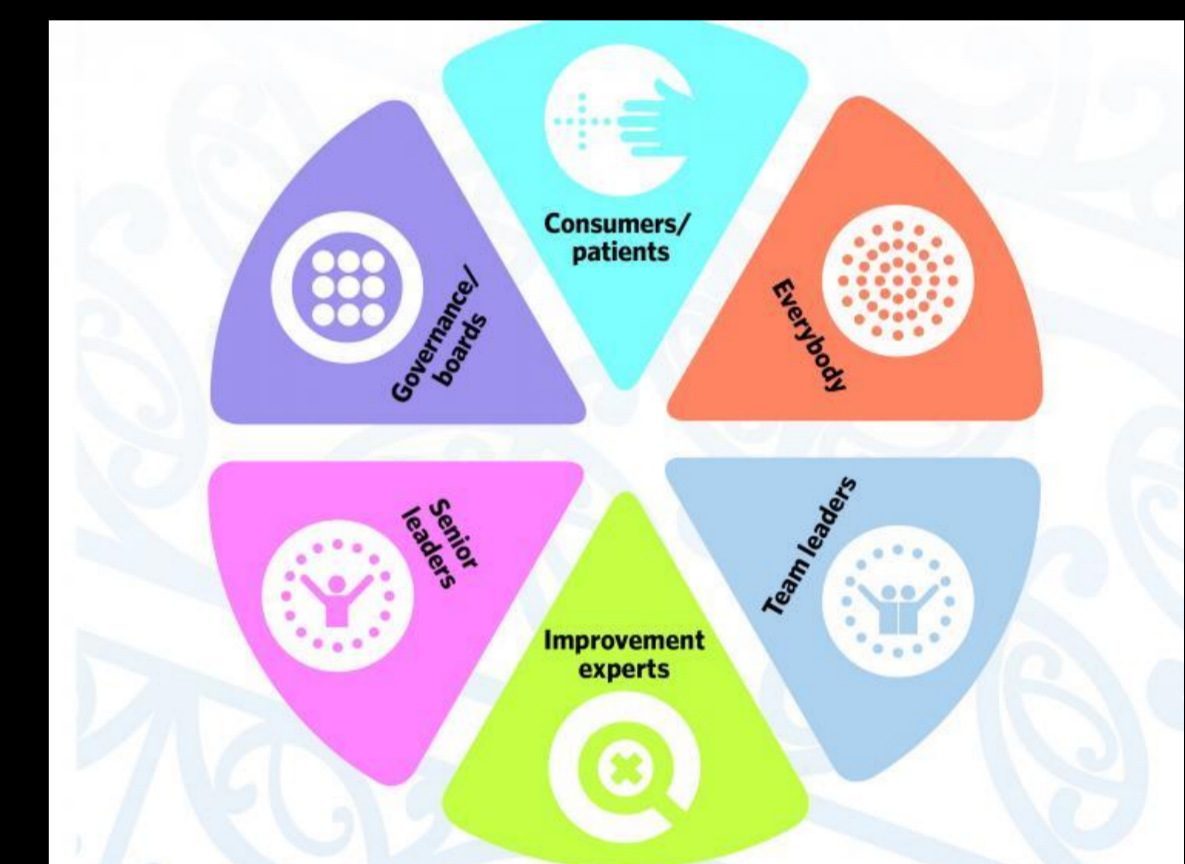
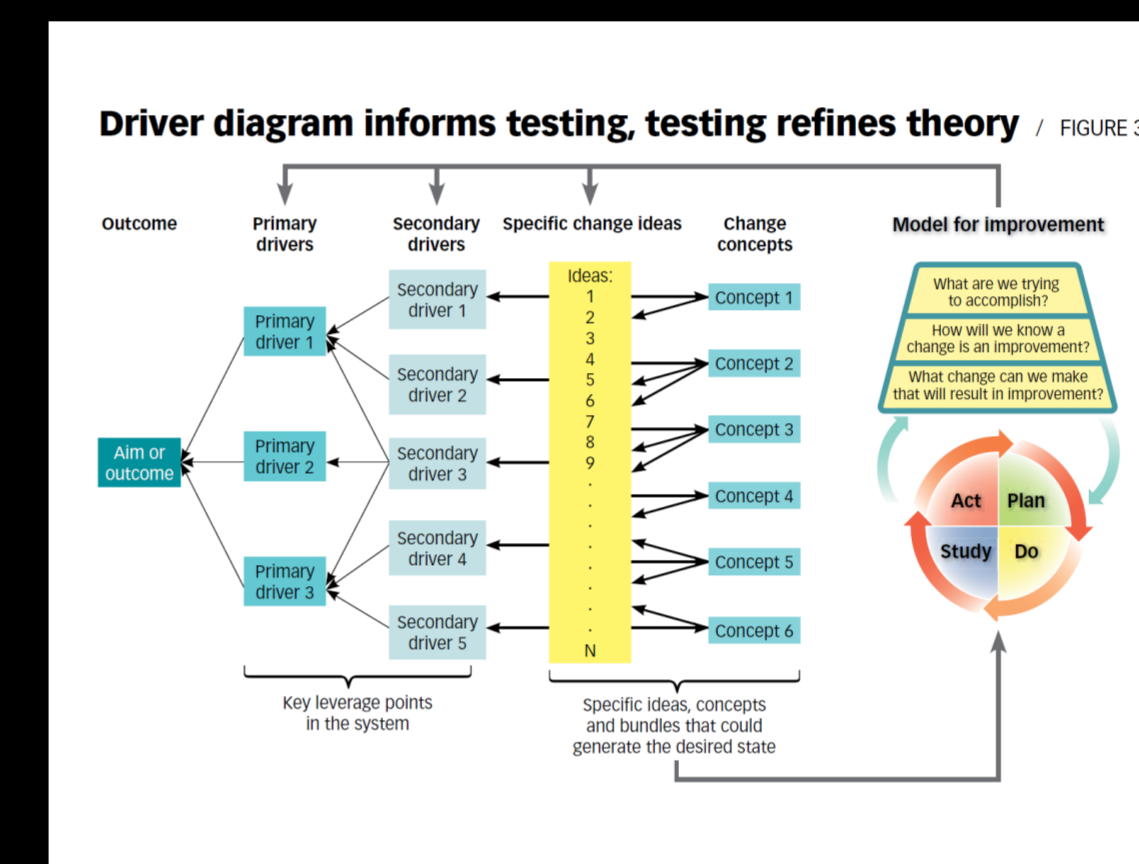
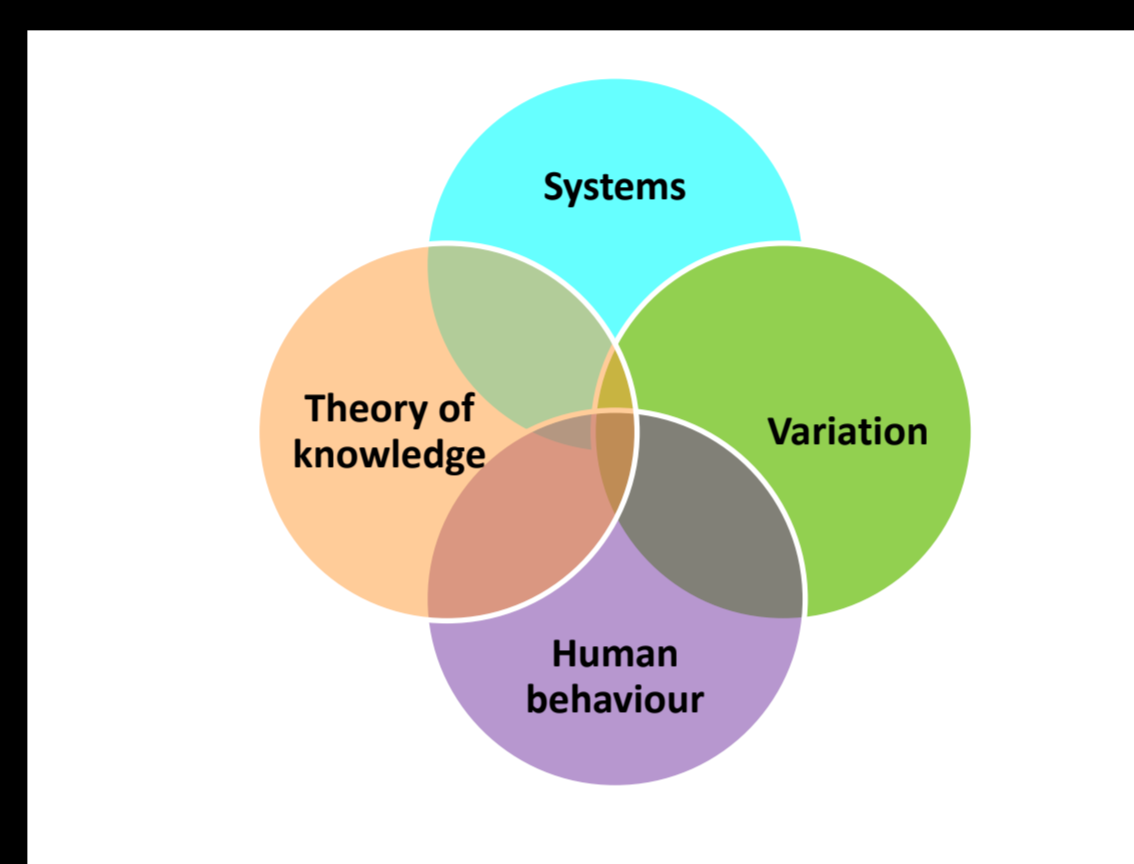
Deming's System of profound knowledge

Methodology

Model for Improvement

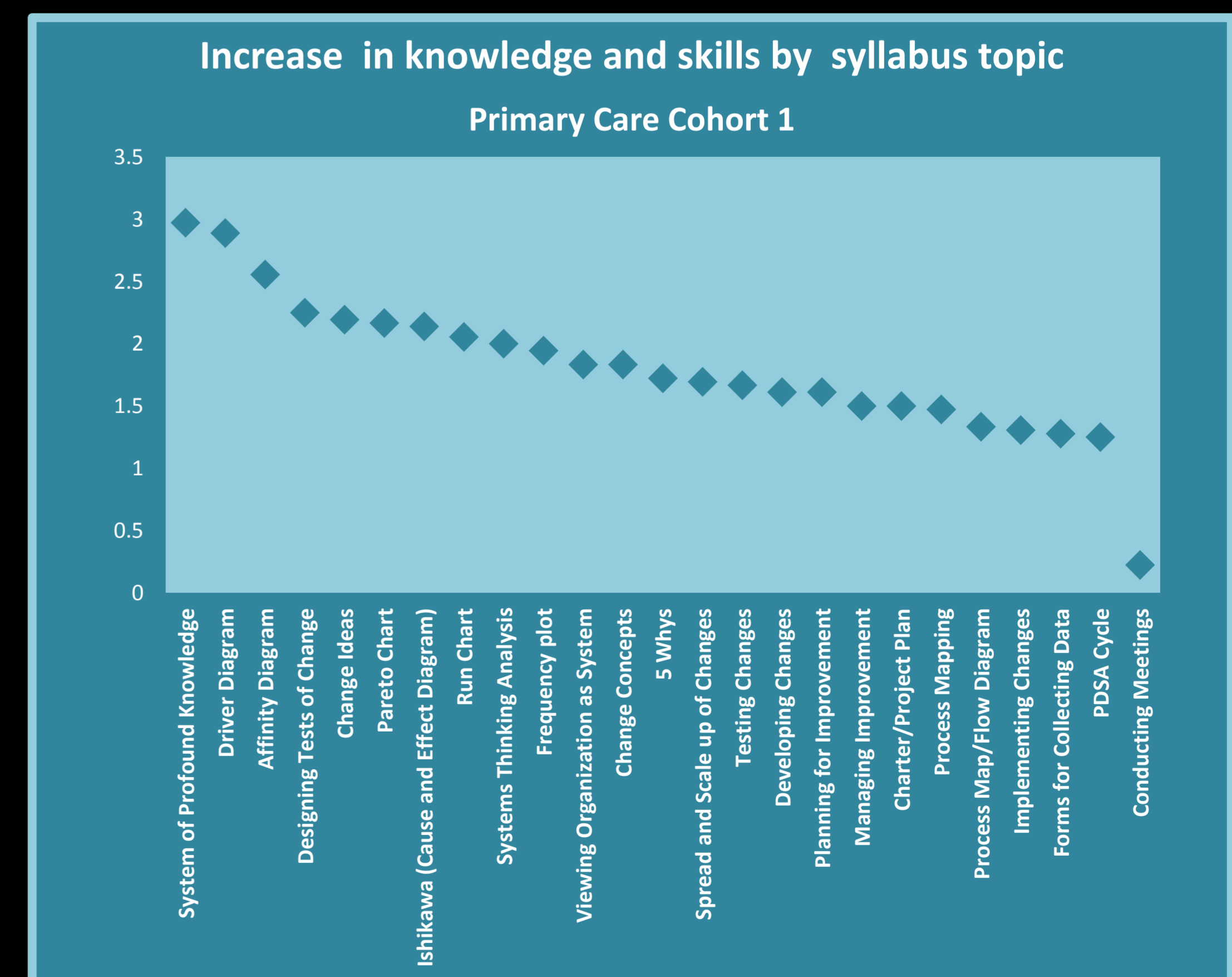
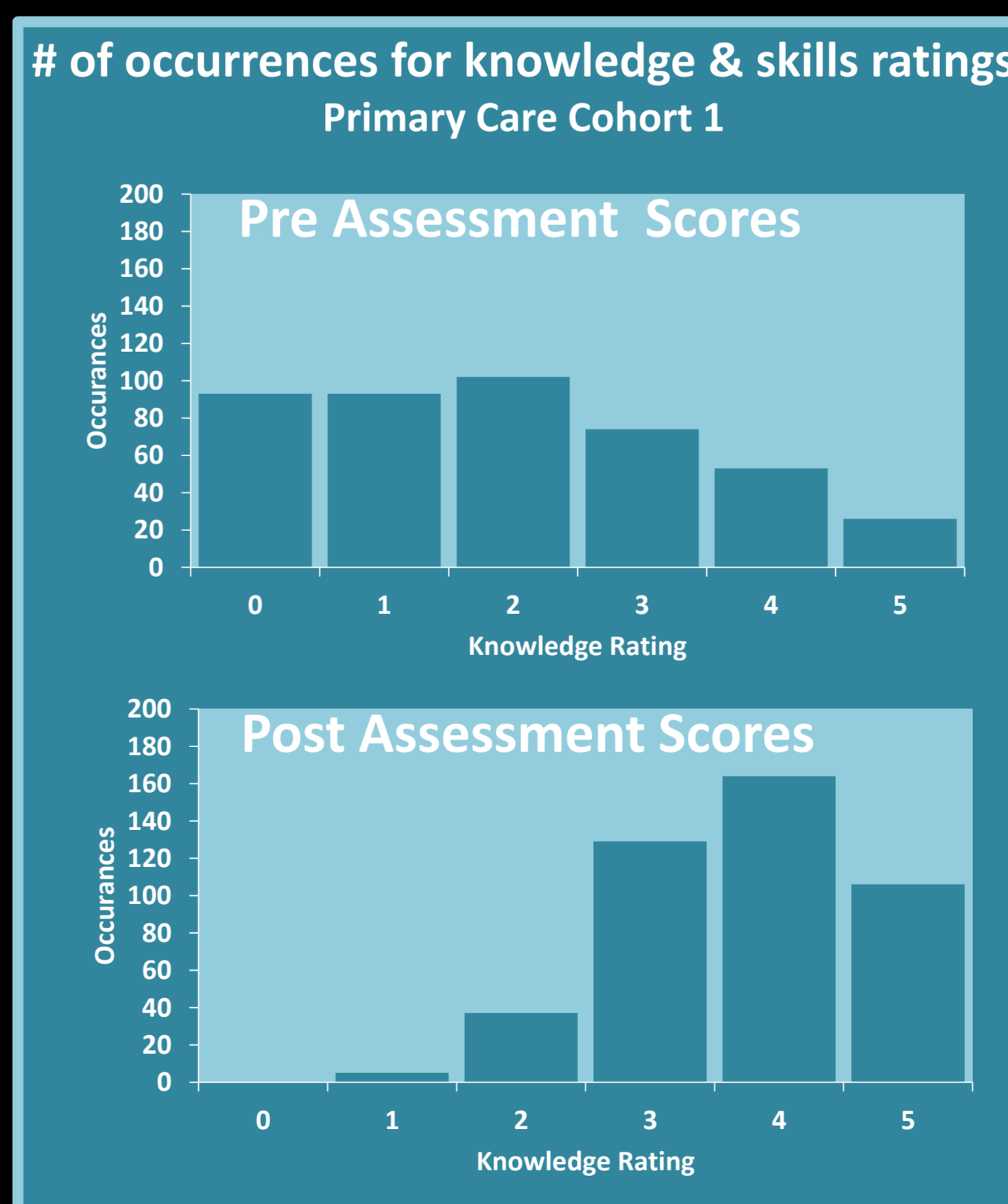
Framework

From Knowledge to Action HQSC



Building Knowledge Skills and Capability

Numbers of participants						
Programme	2013-2014	2015-2016	2016-2017	2017-2018	2018-2019	Total
QI - Advisors	28	24	24	22	20	209
IPCQI - Facilitators			17			17
PCQI - Facilitators			19	20	18	57
MHA - Facilitators				24	21	45



Participant Comments

'This course is fantastic. I cannot speak highly enough of this programme. It has revolutionised my career'

'I feel more equipped to do projects and improvement'

'I think differently now and am excited about improvement'