**Improving together: Advisors**

**A quality improvement education programme 2023–24**

**About the Improving together: Advisors programme**

Te Tāhū Hauora Health Quality & Safety Commission supports health and disability organisations to develop quality improvement capability through its *Ako tahi hei whakapai ake i te kounga: Improving together* education programme. As part of this, the Improving together: Advisors programme builds on prior quality improvement skills and knowledge and extends them to enable participants to lead quality improvement activities in their organisations.

This programme has been developed specifically for the Aotearoa New Zealand health and disability sector and will be delivered by Te Tāhū Hauora from August 2023 through to May 2024.

**Aim of the programme**

The Advisors programme aims to develop and expand the quality improvement skills and knowledge required to become an effective facilitator of change. This includes gaining an understanding of elements of the broader complexity of the system of health and disability care delivery, and strategies to lead quality improvement activities within this complexity.

**Who should apply**

The Advisors programme 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*for quality improvement in their organisations.

*Previous knowledge and skills of participants*

This course is designed for participants who already have some foundational practical knowledge and experience in the application of improvement tools and methods. It is desirable to have some basic knowledge and experience in the use of Excel.

**Content and delivery**

The programme is designed to integrate learning and doing. Each learner applies tools, skills and knowledge to an improvement project that is strategically important to their organisation.

The programme will support participants to:

* understand the Aotearoa New Zealand health and disability context and incorporate Te Tiriti o Waitangi and te ao Māori principles to support the weaving of these principles through improvement activities across the sector with a focus on reducing inequities
* expand on existing foundational quality improvement knowledge and skills
* learn structured improvement methods, primarily the Model for Improvement, and an introduction to other models such as Lean in the context of a health or disability setting
* apply a broad range of improvement tools (eg, tools for understanding the problem, consumer and team engagement, co-design, process mapping, idea generation and plan-do-study-act cycles)
* develop skills to identify a family of measures and chart these measures using Excel and statistical process control software (QI Macros)
* develop skills to produce histograms, pareto charts, scatterplots and radar diagrams
* consider concepts and models for change management, teamwork, psychological safety, system safety, resilient health care, human factors and other theories and practices that are impacted by and impact upon quality improvement activities.

Participants will use the skills and knowledge gained to undertake an improvement project that is of value to your organisation with a scope that is realistic for the timeframe.

**Expectations for attendance and participation**

The programme has been carefully designed so that every session delivers learning that is essential to becoming an effective improvement advisor. As such, we expect full attendance and participation for the entire duration of the programme, with 90 percent attendance required for completion. We require attendance at workshops for the full day(s) and that travel arrangements will be made to accommodate this.

*Time commitment*

The Improving together: Advisors programme will require a commitment equivalent to approximately 0.25 full time equivalent (FTEs) per week on the part of each participant over nine months – approximately 400 hours in total.

This includes:

* 10 days in person workshops in Wellington
* 12 fortnightly online sessions via Zoom (Wednesdays 10am–12pm)
* project work
* self-directed learning and course work between workshops and Zoom sessions.

Please refer to the schedule below.

**Completion requirements**

The following activities are required to complete the programme:

* pre-programme eLearning modules (to be completed prior to the first in-person workshop):
  + Improving together: Introduction (recommended)
  + Co-design in health: Module 1 (required)
* pre- and post-programme assessment survey of skills and knowledge
* project charter
* storyboard outlining your quality improvement project that meets the assessment criteria
* attendance (90 percent) and participation in the learning sessions (outlined in the table below), including the required online modules and other course work.

A comprehensive schedule of activities and submission dates will be provided when the programme commences.

Live participation is required for most Zoom sessions. Some Zoom sessions that contribute to attendance will be recorded so that participants may catch these up if necessary – this is only considered suitable for extenuating circumstances. Please refer to our absences policy for more information.

**Learning session schedule**

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| **Date** | **Format** | **Time** |
| 23 August 2023 | Zoom 1: Launch (Whakawhanaungatanga – participants and sponsors attend) | 10am–12pm |
| 6 September | Zoom 2 | 10am–12pm |
| 19–21 September | Workshop 1: in-person (Wellington) | 3 days |
| 4 October | Zoom 3 | 10am–12pm |
| 18 October | Zoom 4 | 10am–12pm |
| 1 November | Zoom 5 | 10am–12pm |
| 15 November | Zoom 6 | 10am–12pm |
| 27–29 November | Workshop 2: in-person (Wellington) | 3 days |
| 13 December | Zoom 7 | 10am–12pm |
| 24 January 2024 | Zoom 8 | 10am–12pm |
| 7 February | Zoom 9 | 10am–12pm |
| 21 February | Zoom 10 | 10am–12pm |
| 5–7 March | Workshop 3: in-person (Wellington) | 3 days |
| 20 March | Zoom 11 | 10am–12pm |
| 3 April | Zoom 12 | 10am–12pm |
| 17 April | Zoom 13 | 10am–12pm |
| 22 May | Final course day and graduation: in-person (Wellington) | 1 day |

**Improvement project**

* Each participant will undertake an improvement project to apply the theory and methods learned in the programme. This project should be important to the organisation, realistic and scoped so it can be completed within the nine-month programme.
* Each participant will devote a minimum of eight 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 in-person workshop (or as required) including charters, data analysis and process observations and tests of change. 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 problems or concerns with the project and reflecting this in project reports.

**Technical requirements**

Participants must:

* bring their own laptop with Microsoft Excel and power cable to all in-person workshops
* have a stable internet connection for Zoom sessions which enables the use of their camera (note: it is preferable that participants have their video on during Zoom sessions to interact with faculty and other participants).

*QI Macros statistical process control software*

QI Macros statistical process control (SPC) software is required to create SPC charts. It must be loaded and accessible on participant’s laptops for all workshops.

QI Macros is available here: <http://www.qimacros.com/qi-macros/>. The current listed cost is USD$329 per licence.

*LearnOnline*

All resources and programme activities are organised from the LearnOnline learning management system. Participants will need a login for LearnOnline if they do not have one already. Instructions will be provided for this.

*Textbooks and other resources*

Participants will be provided with textbooks at the beginning of the programme as well as additional resources and readings throughout the programme.

**Fees and expenses**

*Programme fees*

The fee to participate in the Advisors programme is $1,995.00 (GST inclusive) per participant.

This includes textbooks, readings and other resource materials, and access to LearnOnline.

Participants will be invoiced once they have accepted their place on the programme. Payment will be due by 20 September 2023.

The course fee does *not* include:

* travel and accommodation costs for the in-person workshops
* QI Macros licence
* essential equipment such as a laptop
* time allocated for participation in programme activities: in-person workshop days, all Zoom sessions, quality improvement project work and self-directed learning between sessions.

*Scholarship applications*

Te Tāhū Hauora has a small number of scholarships available to cover the fees and travel expenses for prospective applicants whose project and organisation contribute to the Commission’s vision and strategic priorities, and also reflect the priorities outlined in the Interim Government Policy Statement on Health 2022–24.

Apply for an Advisors scholarship [via the application form on our website](https://www.hqsc.govt.nz/assets/Our-work/Leadership-and-capability/Building-leadership-and-capability/Publications-resources/Improving-together/2023-24-Advisors-scholarship-application-form.docx). Please complete this in addition to the standard registration form.

**New Zealand Qualifications Authority accreditation**

The New Zealand Qualifications Authority (NZQA) has evaluated the Advanced health quality improvement (Micro-credential) (Level 5) delivered by Te Tāhū Hauora Health Quality & Safety Commission and has assessed it to be equivalent to 40 credits (40 x10 notional learning hours) at Level 5 on the New Zealand Qualifications Framework (NZQF).

**How to apply**

Applications are now open for the 2023–24 Advisors programme: <https://www.surveymonkey.com/r/hqscadvisors2023-24>.

Please liaise with your manager and sponsor and complete the registration using the link above by 5pm on Friday 14 July 2023.

All applications will be assessed, and applicants will be informed, by Wednesday 26 July 2023.

Please send any questions to [learning.capability@hqsc.govt.nz](https://hqsc.sharepoint.com/sites/dms-programmes/LeadershipAndCapability/Improving%20Together/Facilitators/Facilitators%202023/Applications%20&%20process/Checked%20by%20Comms/learning.capability@hqsc.govt.nz) with ‘Improving together: Advisor programme’ in the subject line.