

# **Next steps**

Jacqueline Ryan MHA QIP project manager





Learning from adverse events and consumer, family and whanau experience project timeline Te ako mai i naā pāmamaetanaa me te wheako tānaata whaiora me te whānau



### Evidence review

Communications

**Partnerships** 

**Engagement** 

## National engagement workshop for QMs, QIN

Wellington: 21 March 2019

- Setting the scene: why, what and how?
- Stocktake Mapping
- Learning from Adverse Events Report and policy

### Assemble team, National workshop for consumer and MHA leaders Māori engagement,

understand

processes

Zoom coaching

18 April, 16

May, 20 June,

18 July, 15 Aug

Action period 1

- Wellington: 26 June 2019
  - Current state
  - What do we know Learning from others
  - Exploring how to move forward

## Supra-regional workshop/QIN meeting

Auckland: 12 Sept 2019 Wellington: 13 Sept 2019

- Launch
- Co-design Opportunities for
- improvement Reduce variation

Co-designing change ideas, preparation for testing in quality improvement

Zoom coaching 17 Oct 21 Nov

## Supra-regional workshop/QIN meeting

Auckland: 11 Dec 2019 Wellington: 12 Dec 2019

Co-design Develop change ideas ready for testing consistent with national

guidelines

Preparatory and co-design phase to establish team, review current processes, consider opportunities for improvement

### Prework



framework and changes

## cearning Session 1:

Auckland: Wed 12 Feb 2020 Christchurch: Thurs 13 Feb 2020

- Project charter
- System of profound knowledge
- Quality improvement tools Developing change ideas Qata collection

Time: 10.00am - 12.00pm Review of driver diagrams

Learning Session 2:

Plan-do-study-act cycles

Via Zoom: Wed 6 May 2020

Measurement

## Learning Session 3: Wellington: Wed 29 July 2020



- Monitoring
- Sharing learning
- Spread and sustainability

Action period 2

Action period 3

Six-month quality improvement phase - testing, modifying and implementing change ideas

Learning from adverse events and consumer, family and whānau experience project teams

> **2019 MHA QIF** participants

Learning from adverse events and consumer, family and whanau experience project outcomes:

- Develop a suite of key outcome, balancing and process measures (provisionally by November 2019)
- Support DHBs to produce standardised, simplified processes and protocols for triaging, investigating, reporting, learning from and following up adverse events in MHA services aligned with the National Adverse Events Reporting Policy (by July 2020)



## What's next?

- Confirm who is part of your project team, including sponsor
- Refine your elevator pitch
- Complete your co-design engage, capture and understand phases and theme change ideas
- Continue with your project charter documentation



## What's next?

- Participate in the Zoom tutorials at 12–1pm on:
  - 16 January
  - 12 March
  - 16 April
  - 18 June



## What's next?

- Prepare for learning session 1 on Wednesday 12 February (Auckland) and Thursday 13 February (Christchurch)
- Share storyboard of progress to-date, including:
  - project team
  - co-design themes
  - change ideas
  - Measures
  - learning to share



# Your feedback

