



Improving & Driving Excellence Across Sectors



# NEW **Introductory** Quality Improvement Program

## Improve Patient Care

Designed for all health care professionals and managers, IDEAS Intro to QI program provides the knowledge and tools to plan for, or actively participate in, a quality improvement project.

Participants will be able to:

- Explore and apply the fundamental principles, methods and tools for quality improvement
- Participate in a QI initiative in their respective setting of work

## Who Should Register?

All health care professionals **who are interested in learning about QI or would like to participate in QI projects** related to Ontario's health system priorities.

## A FREE 2 Day Program

The program is provided during 2 non-consecutive days, includes breakfast and lunch, and is free! Register as an individual or reserve a block of seats for several people at your organization.

This program has been designated with the following credits:

**RCPSC: 12.0 Section 1 credits, CFPC: 12.0 Mainpro-M1 credits**

## Register for Cohort 6 at Quinte Health Care

- Day 1 - Apr. 18, 2015
- Day 2 - May 23, 2015

## Register Now

Visit our website for more info: [healthsci.queensu.ca/cpd](http://healthsci.queensu.ca/cpd)

Reserve a block of seats by emailing us: [ideas@queensu.ca](mailto:ideas@queensu.ca)

## ➔ REGISTER

Register for our upcoming program at Quinte Health Care

Featuring Dr. Dick Zoutman, MD, FRCPC, & Dr. Kim Sears, RN PhD, as instructors.

The FREE 2 Day Program includes Breakfast, Lunch & Refreshments

[ideasonario.ca](http://ideasonario.ca)

*Queen's University Office of Continuing Professional Development will be hosting several IDEAS programs. Funded by the Ministry of Health and Long-Term Care, IDEAS is a partnership among seven Ontario universities, Health Quality Ontario, ICES and the Institute of Health Policy, Management and Evaluation.*

## AGENDA DAY 1

### LEARNING OUTCOMES

1. Explore the systematic nature of healthcare to specify requirements of key people and processes to improve overall quality.
2. Identify quality improvement opportunities to ensure a sustained focus on impactful interventions.
3. Appreciate the importance of effective measurement to determine the extent and sustainability of improvement.
4. Reflect on personal sources of resistance to change to establish positive and productive approaches to improving human dynamics.

Topic	Activities
<b>BREAKFAST &amp; REGISTRATION (7:30-8:30am)</b>	
<b>Welcome and Program Introduction</b>	<ul style="list-style-type: none"> <li>• Welcome</li> <li>• Introduction to IDEAS</li> </ul>
<b>What is quality?</b>	<ul style="list-style-type: none"> <li>• Overview of the day</li> <li>• What is quality?</li> </ul>
<b>QI Fundamentals</b>	<ul style="list-style-type: none"> <li>• QI Fundamentals – Mini-Lecture</li> </ul>
<b>BREAK (10:15-10:30am)</b>	
<b>Model for Improvement</b>	<ul style="list-style-type: none"> <li>• Mr. Potato Head – Active Task</li> <li>• Model for Improvement – Mini-Lecture</li> </ul>
<b>Team Building</b>	<ul style="list-style-type: none"> <li>• Team Building – Mini-Lecture</li> <li>• Team Building – Active Task</li> </ul>
<b>LUNCH (12:00-12:45pm)</b>	
<b>Project Charter</b>	<ul style="list-style-type: none"> <li>• Charter Introduction – Mini-Lecture</li> </ul>
<b>Problem/Opportunity Statement Development</b>	<ul style="list-style-type: none"> <li>• Problem/Opportunity Statement - Mini-lecture</li> <li>• Problem/Opportunity Statement – Active Task</li> </ul>
<b>Aim Statement</b>	<ul style="list-style-type: none"> <li>• Aim Statement - Mini-Lecture</li> <li>• Aim Statement – Active Task</li> </ul>
<b>BREAK (2:30-2:45pm)</b>	
<b>Measurement Planning</b>	<ul style="list-style-type: none"> <li>• Measurement Planning – Mini Lecture</li> <li>• Measurement Planning – Active Task</li> </ul>
<b>IDEAS Generation</b>	<ul style="list-style-type: none"> <li>• IDEAS Generation - Mini-Lecture</li> <li>• IDEAS Generation – Active Task</li> </ul>
<b>Wrap-up and Homework</b>	<ul style="list-style-type: none"> <li>• Address questions and comments</li> <li>• Personal Charter</li> </ul>

## AGENDA DAY 2

### LEARNING OUTCOMES

1. Explore the systematic nature of healthcare to specify requirements of key people and processes to improve overall quality.
2. Identify quality improvement opportunities to ensure a sustained focus on impactful interventions.
3. Appreciate the importance of effective measurement to determine the extent and sustainability of improvement.
4. Reflect on personal sources of resistance to change to establish positive and productive approaches to improving human dynamics.

Topic	Activities
<b>BREAKFAST &amp; REGISTRATION (7:30-8:30am)</b>	
<b>Welcome and Program Introduction</b>	<ul style="list-style-type: none"> <li>• Welcome</li> <li>• Introductions</li> </ul>
<b>Recap and Overview</b>	<ul style="list-style-type: none"> <li>• Key Day 1 Messages</li> <li>• Charter Activity</li> </ul>
<b>Introduction to QI Tools</b>	<ul style="list-style-type: none"> <li>• Mini Lecture</li> </ul>
<b>Process Mapping</b>	<ul style="list-style-type: none"> <li>• Mini Lecture</li> <li>• Process Mapping Activity</li> </ul>
<b>BREAK (10:30-10:45 a.m.)</b>	
<b>Opportunities for Improvement</b>	<ul style="list-style-type: none"> <li>• Mini Lecture</li> </ul>
<b>Cause &amp; Effect Analysis</b>	<ul style="list-style-type: none"> <li>• Mini Lecture</li> <li>• Fishbone Activity</li> </ul>
<b>LUNCH (11:45-12:45 p.m.)</b>	
<b>Data Collection</b>	<ul style="list-style-type: none"> <li>• Mini Lecture</li> <li>• Data Collection Activity</li> </ul>
<b>Pareto Chart</b>	<ul style="list-style-type: none"> <li>• Mini Lecture</li> <li>• Pareto Chart Activity</li> </ul>
<b>BREAK (2:00-2:15 p.m.)</b>	
<b>Variation</b>	<ul style="list-style-type: none"> <li>• Mini Lecture</li> </ul>
<b>Run Chart</b>	<ul style="list-style-type: none"> <li>• Run Chart Activity</li> <li>• Mini Lecture</li> <li>• Control Chart Activity</li> </ul>
<b>Sustainability and Spread</b>	<ul style="list-style-type: none"> <li>• Mini Lecture</li> </ul>
<b>Wrap-up</b>	