



PRACTICE IMPROVEMENT ESSENTIALS (PIE) PART 1 AND 2

An introduction and overview to practice improvement and QI

About the workshops

This two-part introductory level workshop, developed in partnership between the College of Family Physicians and partners across Canada, provides participants with a practical introduction to basic QI techniques that participants can implement in their practices with their teams.

These include a practical step-by-step planning and implementation model that takes participants through the steps of establishing a team, identifying an area for improvement, setting practice-relevant goals, developing a plan and going through small iterative cycles of plan, do, study, act to achieve change.

Overall Goal of Part 1

- ◆ Introduce participants to the basic concepts and approaches that support practice improvement
- ◆ Nurture a culture of curiosity

Overall Goal of Part 2

- ◆ Delving deeper into some of the concepts introduced in Part 1
- ◆ Doing more hands-on application and practice through interactive exercises

Duration

Each workshop takes 3.5 hours.

Accreditation

- ◆ PIE Part 1: 2 credits per hour (7 in total) as an assessment category
- ◆ PIE Part 2: 3 credits per hour (9 in total) as an assessment category

Format

Learning methods include overviews of key concepts and interactive, hands-on facilitated group work.

Who is it for?

This workshop is for family physicians, interdisciplinary health teams and can be used to support faculty development or residency training at the departments of family medicine. It is aimed at individuals who are new to quality improvement work or would like a refresher of the basics. We take a deeper dive of QI in the second part of the PIE workshop

When and how is the workshop delivered?

The workshop is delivered through our CFPC Chapters, partner organisations and departments of family medicine. It can also be delivered in the respective practices or at conferences.

Content of PIE workshops – what is covered in Part 1 and 2?

PIE Part 1	PIE Part 2
<ul style="list-style-type: none">◆ Explore the clinic's readiness for change◆ Identify the stakeholders◆ Identify the resources◆ Identify enablers and challenges◆ Establish the team◆ Identify improvement opportunity (problem)◆ Specify and set an aim	<ul style="list-style-type: none">◆ Create a measurement plan - identify the measures and data sources◆ Identify root causes of the problem◆ Brainstorm fixes – identify change ideas◆ Test the change ideas (PDSA cycles)

PIE Part 1

Learning objectives Part 1

- ◆ Define quality improvement (QI);
- ◆ Describe the Quadruple Aim and the Six Dimensions of Quality;
- ◆ Compare quality assurance (QA), quality improvement (QI) and Research;
- ◆ Defend the position that:
 - Continuous practice improvement is a part of everyday practice;
 - Practice improvement represents a spectrum of activities;
 - Practice improvement can be done in small steps to achieve long term gains.
- ◆ Describe different opportunities and sources to identify opportunities for improvement.
- ◆ Describe the key activities inherent in successful practice improvement initiatives.
- ◆ Describe approaches that can be used to undertake QI (from simple changes to using the Model for Improvement).

Facilitated workshop exercises Part 1

- ◆ Explore readiness for change (Planning for change);
- ◆ Identifying stakeholders and influencers;
- ◆ Building your QI team;
- ◆ Resources needed for going QI activities;
- ◆ Identify change opportunities;
- ◆ Understanding your environment, enablers and challenges;
- ◆ Prepare an aim statement;
- ◆ Identify measures and creating a measurement plan;
- ◆ Worst 'possible ideas'

Pre- and Post-course workshop exercises:

- ◆ Pre-workshop:
 - Participants must complete self-assessment surveys on their knowledge of and attitude to QI
- ◆ Post workshop:
 - 1-month post workshop: Participants must complete a 5W2H tool
 - Workshop evaluation

PIE Part 1 Program

TIME	MODULE	OBJECTIVES AND ACTIVITIES
10 minutes	Introduction	<ul style="list-style-type: none"> ▪ Overview and Introductions ▪ Pre-course reflection
30 minutes	<u>Module 1</u> QI: What is QI and Why Bother?	<ul style="list-style-type: none"> ▪ The role of QI ▪ Definitions and dimensions of quality ▪ QI vs. Research
15 minutes	<u>Module 2</u> QI in six basic steps	<ul style="list-style-type: none"> ▪ Six basic steps to help with QI ▪ Steps include The Model for Improvement
5 minutes	BREAK	
30 minutes	<u>Module 3</u> Getting started	<ul style="list-style-type: none"> ▪ Identifying opportunities for improvement and change
40 minutes	<u>Module 4</u> The Aim statement and Measures	<ul style="list-style-type: none"> ▪ A closer look at the Model for Improvement ▪ Fine-tune the AIM statement ▪ Different measures
15 minutes	BREAK	
25 minutes	<u>Module 5</u> System diagnostics	<ul style="list-style-type: none"> ▪ Understanding the context and problem ▪ Explore change ideas
30 minutes	<u>Module 6</u> Test a change idea	<ul style="list-style-type: none"> ▪ PDSA cycle in more detail
15 minutes	Wrap-up	<ul style="list-style-type: none"> ▪ Summary and questions ▪ Evaluation, post-course reflections & follow up

PIE Part 2

Learning objectives Part 2

- ◆ Apply the Model for Improvement to a specific QI project and evaluate an aim statement
- ◆ Get familiar with tools such as the QI Charter and understand the importance of documentation in QI
- ◆ Build a measurement plan for your QI project
- ◆ Determine root cause of your problem and identify a change idea that will address the cause
- ◆ Apply the PDSA cycle to change ideas and get familiar with the basic approach to evaluating improvement by analysing data

Facilitated workshop exercises Part 2

- ◆ Reviewing the pre-workshop prepared Aim statement to make sure it is SMART
- ◆ Starting the project charter
- ◆ Create a measurement plan
- ◆ Root cause analysis and identifying a change idea
- ◆ Planning the PDSA
- ◆ How to ensure that the positive improvement is sustained and spread

Pre- and Post-course workshop exercises:

- ◆ Pre-workshop: Participants revisit their aim statement that they prepared during PIE Part 1, revise and review it to ensure it is smart
- ◆ Post workshop:
 - Exercise 1: Complete a root cause analysis, using an appropriate tool, e.g. fishbone diagram or process map
 - Exercise 2: Complete a preliminary project charter upon returning to their practice¹
 - Participants must complete self-assessment surveys on their knowledge of and attitude to QI
 - Workshop evaluation

¹ They will have started working on their project charter as they progress through the PIE Part 2 workshop.

PIE Part 2 Program

TIME	MODULE	OBJECTIVES AND ACTIVITIES
5 minutes	Introduction	<ul style="list-style-type: none"> Overview and Introductions Pre-course reflection
15 minutes	<u>Module 1</u> Recap key concepts from PIE Part 1	<ul style="list-style-type: none"> Dimensions of quality and Quadruple Aim, QI in six steps (including the Model for Improvement and PDSA), SMART Aim, Measures
30 minutes	<u>Module 3</u> Document the project	<ul style="list-style-type: none"> Introduction to Project Charters Importance of documenting QI journey
40 minutes	<u>Module 2</u> Create a measurement plan	<ul style="list-style-type: none"> Importance of data for measurement Understanding outcome, process and balance measures
10 minutes	BREAK	
30 minutes	<u>Module 4</u> Change ideas and root causes	<ul style="list-style-type: none"> Identify change ideas and root causes Understand and apply: 5 Whys, process map and fishbone diagram
40 minutes	<u>Module 5</u> PDSA Cycle	<ul style="list-style-type: none"> Turn change ideas into action Understanding and undertaking PDSA cycles
10 minutes	BREAK	
30 minutes	<u>Module 6</u> Sustainability	<ul style="list-style-type: none"> Strategies to sustain QI activity The importance of communication
10 minutes	Conclusion	<ul style="list-style-type: none"> Additional local and national resources Opportunities for further training Summary and questions and post-course exercises

Available material

The final products for the PIE workshop are in both English and French and include:

- 1) PowerPoint Presentations;
- 2) Supporting material e.g. pre- and post-course reflections, hand-outs;
- 3) Guide to facilitating the workshop (content);
- 4) Guide on how to organize the workshop (administrative);
- 5) Information material such as brochures and posters;
- 6) Train-the-Trainer workshop

Required resources for the workshop

Computer with a projector, flip charts, Notepad/pens for participants (or they bring their own) and printed handouts.

Questions or comments?

If you have any questions or comments, please contact us at pii@cfpc.ca