

Improvement Resource Collaborative

BACKGROUND

The Improvement Resource Collaborative was formed by the Auckland Region District Health Boards (Auckland, Counties Manukau, and Waitemata) and the Health Quality and Safety Commission, with the goal of creating some consistency in how Quality Improvement is conducted across healthcare settings in New Zealand. This tool kit would be a free resource available to all and its use would not be mandated.

METHOD

156 people with healthcare improvement experience across New Zealand were surveyed to determine the value and usability of the tool kit, as well as to make the tool kit reflect our collective expertise. Survey participants were asked if they used 13 specific QI tools and if they had a template to share.

RESULTS

Tools Used / Not Used:

51 responses – 33%

Role: Quality + Performance/IA (45%), Clinical (25%), Manager/Programme Lead (16%), Quality + Risk (14%)

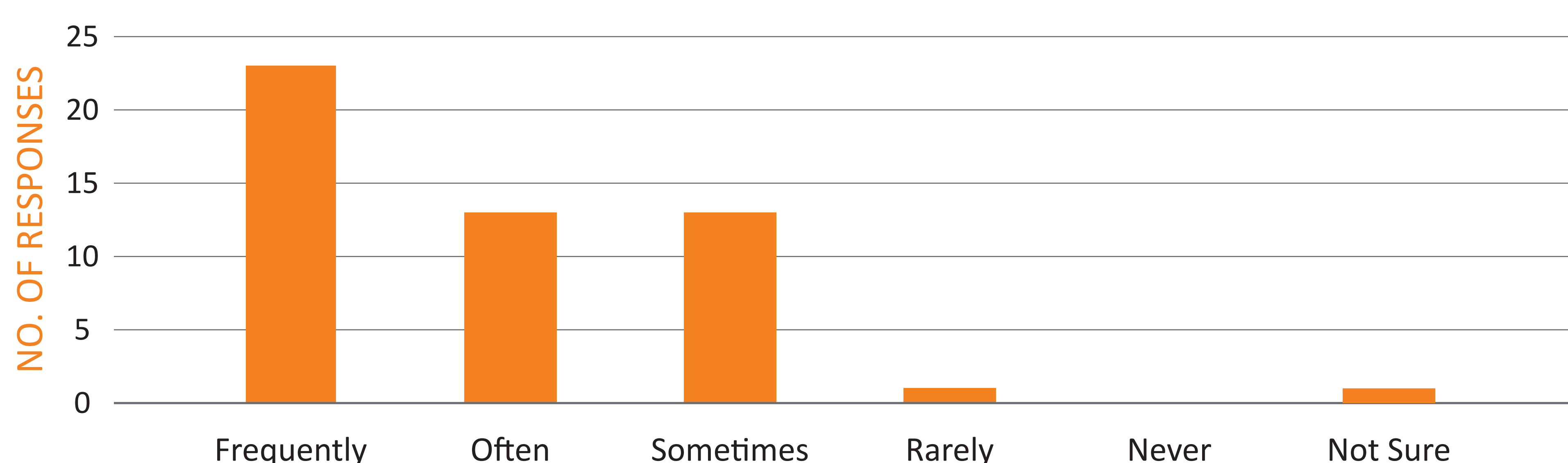
Years in Role: Less than 1 year (19%), 1–5 years (54%), 6–10 years (19%), 11–19 years (6%), 20+ years (2%)

	DO NOT USE/ NO ANSWER	WE USE THIS TOOL	HAVE TEMPLATE TO SHARE	TEMPLATE WOULD BE HELPFUL
Project Charter	16	35	15	13
Driver Diagram	15	36	11	18
Process Flow Map	8	43	9	13
Cause and Effect Diagram	15	36	8	16
Voice of the Customer	32	19	2	22
Stakeholder Analysis	29	22	4	21
Communication Plan	19	32	5	20
Priority Matrix	31	20	3	20
Pareto Chart	18	33	4	19
Statistical Process Control	24	27	4	16
Five Whys	16	35	2	18
Histogram	24	27	1	14
A3 Presentation Template	25	26	7	20

We would use resources from this toolkit:

Improvement Resource Collaborative Survey Responses, September 2018

■ "We would use resources from this tool kit." (n=51)



Top three other online resources frequently used:

IHI (54%), NHS (11%), IA Course Materials (9%)

PROJECT TEAM

Barbara Corning-Davis

Systems Engineer

Waitemata District Health Board

Tim Denison

Programme Director

Auckland District Health Board

Paula Farrand

Executive Assistant

Health Quality & Safety Commission

Suzanne Proudfoot

Senior Improvement Advisor

Ko Awatea/Counties Manukau District Health Board

Iwona Stolarek

Medical Director

Health Quality & Safety Commission

If you would like to participate in this survey, scan this QR code.



or visit www.surveymonkey.com/r/KK3VMGN