Next steps

Jacqueline Ryan
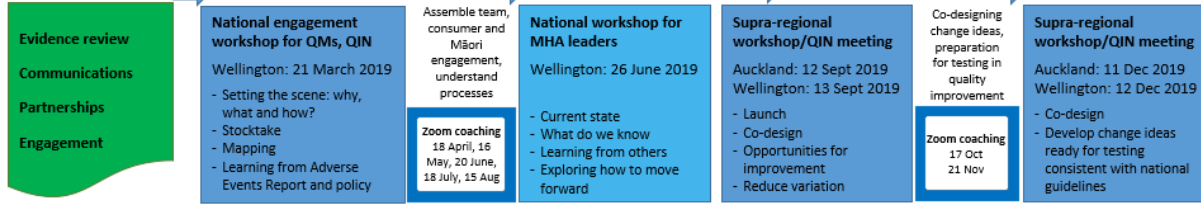**MHA quality improvement programme**
12 February 2020

Health Quality & Safety Commission New Zealand

Learning from adverse events and consumer, family and whānau experience project timeline
Te ako mai i ngā pāmamaetanga me te wheako tāngata 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, consumer and Māori engagement, understand processes

Zoom coaching
18 April, 16 May, 20 June, 18 July, 15 Aug

National workshop for MHA leaders

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

A P S D

Learning Session 1:

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

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

Zoom coaching
16 January 2020

Zoom coaching
12 March
16 April

Action period 1

Learning Session 2:

Via Zoom: Wed 6 May 2020
Time: 10.00am – 12.00pm

- Review of driver diagrams
- Plan-do-study-act cycles
- Measurement

A P S D

Zoom coaching
18 June

Action period 2

Learning Session 3:

Wellington: Wed 29 July 2020
Auckland: Thurs 30 July 2020

- Updating your theory
- Monitoring
- Sharing learning
- Spread and sustainability

A P S D

Action period 3

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

2019 MHA QIF participants

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

Learning from adverse events and consumer, family and whānau 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 will you do by next Tuesday?

- What could you take straight away from elsewhere?

- Identify a change idea from your co-design process and start to develop a testing plan.

- Plan should include:
  - the outcome you are after
  - the change idea
  - your prediction
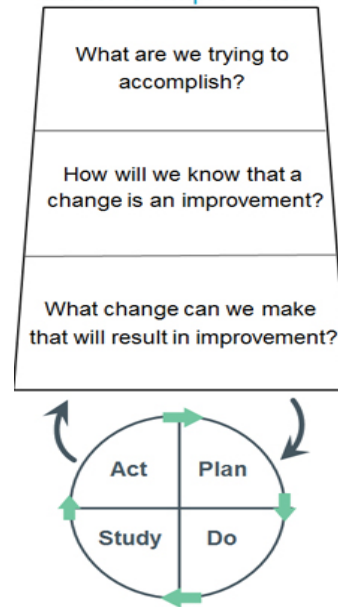 - when you will do this (next week).

Repeated use of the PDSA cycle
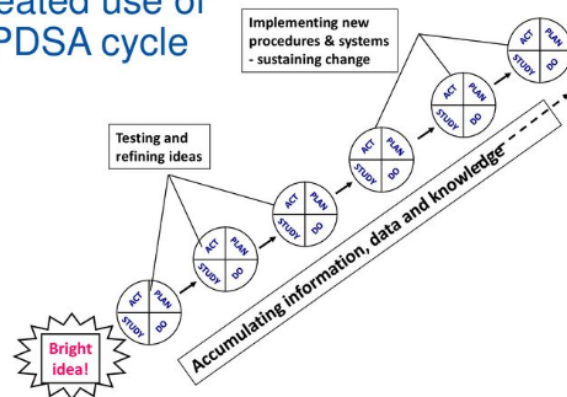
What will you do by next Tuesday?

- Confirm who is in your project team, including sponsor.

- Refine your elevator pitch.

- Complete co-design, engage, capture and understand phases.

- Theme your change ideas.

- Participate in the Zoom tutorials at 12–1pm on 12 March and 16 April 2020.

- Prepare for learning session two on 6 May 2020.

- Continue with your project charter documentation.

Project charter

- The initial step towards answering the three Model for Improvement questions.

- Basic description of your project:
  - what are you trying to accomplish?
  - ambition
  - measurable – how much
  - time-limit – by when
  - very specific – short and concise.

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act   Plan
Study   Do

Project charter cont…

- Connect the aim statement to your organisation's strategic plan.

- A 'live' document to be used throughout the pro.ject

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act   Plan

Study   Do
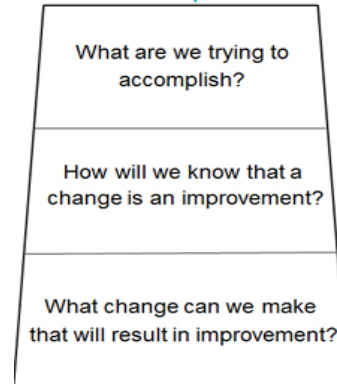
Project charter components

- Who and what will be affected: consumers, staff.

- Measures: has change resulted in improvement?

- Ideas for change: what changes will lead to improvement?

- Improvement team: who do we want on the team, outline roles and responsibilities.

Project charter components cont…

- Problem statement: why are we doing this?

- Identify the aim: aim statement, how much by when?

- Scope, area of focus, timeframe: avoid world hunger.

- What we want to achieve: goals for improvement.

Problem statement

A well-written problem statement contains the following:

- When are we seeing this problem?

- How big is the problem?

- What specifically is the problem?

- What requirement did we fail to meet?

- Is there evidence that quantifies this?

- Your problem statement should never include a cause for the issue at hand. If you knew the cause, you wouldn't need to create the statement.

In the past two months (defines when the issue occurs) the quality reports contained more than two errors on average (the issue), greater than the zero errors expected.

Aim statements

1. Develop a clear process that enables consistent, compassionate and collaborative engagement with whānau after a serious incident.

2. Learnings from adverse events will improve outcomes for consumers, family and whānau.

3. From July 2020 to December 2020 we aim to increase compliance for completion of reviews (SAC1/SAC2 – 70-day timeframe) to 80 percent.

Aim statements cont…

4. 80 percent of adverse event reviews will have evidence of consumer, family and whānau involvement in the process by 31 December 2021, and show an increase in the completion of reviews in the agreed timeframe from 50 percent to 85 percent by 31 December 2021.

Breakout session

Start/continue on your project charter:

- Clarify who is part of your team.

- Define your problem.

- Create an aim statement.

- Describe scope.

- Think about possible measures (outcome, process, balancing).

- Outline ideas for change.

- Include your driver diagram.

Your feedback

Te ako mai i ngā pāmamaetanga me te wheako tāngata whaiora me te whānau
Learning from adverse events and consumer, family and whānau experience project

Learning Session One feedback form

Wednesday 12 February, Ellerslie Event Centre, Auckland	(please tick as applicable)	
Thursday 13 February, Airport Gateway Motel, Christchurch	(please tick as applicable)	
What worked well?	
What could be improved?	
Any other comments?	