



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa

Project planning and next steps

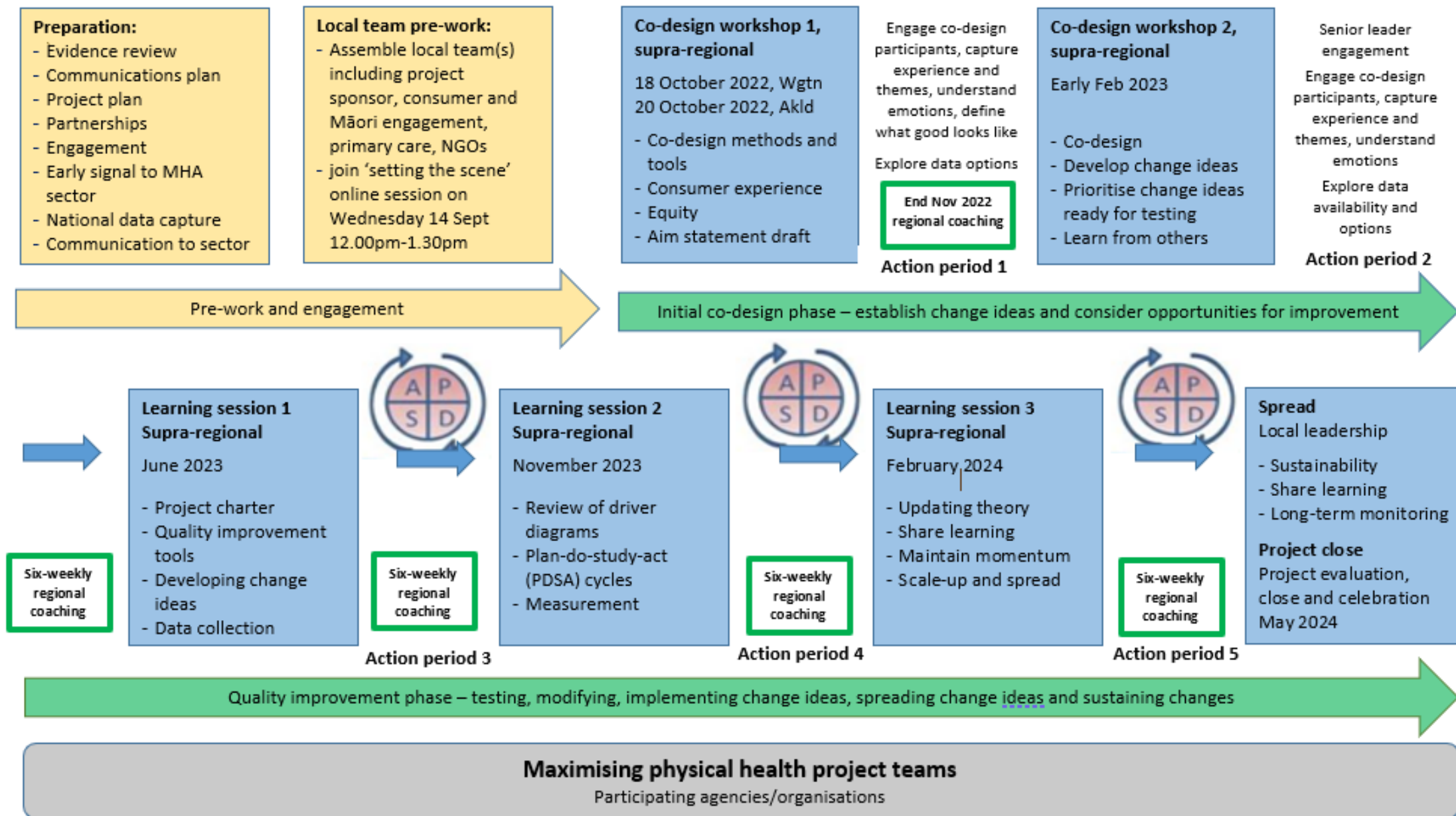
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improvement advisor

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quality improvement advisor

Mental health and addiction quality
improvement programme

October 2022





How far have you got?

(between setting the scene and co-design workshop one)

- Project team members to complete Co-design in health: an introduction e-learning module (90 minutes online learning)
- Identify co-design partners
- Confirm project team members
- Consider what data/information you are going to capture
- Investigate the current state for your cohort
- Think about how you are going to identify your cohort
- Have regular project team meetings, half-hour huddles
- Start co-design process if ready
- Storyboard template – project team, equity, measures



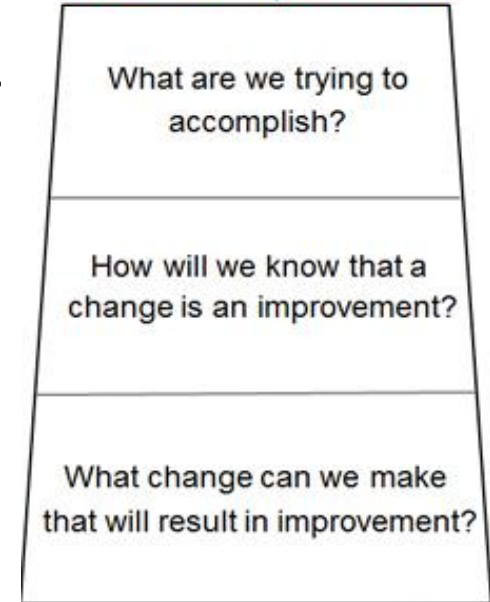
Key milestones

Action period one	Action period two
Project team established	Change ideas harvested
Identify key stakeholders	Change ideas prioritised for testing
Engagement	Theory for improvement (process measures established)
Capture experiences	Change ideas tested – high degree of belief they lead to improvement Data – outcome, process, balancing measures
Identifying what good looks like and how we will know (outcome measures)	Change package completed
Diagnostic phase – understanding system influences, why things are this way	

Project charter

- ‘All improvement happens project by project and in no other way’ Dr Joseph Juran
- The project charter is the initial step towards answering the three Model for Improvement questions
- It is a basic description of your project
 - What is your aim?
 - What are you trying to accomplish?
 - Do you need to narrow your scope?
 - Who do you need on your project team?
 - Clarify what’s not being addressed
- It is a live document to be used throughout your improvement project

Model for Improvement



Components of a project charter

- Problem statement: *why are we doing this*
- Identify the aim: *aim statement*
- Scope, area of focus, timeframe: *avoid world hunger*
- What we want to achieve: *goals for improvement*
- 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*



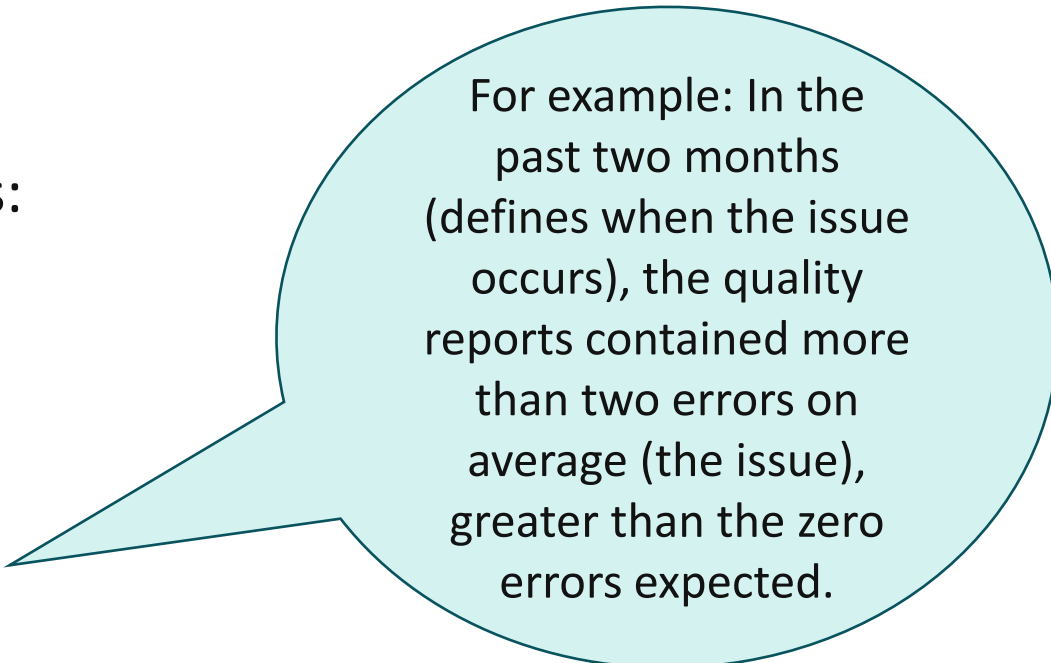
Connecting Care Project Charter

Project Name:	Connecting Care	Date:	
Sponsor:		Improvement Advisor:	
Team members:			
Strategic alignment:			
Timeframe:			
Project Overview / Background / Problem statement			
<ul style="list-style-type: none"> - Why are we doing this? - Why is it important? - What do customers expect and what do we know about this? - Who is the customer? - How do we know what needs improving? - Key message that resonates with people - Symptoms you are seeing and what is the evidence (facts and figures to quantify this) 			
Project objective / Aim statement / Benefits			
<ul style="list-style-type: none"> - What we want to achieve / expect to achieve - What is the criteria for success? - What is the timeframe? - What does good look like? 			
Project scope			
In scope:		Out of scope:	
- Who and what is affected?		- Who and what is not involved	
		- What are we not going to do	
Conditions of operation			
Time allowance:		Resources required for project:	
Meetings (hours per week per team member)			
Action periods (hours per week per team member)			

Problem statement

A well-written problem statement contains:

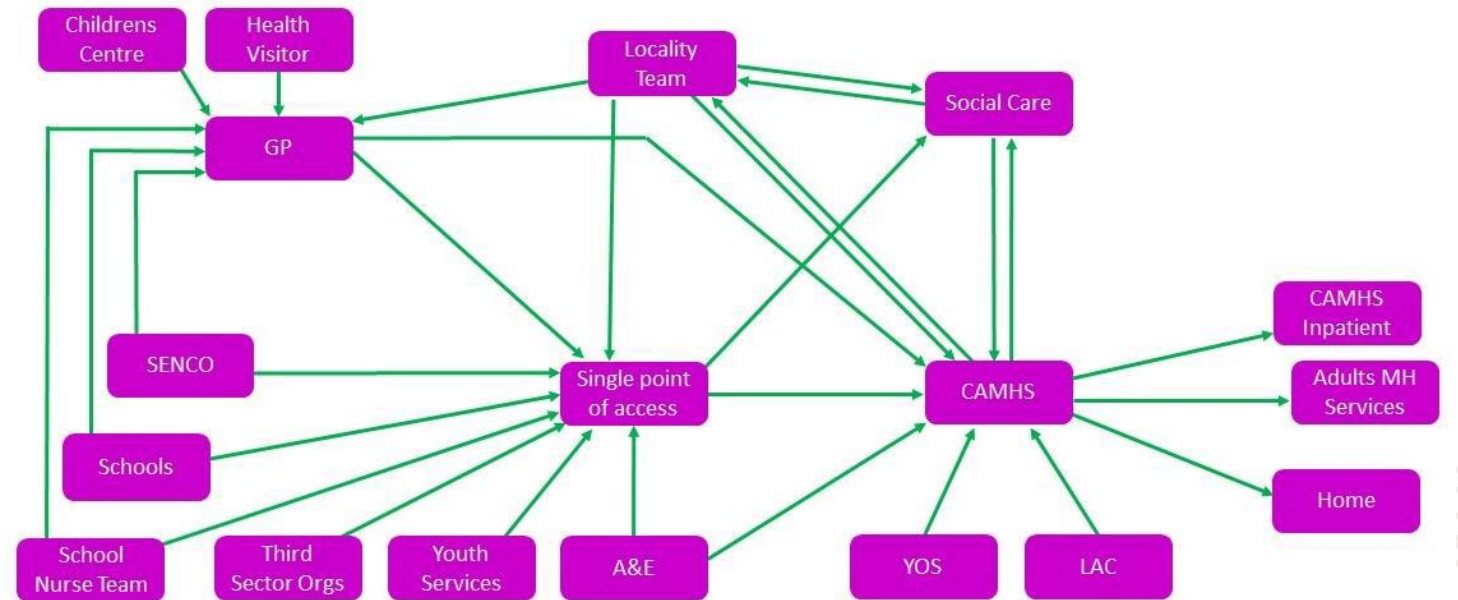
- When are we seeing this problem?
- How big is the problem?
- What specifically is the problem?
- What requirement did we fail to meet?
- Is there evidence that quantifies this?
- Your problem statement should **never** include a cause for the issue at hand ... if you knew the cause, you wouldn't need to create this statement



For example: 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.

Process mapping

- Process mapping enables the consumer journey from their perspective to be reconfigured to improve quality of care and release resources
- Consider the scope – internal/external
- Consider the structure



Touch points

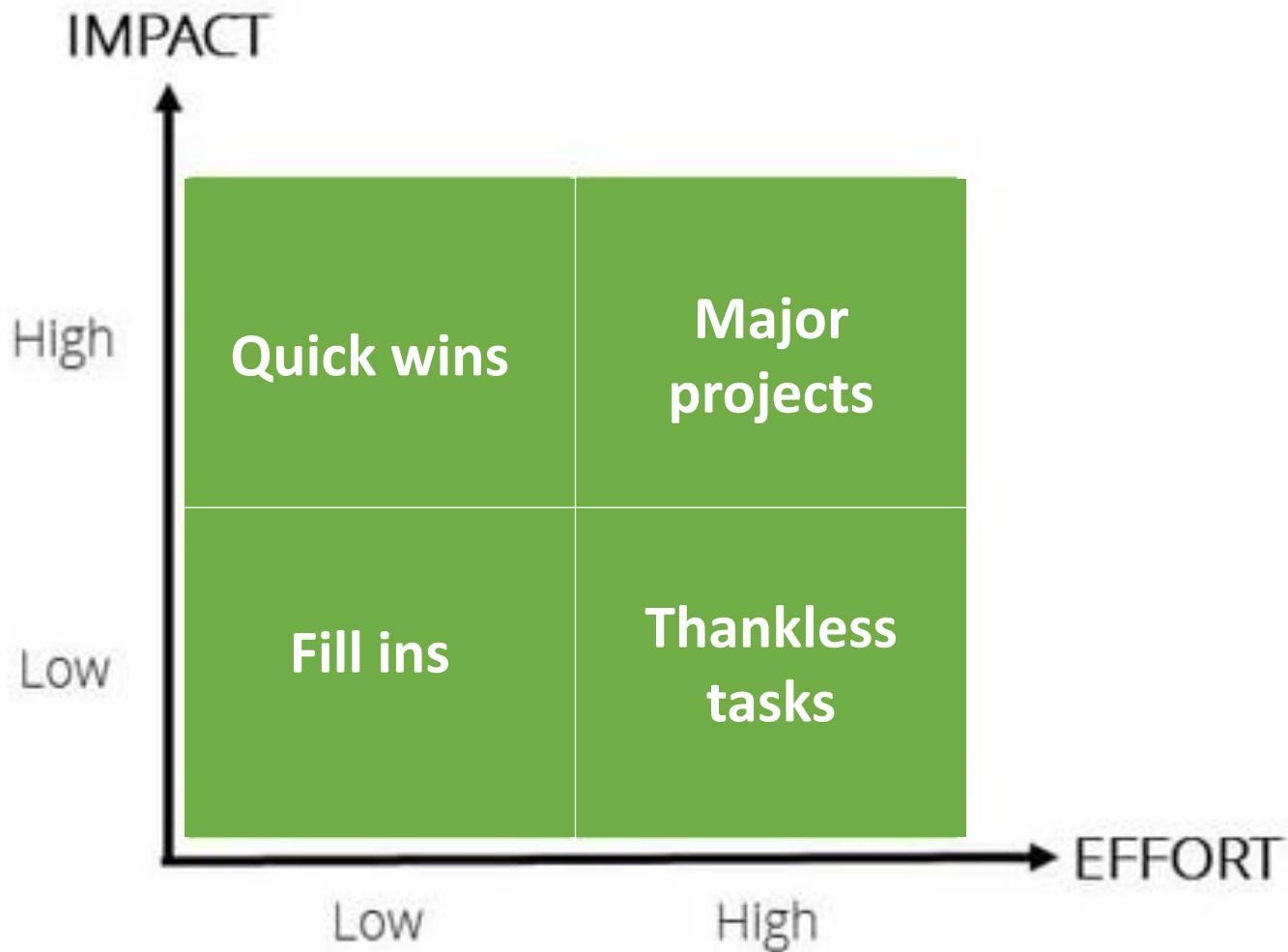
- What are they?
- Emotionally significant points in the process

Touchpoints and emotions

"...these [touchpoints] are the points of contact with the service that are intensely 'personal' points on the journey, where one recalls being touched emotionally (feelings) or cognitively (deep and lasting memories) in some indelible kind of way."

(Bate and Robert, 2007).

Prioritising change ideas – impact/effort matrix



Breakout session: planning

- Identify your timeline, use plan on a page
 - Project team established
 - Regular team meetings scheduled
 - Identify co-design partners
 - Plan co-design sessions
 - Draft up the actions – what, by whom, by when
- Start preparing your project charter
- Think about the process you are considering working on, create a high-level process map, identify the touch points
- Refine your elevator pitch



A hand-drawn diagram of an 'ACTION PLAN' table. The title 'ACTION PLAN' is written in blue capital letters at the top. Below it is a table with four columns labeled 'WHO', 'WHAT', 'WHEN', and 'HOW' in red capital letters. The table has three rows, with the first row containing the column headers and the remaining two rows being empty. The table is drawn with green lines and has two red circular markers at the top corners, suggesting it's pinned to a board.

WHO	WHAT	WHEN	HOW

What's next?

- Confirm who is part of your project team, including your sponsor
- Refine your elevator pitch
- Progress your co-design engage, capture and understand phases and theme change ideas
- Continue with your project charter documentation
- Participate in the six-weekly supra-regional coaching session, Thursday 24 November 2022 at 11.30 – 12.30pm Northern and Midland regions, 1.00pm – 2.00pm Central and South Island regions (invitations to be sent)
- Prepare for co-design workshop two in mid-February 2023
 - share storyboard of progress to date, including project team, co-design themes, change ideas, measures, learning to share

Thank you – reflections or questions

