Assessment of quality improvement and leadership programs

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www.qulturum.se

Microsystemfestival 2012, Jönköping, Sweden
How to set the table for a program?

How do I as a program designer do my preparation?

What do I need to know?
It’s all about people, context, value and results

Passion for life

Large scale national management program

Armenia

Non-profit

Management program local in Jönköping

Team from different clinics
HEAD, HEART & HANDS
1. Vilja till förändring
   Create Urgency

2. Gemensam verklighet
   Form a Powerful Coalition

3. Delad övertygelse
   Create a Vision for Change

4. Förmedla visionen
   Communicate the Vision

5. Arbetsprocesser
   Remove Obstacles

6. Resultat
   Create Short-term Wins

7. Hittanya former
   Build on the Change

8. Kulturen förändras
   Anchor the Changes in Corporate Culture

Ref: John Paul Kotter, Harvard Business School
Curiosity
Take a future photo of the programs value

Imagine what you want to happen
Enjoy what you are doing
Plan for spread from the beginning
Do your own preparation, and **then** move together ... be a student in your own program...
Famna – Swedish association for non-profit providers

– 45 organisations
– 5000 employees
– < 1000 volunteers
– Confessional, humanistic, philanthropic ideology, patient coops, ...
– Health care and social work
Outcome of 70 improvement projects
Municipality Management Government
County council
Economy
PROCUREMENT
POLICY
Public Health
Society
IT Administration
ORGANISATION

Macrosystem
Mesosystem
Microsystem

Clinics and wards
FAMILY
Patients
Staff
where values are created

IT
PROCUREMENT
Economy
Management
POLICY

Nelson, Godfrey, Batalden
Microsystemfestival 2012
Four programs in Forum for Values

- IMPROVE
- COACH
- LEAD
- MEASURE
General knowledge (Evidence based methods)
Competence in the Microsystem

Checklist improvement team

Team and Roles

Improvement theme
Area of improvement is decided together with responsible leader.
Regularly follow-up with responsible leader.
Leader and coach follow the improvement work and its progress and obstacles.
Weekly team meetings:
Team meets regularly every week to work with the improvement.
Multi-disciplinary team:
Different professional from the microsystem are part of the improvement work.
Efficient meetings:
The team uses rules and guidelines for efficient meetings.

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Goal
A SMART goal for the improvement exists.

Measures
Relevant measures for the improvement exists.

Ideas
A collection of ideas to improve the results exists.

PDSA
Systematic testing of ideas is in progress.
Results from PDSA have been turned into routines.
Changes leading to improvement are part of the daily routines.

Dashboard
Measurements are being made regularly and displayed for everyone.

Follow up
Poster
A description of the accomplished improvement and its results exists.

Goal achieved
Measured improvements reach the goal.

Do you think that you are going to reach your goal?
Motivate your answer

Name

Ref: Dartmouth Microsystem Improvement Curriculum
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SBAR
The team uses SBAR for communication.

Coworkers are informed
Information about the improvement work, for example on workplace meetings.

The ones we care for and their relatives are involved
The involvement has affected the improvement work.

Improvement model

5P
Purpose, Patients, Professionals, Processes and Patterns have been processed and described.

Benchmarking
An overview of other similar organizations and their results has been made.

Photo journey
Description of a process through the eyes of a caretaker has been done.

Fishbone diagram
A cause-effect analysis of the results has been done.

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Workshop

• Which general knowledge and methods are available for your programs or in your context?
• How can you measure the use of this general knowledge and methods?
Evaluation of improvement programs

Results
(Mean 2009 - 2011)

Improvement skills
Value increase for users
Would recommend to others
Importance of coach
Organization's effectiveness
Staff's satisfaction

0 - not at all, 10 - to large extent, n = 147
Capacity for improvement in the Macrosystem

Total number of participants and improvement projects

- Participants
- Improvement projects

Autumn 09, Spring 10, Autumn 10, Spring 11, Autumn 11
Capacity for improvement in the Macrosystem

see animations on http://vardeforum.famna.org/om/assessment
Workshop

• What is the desired program outcome in terms of capacity and culture?

• How can we evaluate this over time?
Reflection and learning

Thank you!