IDEAS (Improving & Driving Excellence Across Sectors)

The Foundations of Quality Improvement
November 17, 2017
Ottawa Hospital Series
The Ottawa Hospital, Civic Campus, Kaminski Room

IN COLLABORATION WITH THE REGIONAL TRAUMA NETWORK

Who Should Register?
The program is ideal for members of the Regional Trauma Network who are participating or would like to participate in quality improvement projects, but who might consider themselves novice to quality improvement or in need of a refresh. The IDEAS Foundations of Quality Improvement Program is ideal for all healthcare professionals who hold a variety of roles and disciplines across the continuum of care.

Using an evidence based curriculum and instructional design recognized to be appropriate for adult learning, the IDEAS Foundations of Quality Improvement is comprised of a three-hour online component completed prior to a one day in person workshop.

For further information, please contact the University of Ottawa, Office of CPD:
Phone 613.761.4480 X 1 | Email cpd@toh.on.ca | Fax 613.761.5262 | Web www.med.uottawa.ca/cpd/eng
COURSE LEARNING OBJECTIVES

At successful completion of this course, learners will be able to:

- Apply the principles of quality improvement for healthcare
- Explain a quality improvement aim in accordance with model of improvement and The Ottawa Hospital (TOH) quality improvement (QI) framework
- Explain sources of the change ideas and explain in accordance with the model of improvement and The Ottawa Hospital (TOH) quality improvement (QI) framework
- Contribute to the application of tools in team setting
- Explain the application of measurement in accordance with model of improvement and The Ottawa Hospital (TOH) quality improvement (QI) framework
- Collaborate with interprofessional team members to contribute effectively on a quality improvement team

PROGRAM LAYOUT

Using an evidence based curriculum and instructional design recognized to be appropriate for adult learning, the IDEAS Foundations of Quality Improvement is comprised of a three-hour online component completed prior to a one day in person workshop.

E-Learning

- Three hours, asynchronous immersive-scenario based self-study completed before workshop
- Includes prompts and reflection to initiate a personal improvement project

1 Day Workshop

- 1 day interactive, applied learning through a quality improvement project case
- Face to face, engagement between learners and faculty
- Taught by expert faculty who are experienced in quality improvement

This series of IDEAS Foundations of Quality Improvement Program is open to Paramedics and emergency services support staff.

If your organization is interested in hosting a Foundations of Quality Improvement Program and you would like more information on how to do so, please contact shlevesque@toh.ca.
### THE FOUNDATIONS OF QUALITY IMPROVEMENT

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:00</td>
<td>Registration and Breakfast</td>
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<tr>
<td>8:30</td>
<td>Welcome Remarks</td>
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<tr>
<td>8:40</td>
<td>Define the Problem</td>
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<td>Use IDEAS glossary and tools templates as a resource in improvement activities; Apply TOH QI framework; Identify how a team QI project goals aligns to a personal/departmental/organizational goals.</td>
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<td>9:45</td>
<td>Stretch Break</td>
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<tr>
<td>10:00</td>
<td>Analyze the Situation</td>
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<td>Use TOH's improvement framework for problem solving using a structured step by step approach; Describe how the Project Charter is used by the improvement team; Recognize how an individual can function effectively and contribute to the team; List characteristics of effective teams; Identify roles within the QI project team (team member, team leader, executive sponsor); Identify how to effectively formulate a problem statement. Is your problem really a problem?; Discuss the role of a process owner and why local fixes are not always best.</td>
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<tr>
<td>12:00</td>
<td>Lunch</td>
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<td>13:00</td>
<td>Analyze the Situation</td>
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<td>Continued</td>
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<tr>
<td>13:45</td>
<td>Test and Trial</td>
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<td>Differentiate between process, outcome and balancing measures; Practice making a simple run chart using a set of data; Apply the run chart rules to a series of run charts to discern for change, improvement and sustainability; Identify principles of data collection with common pitfalls and tips for success; Practice using the fishbone diagram, 5 Why, paretos, and process map; Review the QI tools and where/when/why they're used.</td>
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<tr>
<td>14:45</td>
<td>Stretch Break</td>
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<td>15:00</td>
<td>Test and Trial</td>
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<td>15:30</td>
<td>Lock in Improvement: Evaluate and Spread</td>
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<td>Time to share and celebrate! Discuss how the QI tools facilitate communication and engagement amongst the team and its stakeholders about the QI project effort.</td>
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<tr>
<td>15:55</td>
<td>Closing Remarks</td>
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<td>16:00</td>
<td>Adjourn</td>
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**Important!**

Online modules will be assigned no later than two weeks prior to the 1 day workshop. Online modules **must** be completed prior to the 1 day workshop.
REGISTRATION INFORMATION

Registration Fee $25

Visit https://eventscpd.med.uottawa.ca. Log into your University of Ottawa, Office of CPD account or if you are a new user, create an account.

Once you are logged in, click on Programs and search for IDEAS NOV 17

No registration will be processed without the full registration fee included; Postdated cheques are not accepted; Continental breakfast, nutrition breaks and lunch will be provided. Registration fee is non-refundable. Should you be unable to attend, we will happily transfer your registration to a colleague. Registrations cannot be transferred from cohort to cohort.

ONLINE MODULE ASSIGNMENT

Participants are required to complete the online modules in advance of the 1 day workshop. Online modules will be assigned no later than November 1, 2017.

QUESTIONS?

Please contact the University of Ottawa, Office of Continuing Professional Development by phone (613.761.4480 X1) or email (cpd@toh.on.ca)

ACCREDITATION

Regional Paramedic Program for Eastern Ontario

The RPPEO supports this event with 8 CME hours.

This continuing education program is accredited by the consortiums of McMaster University, the Northern Ontario School of Medicine, Queens University, University of Toronto, University of Ottawa, Western University and IDEAS. Each participant should claim only those hours of credit that he/she actually spent participating in the educational program.

College of Family Physicians of Canada Mainpro+ (E-Learning and Workshop)

This Group Learning program has been certified by the College of Family Physicians of Canada for up to 30.75 Mainpro+ credits.

Royal College of Physicians and Surgeons of Canada – Section 1 (Workshop Only)

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, approved by Continuing Professional Development, Faculty of Medicine, University of Toronto up to a maximum of (5.5 hours)

Royal College of Physicians and Surgeons of Canada – Section 3 (E-Learning)

This program is an Accredited Self-Assessment Program (Section 3) as defined by the Maintenance of Certification Program of The Royal College of Physicians & Surgeons of Canada, and approved by Continuing Professional Development, Faculty of Medicine, University of Toronto on 12/01/2017. Program expires 01/2018. Remember to visit MAINPORT https://www.mainport.org/mainport/) to record your learning