



CQI ■ **EVERYBODY'S
BUSINESS**
Aiming High Through CQI



CQI for Beginners

Alice Springs

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CQI:

EVERYBODY'S
BUSINESS

*Aiming High
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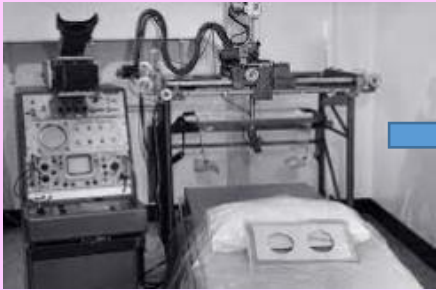


Who's who in the ZOO!?



What is
Continuous Quality
Improvement?

What is Continuous Quality Improvement?



Continuous
Quality
Improvement in
a Health Centre
is it the same?



NT CONTINUOUS QUALITY IMPROVEMENT (CQI) STRATEGY





Team Approach

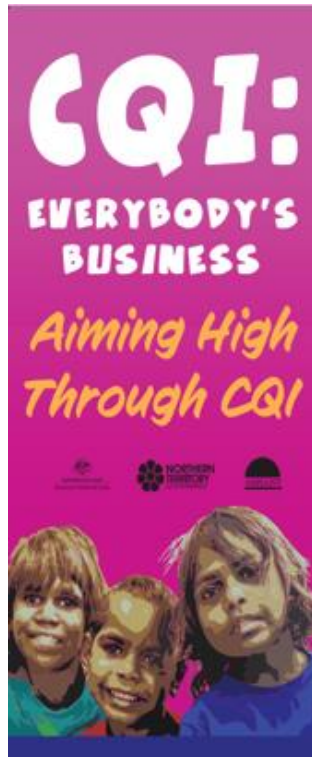




Systematic Use of Data



Leadership and Accountability





Structured Information Sharing





Resources



Aboriginal Engagement



CQI:
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Commonwealth of Australia
Northern Territory Government
Department of Education

Three young Indigenous children smiling.





Support





Consistent Approach



What skills do I bring to CQI?



CQI: EVERYBODY'S BUSINESS

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What is your data telling you?

- What you're doing well



- Where there are gaps or weaknesses in services or



Figure 1.1a Proportion of episodes of health care for Aboriginal clients of the community over the previous 1 year by resident status and sex

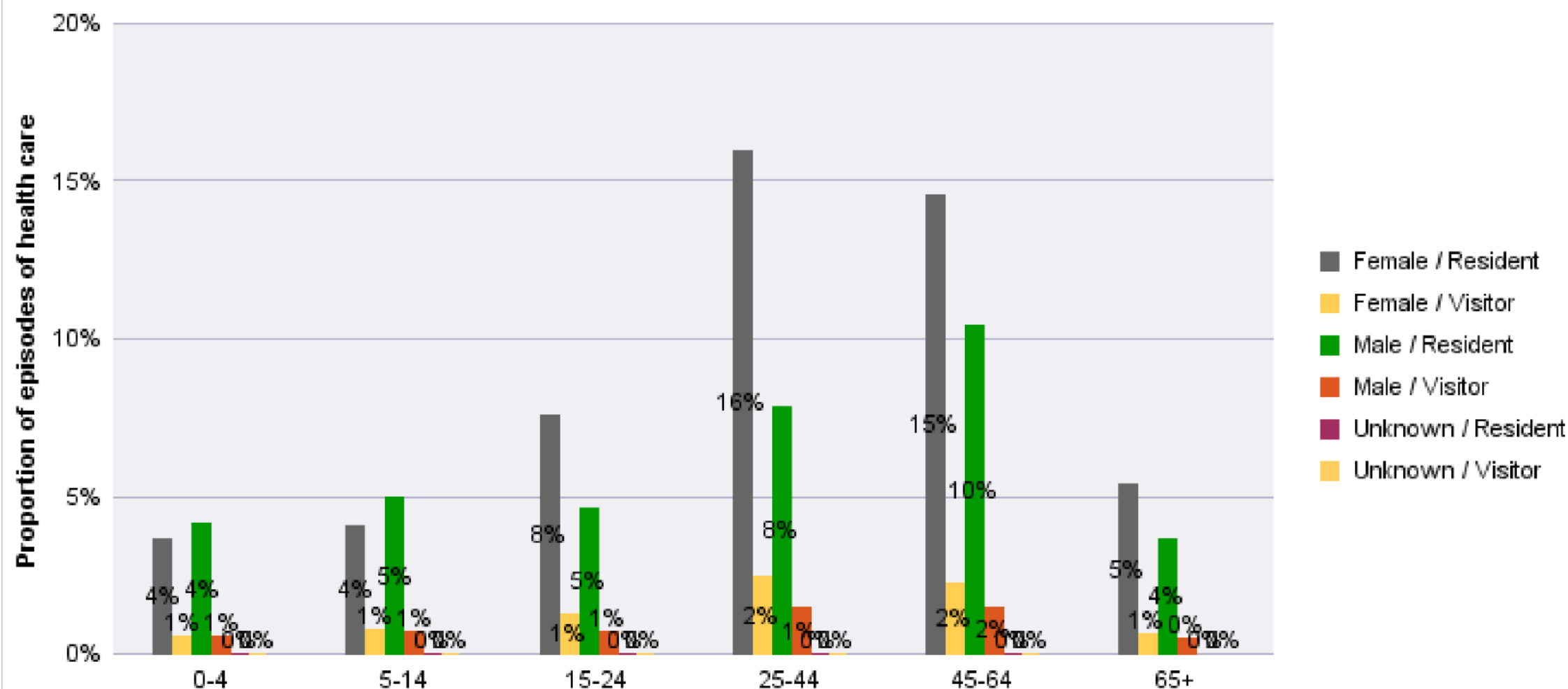


Figure 1.1b Trend of episodes of health care for Aboriginal clients by sex and reporting year

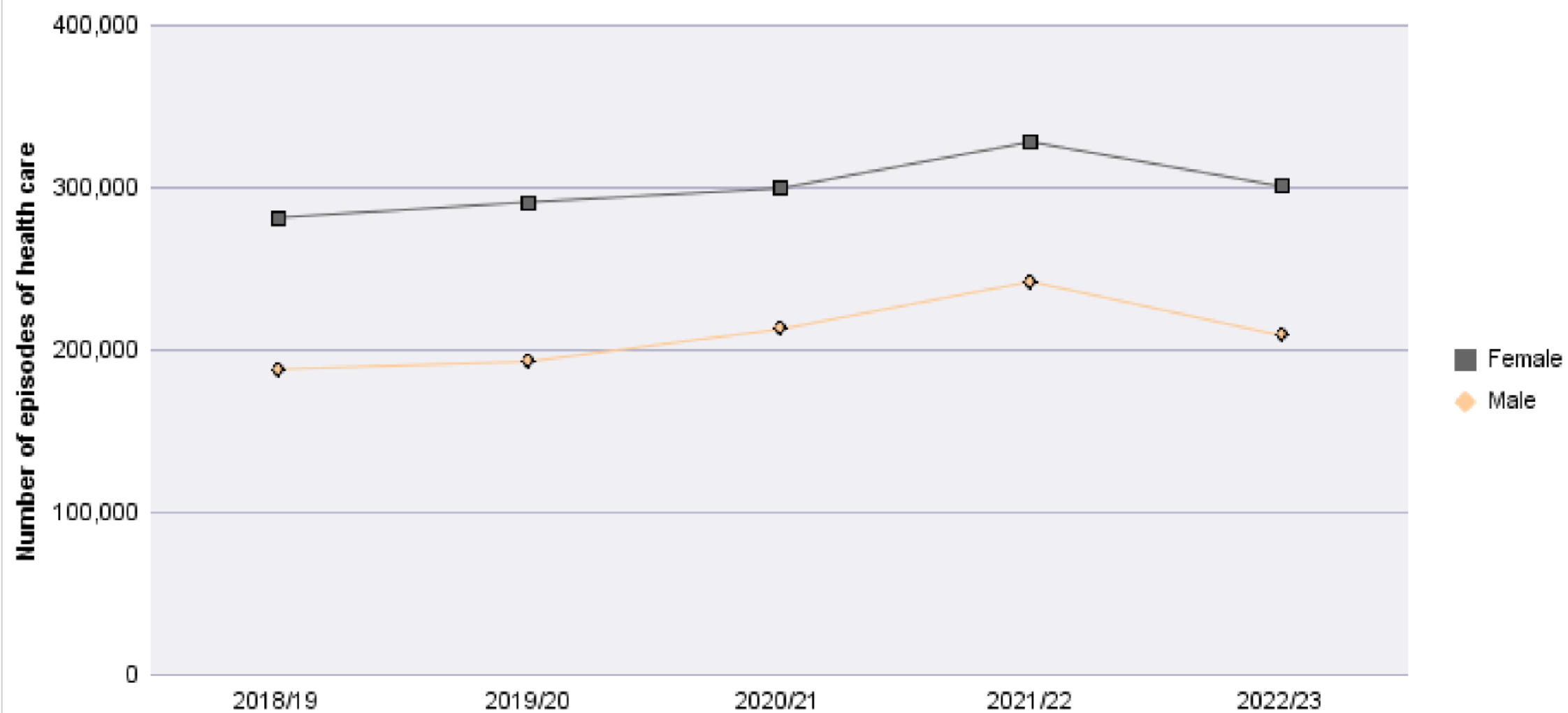
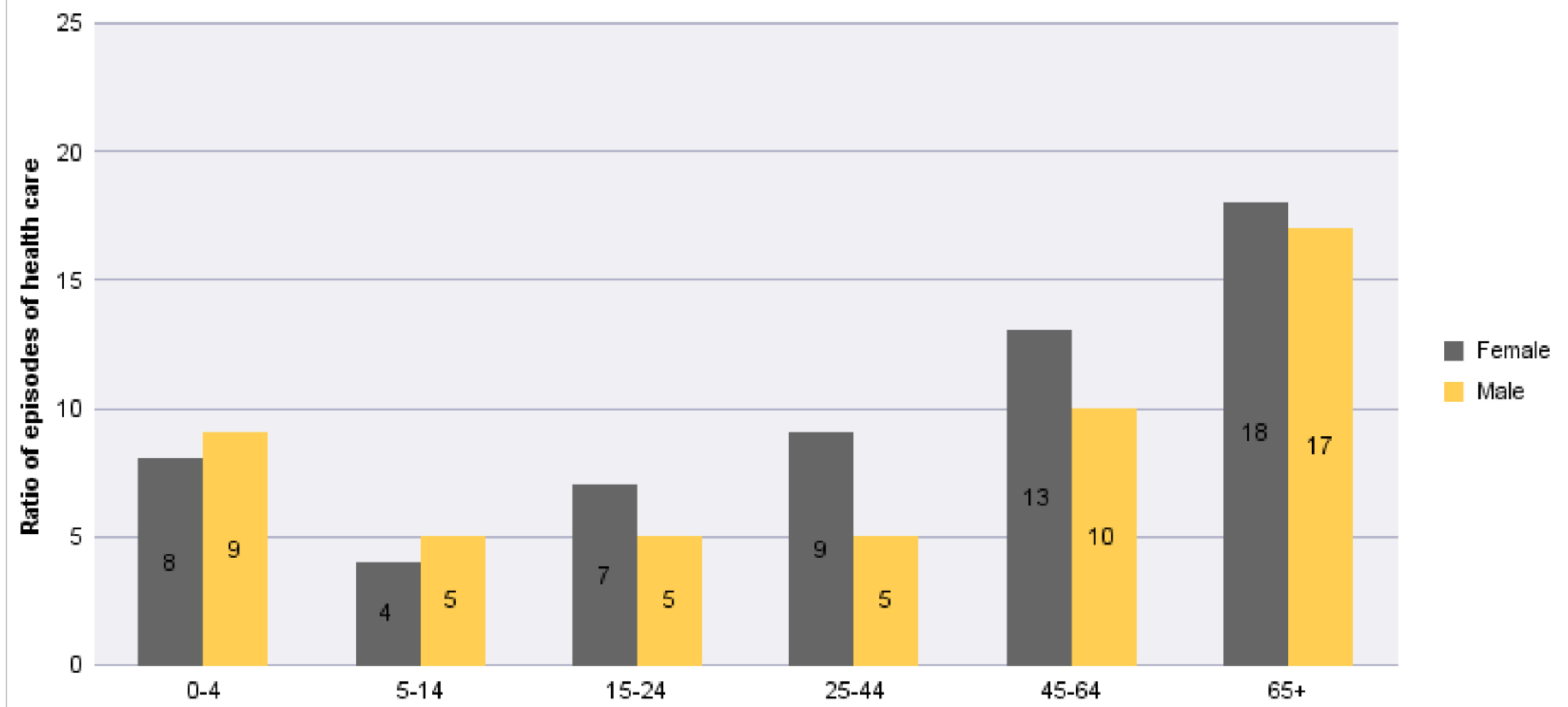


Figure 1.1c Ratio of episodes of health care for resident Aboriginal clients of the community during the previous 1 year by sex



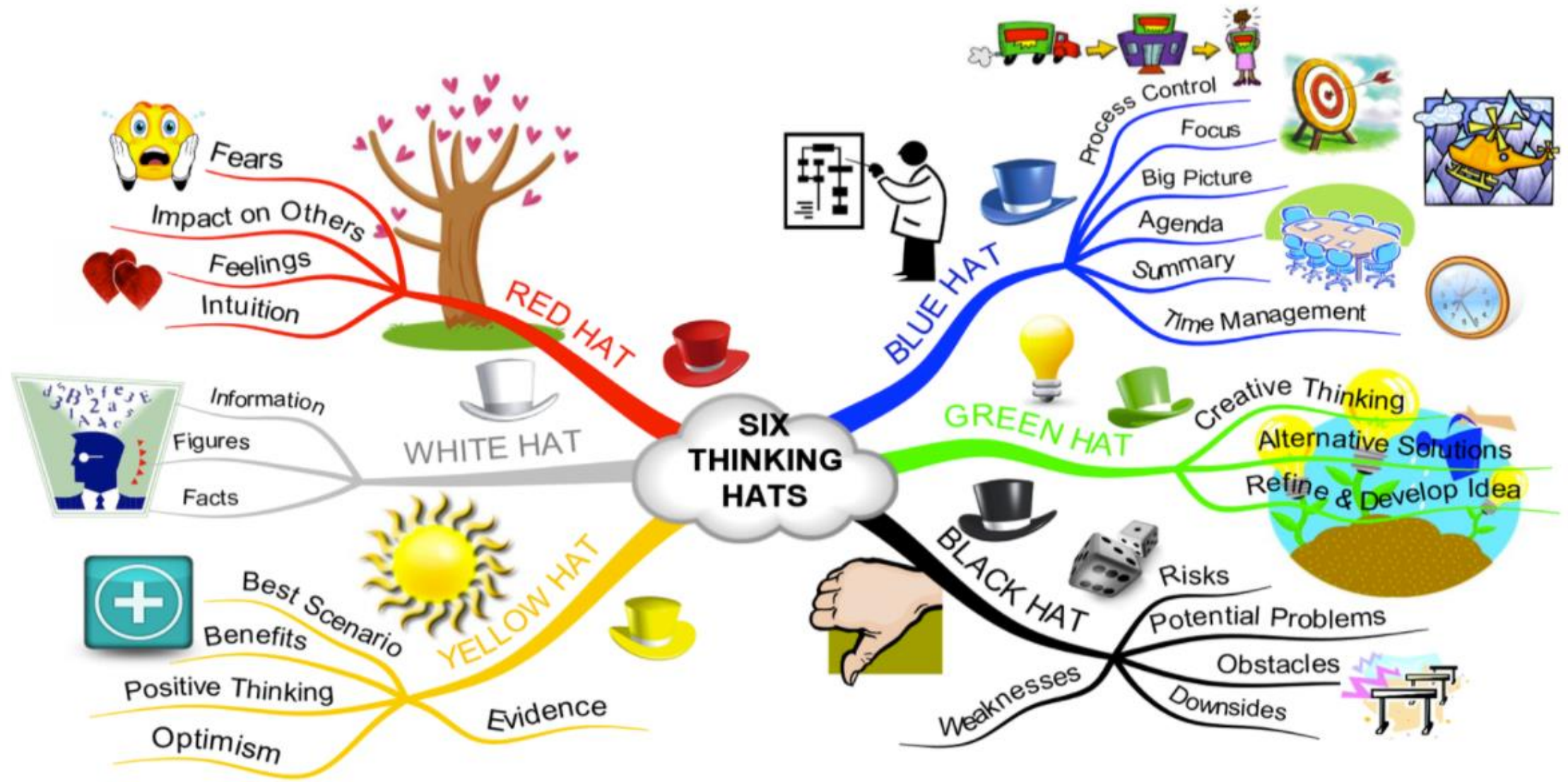


Six Thinking Hats

Useful in many situations:

- In meetings
- To problem solve
- To generate ideas
- To look at a topic from different angles





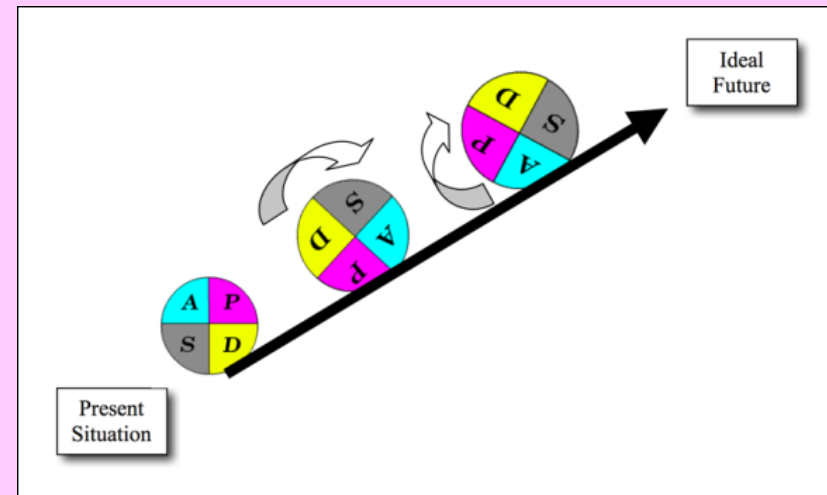
Digging into CQI and PDCA's





PDSA

Plan Do Study Act



What is a PDSA?

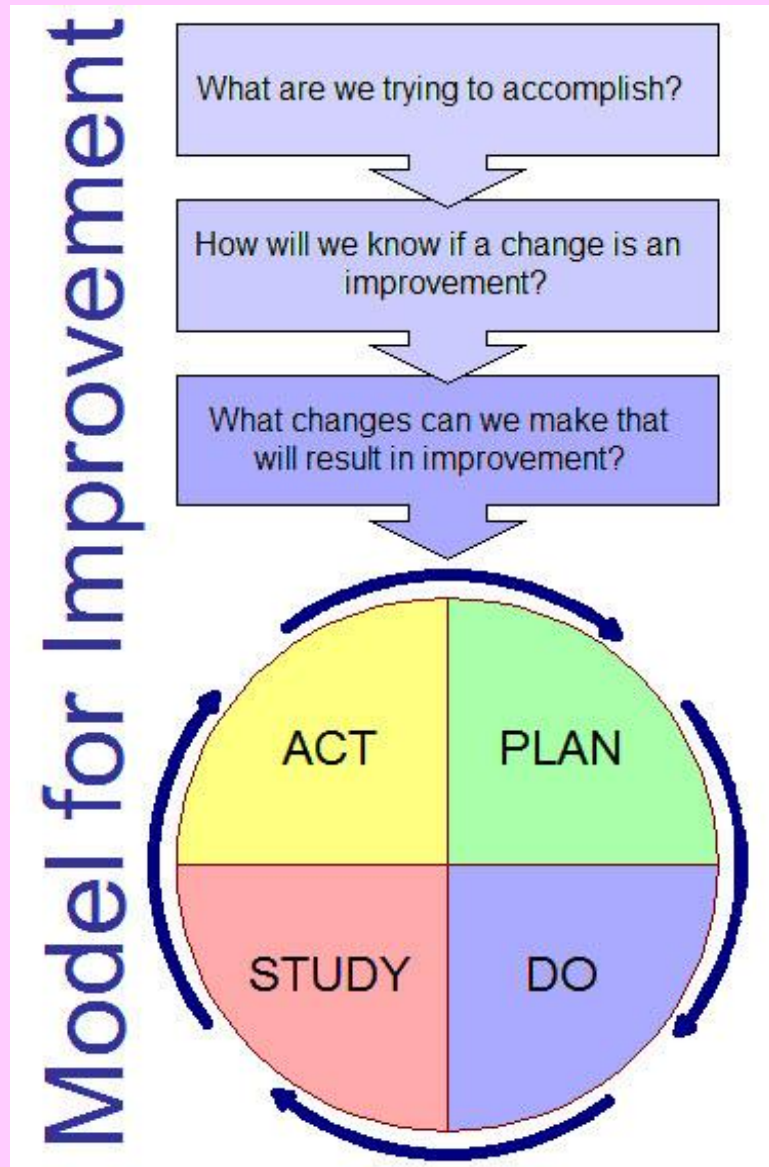
- Plan
- Do
- Study
- Act



Plan Do Study Act

Three key questions

- What are we trying to achieve? (what's your goal?)
- How will we know that a change is an improvement? (what will you measure?)
- What ideas or steps could you take to achieve your goal? (how can you do it differently?)



The infographic consists of five vertical panels, each with a different background color and a large white letter in a circle at the top. The panels are: 1. Dark blue with 'S' for Specific, 2. Light blue with 'M' for Measurable, 3. Green with 'A' for Achievable, 4. Purple with 'R' for Relevant, and 5. Orange with 'T' for Time-bound. Each panel contains the letter, the word, and two bullet points explaining the criterion.

S

Specific

- State what you'll do
- Use action words

M

Measurable

- Provide a way to evaluate
- Use metrics or data targets

A

Achievable

- Within your scope
- Possible to accomplish, attainable

R

Relevant

- Makes sense within your job function
- Improves the business in some way

T

Time-bound

- State when you'll get it done
- Be specific on date or timeframe

PDSA

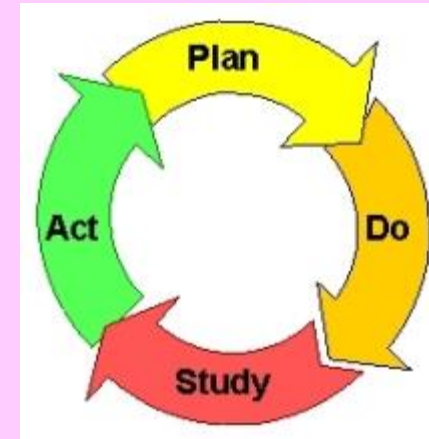
plan

First step in the cycle is to plan

- Describe the idea
- What, who, when, where?
- What do you think will happen?
- How will you measure it – data/info to be collected

do

Do what was planned
– carry out the plan.



PDSA

study

- Check it – Monitor
- Analyse results –what is it telling us?
- Evaluate – what difference has it made?
- Reflect
- Is this what you thought would happen?
- What did you learn?



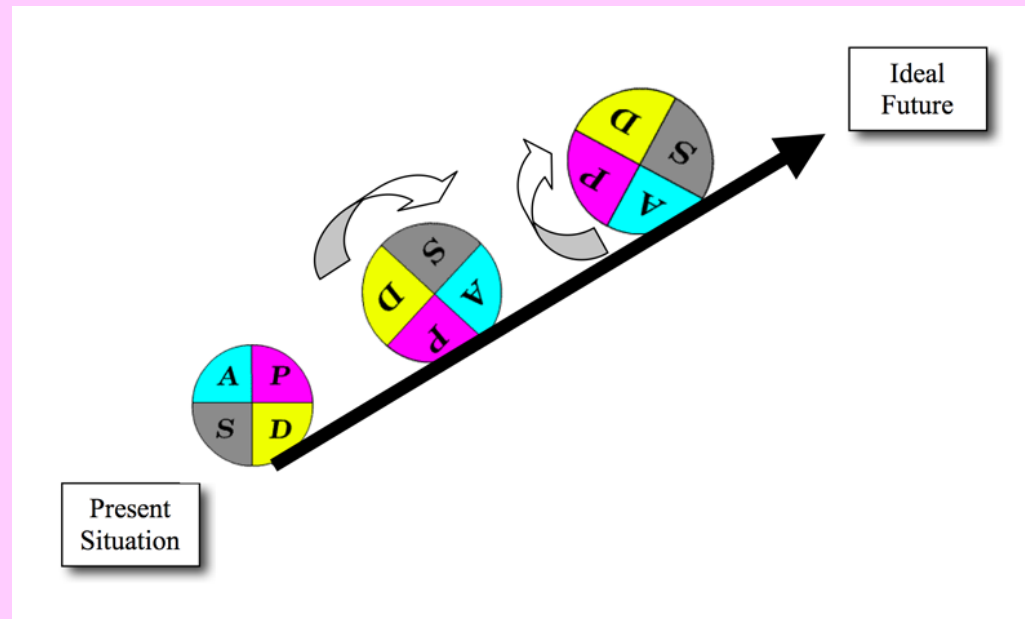
PDSA

act



- What next?
- Did it work?
 - yes – make changes to confirm the “new way”
 - no – prepare a plan for the next PDSA

Which takes you to the next stage
which is... repeat step 1 (Plan)
again, but with new knowledge.



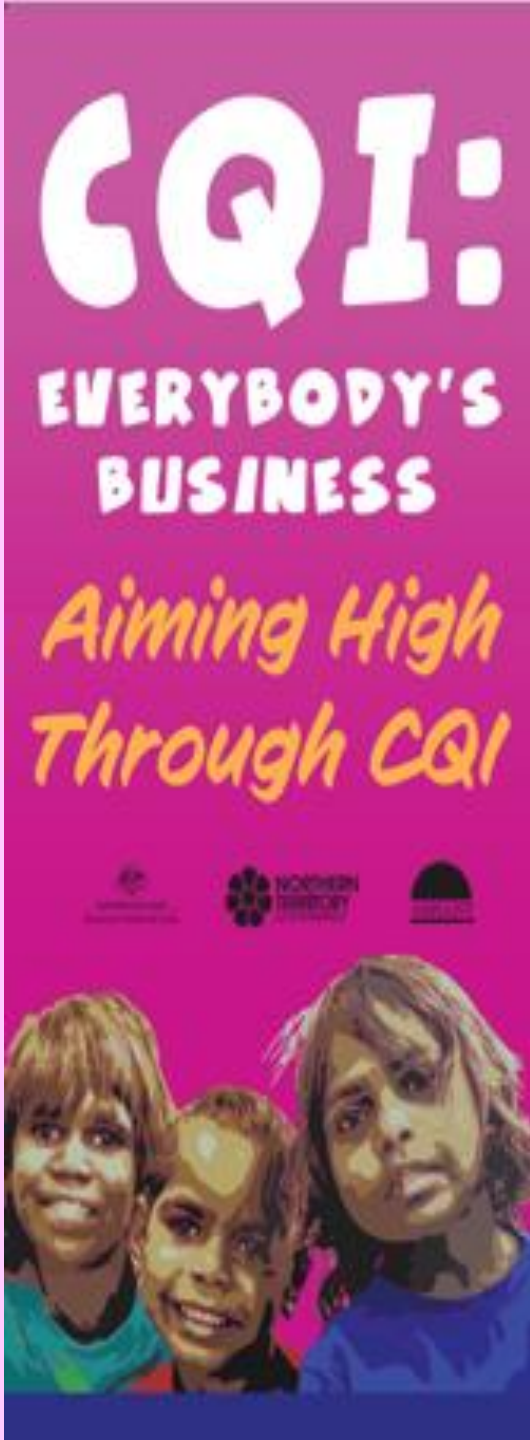
How to get the most benefit of the PDSA



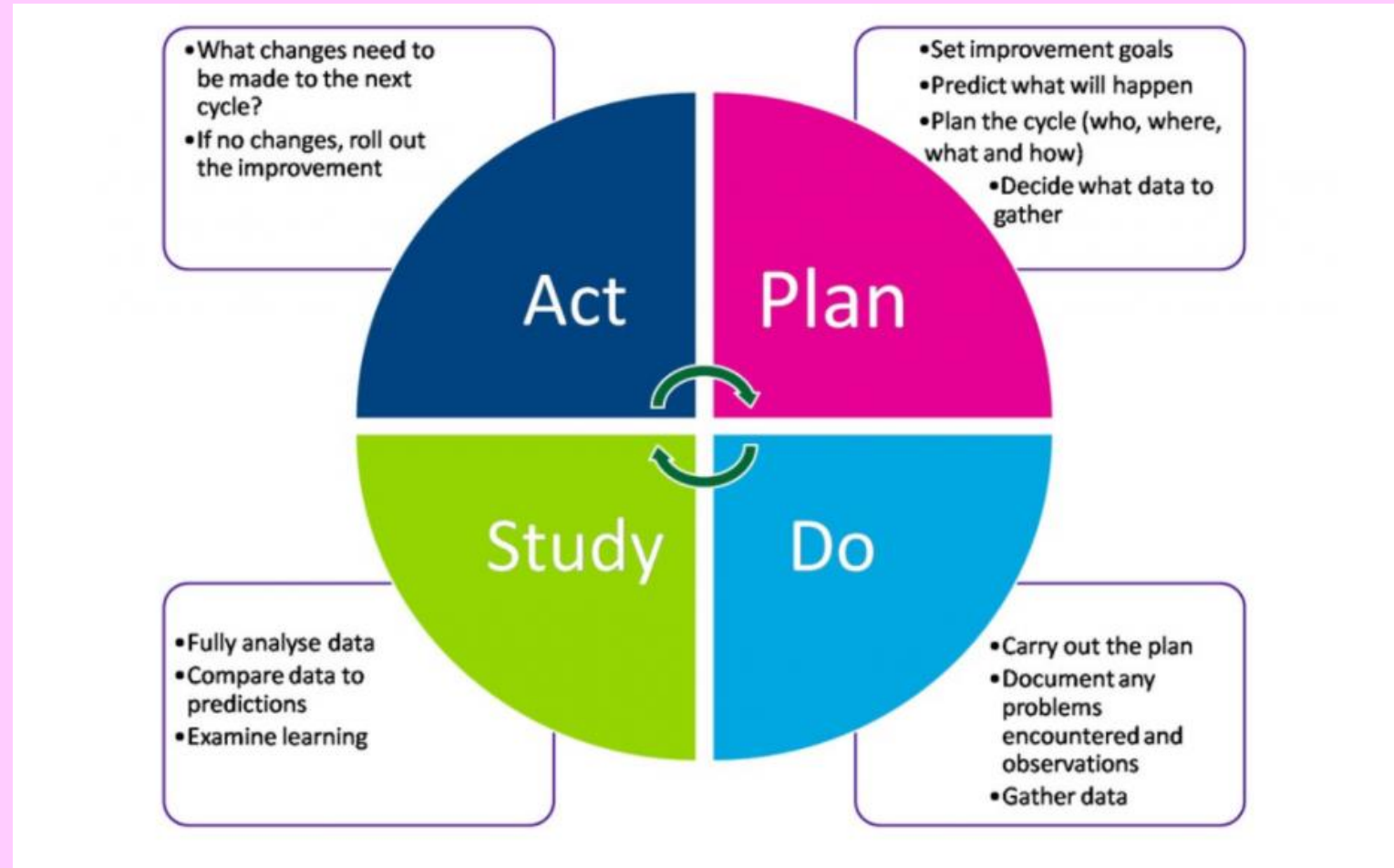
PDSA Tips & Hints

- Get the team involved to come up with lots of ideas
- Keep the PDSA simple and clear
- Keep your PDSAs small – break down **BIG** projects into **small** pieces
- Keep your PDSA cycles **short** – what can you do in a week or two?





So let's do it!!



Let's put this tool to the test!

THANK
YOU!

