

# ATTENTION: PHYSICIANS

Would you like to learn more about Quality Improvement?

This custom built training day is an introduction to fundamental quality improvement skills and concepts. For those that are interested in leading a QI project, our funding model and program supports will be discussed. Attend a full day or half day, depending on your interest and availability.

## OPTION 1

Date: Tuesday June 12, 2018

Time: 800am - 400pm

580 West Hastings Street  
Vancouver, BC

## OPTION 2

Date: Thursday August 23, 2018

Time: 800am - 400pm

580 West Hastings Street  
Vancouver, BC

## OPTION 3

Date: Tuesday Nov 27, 2018

Time: 800am - 400pm

580 West Hastings Street  
Vancouver, BC

If your salaried/service contract permits, or if you are a FFS physician your time for participating at the event will be recognized through sessional funding at up to seven hours based on the following rates of \$157.79/hr for RCPSC specialists and \$133.77/hr for non-RCPSC specialists/GPs practicing at VCH or PHC.

TO REGISTER EMAIL: [Amy.Chang@vch.ca](mailto:Amy.Chang@vch.ca) No registration fee.

Accredited by UBC CPD



CONTINUING PROFESSIONAL DEVELOPMENT  
FACULTY OF MEDICINE

The University of British Columbia Division of Continuing Professional Development (UBC CPD) is fully accredited by the Committee on Accreditation of Continuing Medical Education (CACME) to provide study credits for continuing medical education for physicians. This course has been reviewed and approved by the UBC Division of Continuing Professional Development. This Group Learning course meets the certification criteria of the College of Family Physicians of Canada and has been certified by UBC CPD for up to 6.0 Mainpro+ credits. This course is an Accredited Group Learning Activity eligible for up to 6.0 MOC Section 1 credits as defined by the Maintenance of Certification program of the Royal College of Physicians and Surgeons of Canada. Each physician should claim only those credits he/she actually spent in the activity.

**Physician Led PQI - Intermediate Training (Outline of topics and objectives)**

<p><b>PQI Overview</b></p> <ul style="list-style-type: none"> <li>• Overview of PQI Initiative</li> <li>• Detail of PQI plans for VCH/PHC</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• PQI and opportunities going forward</li> </ul>
<p><b>Introduction to QI in health care</b></p> <ul style="list-style-type: none"> <li>• Quality in healthcare</li> <li>• QI as enabler of strategic priorities</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Describe the dimensions of quality in health care.</li> <li>• Define quality improvement in health care.</li> <li>• QI vs QA vs Research (Arecci)</li> </ul> <p><b>Application:</b></p> <ul style="list-style-type: none"> <li>• Relate strategic priorities and personal project to dimensions of quality.</li> </ul>
<p><b>Intro to Model for Improvement</b></p> <ul style="list-style-type: none"> <li>• What are we trying to accomplish</li> <li>• What changes can we make that will result in improvement</li> <li>• How will we know a change is an improvement</li> <li>• PDSA cycles</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Describe the Model for Improvement and state the three questions.</li> </ul> <p><b>Comprehension:</b></p> <ul style="list-style-type: none"> <li>• Explain PDSA cycles and ramps and describe how they accelerate improvement.</li> </ul> <p><b>Application:</b></p> <ul style="list-style-type: none"> <li>• Compose a problem and an aim statement.</li> </ul>
<p><b>Measurement</b></p> <ul style="list-style-type: none"> <li>• Purpose of measurement</li> <li>• Measurement methods</li> <li>• Choosing measures</li> <li>• Intro to tools</li> <li>• Data analysis (run charts)</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Importance of collecting data over time (variance)</li> <li>• Define key types of measures</li> <li>• Understand relation between: Objectives – metrics - outcomes</li> </ul> <p><b>Analysis:</b></p> <ul style="list-style-type: none"> <li>• Contrast data collection methods</li> <li>• Create and analyse run chart data</li> </ul>
<p><b>Understand the system</b></p> <ul style="list-style-type: none"> <li>• Systems thinking</li> <li>• Complex adaptive systems</li> <li>• Human Factors</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Define a complex adaptive system.</li> <li>• Understanding the role of culture in QI</li> </ul>
<p><b>Ideas for Change</b></p> <ul style="list-style-type: none"> <li>• Effectiveness of changes</li> <li>• Defining the change idea</li> <li>• Testing changes</li> <li>• Change Management</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Recognize opportunities for improvement</li> </ul> <p><b>Comprehension:</b></p> <ul style="list-style-type: none"> <li>• Explain change management models, stages of change</li> </ul> <p><b>Application:</b></p> <ul style="list-style-type: none"> <li>• Generate creative ideas for change</li> <li>• Test an idea through PDSA cycles</li> </ul> <p><b>Analysis:</b></p> <ul style="list-style-type: none"> <li>• Understand what changes are good PDSA outcomes</li> </ul>
<p><b>Stakeholders and Collaboration</b></p> <ul style="list-style-type: none"> <li>• Stakeholders and team work and roles</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Describe the attributes of and roles of stakeholders</li> <li>• Sphere of Influence</li> </ul> <p><b>Application:</b></p> <ul style="list-style-type: none"> <li>• Stakeholder mapping and engagement</li> </ul>
<p><b>Patient Engagement</b></p>	<p><b>Comprehension:</b></p> <ul style="list-style-type: none"> <li>• How to bring the voices of patients and the public into quality improvement</li> </ul>