

# HEALTH UPDATE

## Improvement Foundation Australia Ltd (IFA)

### ■ What is the Improvement Foundation?

Improvement Foundation Australia Ltd (IFA) is a not-for-profit organisation whose core business is to provide expertise in the development and delivery of quality improvement programs to bring about system change.

We are passionate about improving the lives of individuals and communities, and focus on undertaking work that we think will make a real difference.

### ■ What does IFA do?

IFA develop and deliver quality improvement methods for health and community services. Our programs offer tailored evidence based support to help organisations make measurable and sustainable improvements.

We help service organisations and their front-line professionals discover and implement their own improvements. The training and support of frontline staff is an important feature of our work, as this approach builds capacity and sustainability within an organisation.

### ■ What is the aim?

Our aim is to lead the country in the development and delivery of quality improvement methods for health and community services, with a specific focus on:

- health,
- education, and
- Indigenous people.

### ■ What is the Australian Primary Care Collaboratives Program?

The Australian Primary Care Collaboratives (APCC) program helps general practitioners (GPs) and primary health care providers work together to improve clinical outcomes for patients, reduce lifestyle risk factors, help maintain good health for those with chronic and complex conditions and promote a culture of quality improvement in primary health care. Ultimately, the APCC program aims to find better ways to provide primary health care services to patients through shared learning, peer support, training, education and support systems.

The Collaboratives methodology is applied to achieve incremental, rapid and locally relevant improvements across a broad range of clinical and business issues for practices.

The topics to be addressed in the first and second phases of the APCC Program are diabetes, the secondary prevention of coronary heart disease, and improved access to primary care. IFA has recently introduced the new topic areas of Cardiovascular Obstructive Pulmonary Disease (COPD), and Chronic Disease Prevention and Self Management (CDPSM).

### ■ The Improvement Foundation provides quality improvement workshops - what do participants learn at these workshops?

#### QUALITY IMPROVEMENT SKILLS PROGRAM (QUISP)

This is a program where teams of three or four people attend three workshops over three months with action periods in between used to test out ideas for change. Facilitators provide support to each team prior to the first workshop and throughout each action

period. This program is aligned to units from the nationally recognised Cert IV in Frontline Management (BSB40807). Participants who successfully complete all activities and assessments can attain this qualification.

This course will enable participants to:

- effectively build their team,
- focus new skills on specific local problems,
- respond to and implement change more effectively,
- learn about and practice improvement methodologies, and
- gain qualifications in frontline management.

## CONTINUOUS QUALITY IMPROVEMENT WORKSHOPS SERIES

These are one day workshops, each of which are aligned to units from the nationally recognised Cert IV in Frontline Management (BSB40807). Currently, the following workshops are available nationally.

- The Introduction to Continuous Quality Improvement (CQI) workshop teaches participants to:
  - apply a selection of quality improvement (QI) tools in day to day work,
  - use the model for improvement to develop, test and implement changes,
  - use learning styles to promote work efficiency, and
  - introduce CQI into your organization.
- The Exploring QI Tools workshop teaches participants to:
  - use a range of QI tools which can enhance efficiencies and overcome problems,
  - identify the root cause of problems or barriers in the workplace,
  - effectively develop, test and implement changes using the model for improvement, and
  - apply fresh and innovative QI tools and techniques to suit any situation.
- The Building Champion Teams workshop teaches participants to:
  - create and maintain good communication within a team,
  - enthuse and engage work teams to make improvements and achieve shared goals,
  - recognise and understand their own and others' communication and learning styles, and
  - improve team effectiveness and efficiency.

- The Managing and Leading Change workshop teaches participants to:
  - manage conflict and negotiate effectively,
  - understand how different people respond to change,
  - implement methods to lead and manage people during the stages of change,
  - communicate effectively with work colleagues to achieve desired outcomes, and
  - effectively develop, test and implement changes by using the model for improvement.

## Will participants be able to transfer their learnings into real improvements within their own practice?

As we are passionate about improving the lives of individuals and communities, we only undertake work that we expect will make a real difference, with a focus on:

- improving access to primary health care services,
- improved care for patients with chronic disease,
- leadership training,
- developing programs for health service improvement,
- support improvement in Indigenous health,
- quality improvement training and development for individuals and teams,
- improving health outcomes, and
- reducing health care associated infections in the community.

Our participants tell us they can easily use the models and training provided to make improvements, plan effectively, identify risks and achieve goals.

## Who can participate?

Individuals and teams will benefit by increasing their quality improvement skills and knowledge. Anyone who is keen to learn how to identify and implement improvements within their working environment can enrol in our Continuous Quality Improvement Workshops and Quality Improvement Skills Program.

## Can GPs receive RACGP QA&CPD points for attending?

QA&CPD points are available for GPs involved in the APCC Program, QuISP and CQI Workshops.

## How much does it cost?

Costs vary depending on which program or workshop participants are planning to undertake. Costs and dates for upcoming QuISP and CQI Workshops are available at [www.improve.org.au](http://www.improve.org.au).

Masterclasses, tailor made workshops and consulting work can be negotiated on an ad hoc basis.

## Where do I find more information?

Visit [www.improve.org.au](http://www.improve.org.au) for more information about the programs and workshops we deliver.

Visit [www.apcc.org.au](http://www.apcc.org.au) for more information about the APCC Program.

### Quality Improvement Masterclass

The Improvement Foundation will be holding a pre-conference quality improvement masterclass at QIP and AGPAL's 5th International Conference in Health Care - Quality Around the World on Thursday 20 May 2010 at the Sofitel Melbourne on Collins, Victoria.

This highly interactive training session will enable attendees to learn how to use a selection of proven quality improvement tools and apply these techniques within a range of health care scenarios.

To register online for the Quality Around the World Conference and the Quality Improvement Masterclass, visit [www.qip.com.au/conference](http://www.qip.com.au/conference).

Early bird registration is available until 28 February 2010.