



The influential voice of Nebraska's hospitals

Nebraska Quality Residency Program Agenda's

Module A - Orientation & How Quality Fits in the Bigger Picture

(Leads: Nikki Clement, Jayne VanAsperen)

March 10, 2022

NHA Boardroom

Objectives:

- Define quality and performance Improvement
- Apply the definitions of quality assurance and quality improvement in context of their own hospital-based work environment
- Incorporate Donabedian's quality framework to a quality improvement initiative currently in process at their workplace.
- Inform fellow learners about the quality structure at your hospital
- Discuss how hospitals quality activities align with mission and strategic goals
- Evaluate and discuss potential integration of external best practices

Pework / Homework: Bring to class:

- Quality Plan
- Strategic Plan/ Initiatives

8-8:30	Program Overview Ice Breaker	Jayne & Nikki
8:30 – 10:30	Fundamental Principles of Quality <ul style="list-style-type: none">• What is Quality? Defining quality in your organization Improvement processes <ul style="list-style-type: none">• Quality Assurance (QA)• Quality Improvement (QI)• Performance Improvement (PI)	Jayne or Nikki
10:30-10:45	Break	
10:45-12:00	Responsibility for quality <ul style="list-style-type: none">• Who are the stakeholders and their role?	Jayne or Nikki
12:00-12:30	Lunch	
12:30 -1:15	The Quality Plan <ul style="list-style-type: none">• Why do we need a Quality Plan	Jayne

	<ul style="list-style-type: none"> • Review sections of a plan • Frequency for review of Quality Plan 	
1:15 – 2:15	<p>Where to begin: Establishing Priorities for Quality and Performance Improvement.</p> <ul style="list-style-type: none"> • Regulatory Compliance – the QA of the Quality Continuous • Strategic Plan/ Vision/ Mission – what are your initiatives? • Common areas to evaluate related to quality <p>Goal setting and Action planning</p> <ul style="list-style-type: none"> • Alignment with strategic plan and initiatives • Meaningful goals and metrics • Action plans that create desired movement: What, where, when ,how and by whom 	Jayne or Nikki
2:15 -2:30	BREAK	
2:30 -3:30	<p>Methodology for Improvement</p> <ul style="list-style-type: none"> • LEAN, PDSA, PACE, SIX SIGMA etc... • Small tests of change • Team involvement • Leadership support and involvement <p>Measurement/ Metrics</p> <ul style="list-style-type: none"> • Measure the important things • Donabedian model • How to obtain measures • Benchmarks • Timeliness • “measure-vention” <p>Evaluating and reporting improvement efforts</p> <ul style="list-style-type: none"> • What are your organizations reporting platforms? Monthly meeting, employee forums, department postings, public postings, Medical staff meeting etc... • Decide what information goes to whom to make the most impact <p>Quality Communication</p> <ul style="list-style-type: none"> • Committees and Councils • Quality Sub- committee with board member • Transparency • Celebrate successes 	Jayne or Nikki
3:30 -4:30	<p>Activity – alignment worksheet</p> <ul style="list-style-type: none"> • Evaluate own organizations strategic initiatives with quality goals/actions - do they align? <p>Activity – Evaluation of Quality Plan</p>	Jayne or Nikki

	<ul style="list-style-type: none"> Does your organizations quality plan provide on outline for the formal process of quality improvement in your organization? If not what areas need improvement? 	
4:30-5:00	Wrap-Up Feedback	