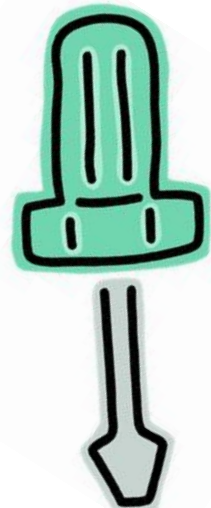
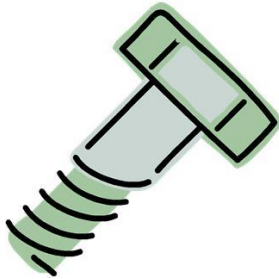
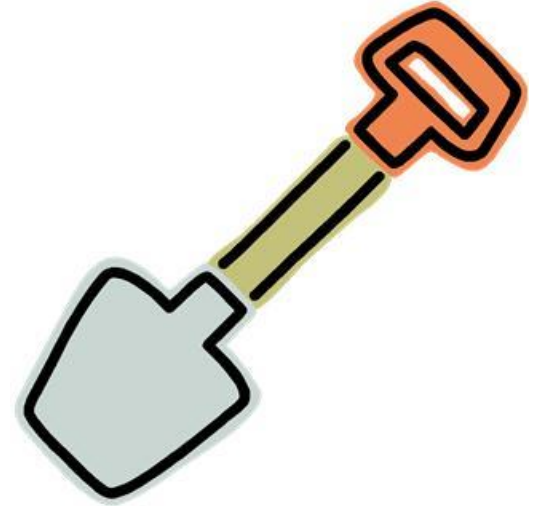
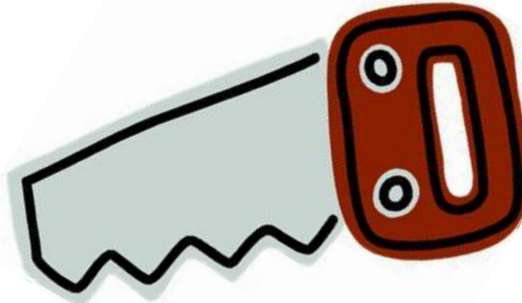


QI Tools

**How to use them to support
practices and health services**

Learning Objectives

- Understanding of quality improvement tools ~ if you don't already know
- Learn how to (confidently) apply them
- What do they mean for the Model for Improvement (MfI)



Definitions

Quality (noun)

- The standard of something as measured against other things of a similar kind; the degree of excellence of something

Improvement (noun)

- An example of improving or being improved

Tool (noun)

- A device or implement...used to carry out a particular function

Types of tools

➤ Creative tools..

- ❖ We can often be stuck in a particular way of thinking based on our own experience, perspective or the processes we are constrained by. By looking at things in different ways, it is possible to make new connections and lateral leaps.
- ❖ Creative tools enable us to think about problems differently and to develop solutions that may not ordinarily present themselves.
- ❖ Brainstorming / Hot potato / Stepping Stones

➤ Decision Making tools..

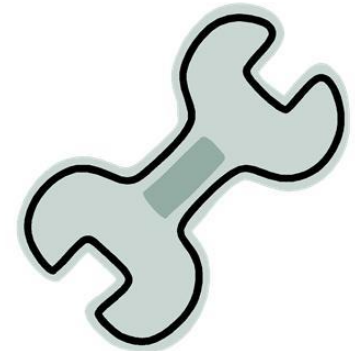
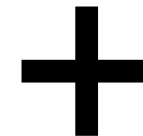
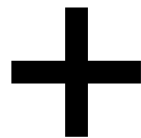
- ❖ Knowing which influences have the greatest effect allows us to better target our approach to finding a solution.
- ❖ Decision Making tools allow us to identify and examine the potential influences or impacts and determine which of these may have the greatest effect on the outcome prior to implementation.
- ❖ Six thinking hats / Force Field Analysis..

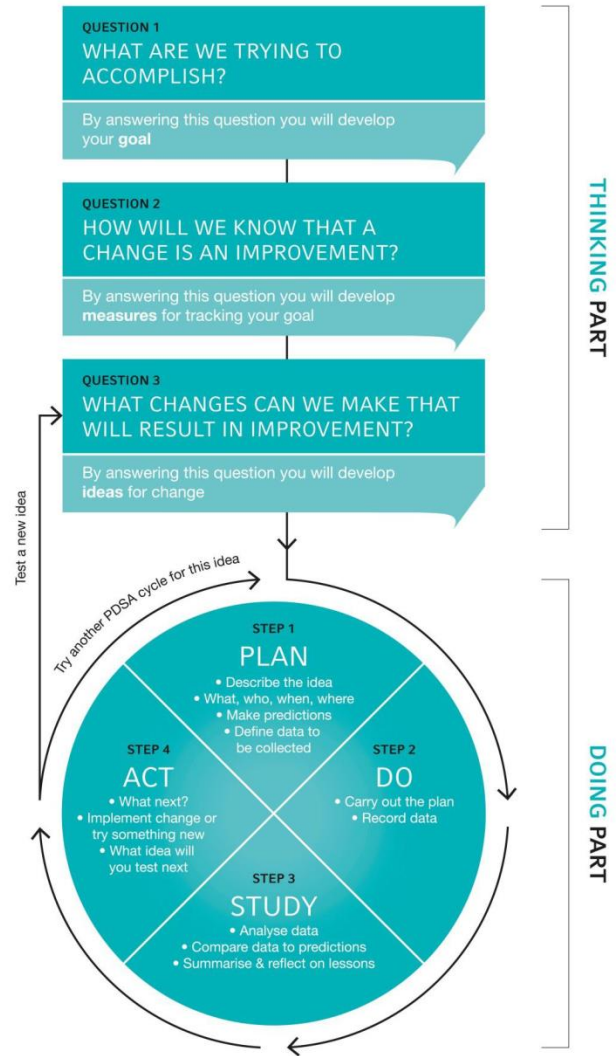
➤ Problem Solving tools..

- ❖ Identifying the root cause of a problem by identifying and analysing information is essential to ensure that the real cause of the problem is understood.
- ❖ Problem Solving tools.. inform us and enable us to understand the problem that is at hand.
- ❖ Affinity / 5 Why's / Cause & Effect..

Activity

- Break into three groups
- At each 'station' will be:





QUESTION 1

WHAT ARE WE TRYING TO
ACCOMPLISH?

Decision making tools

Used to generate
ideas in Question 3

QUESTION 2

HOW WILL WE KNOW THAT A
CHANGE IS AN IMPROVEMENT?

Problem solving tools

Used to generate
ideas in Question 3

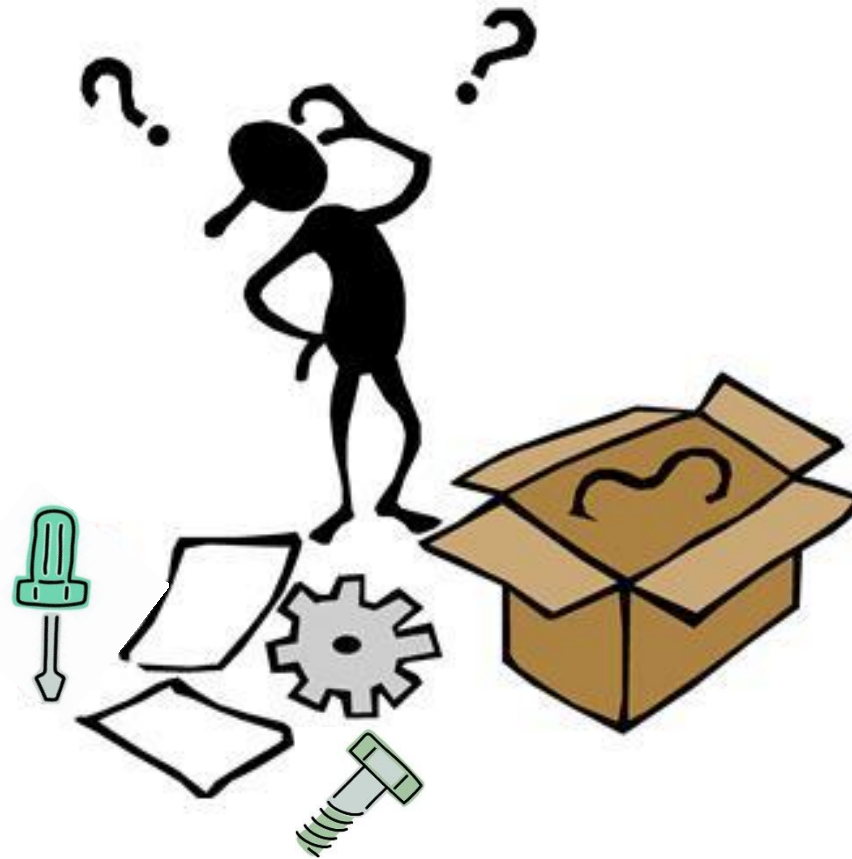
QUESTION 3

WHAT CHANGES CAN WE MAKE THAT
WILL RESULT IN IMPROVEMENT?

Creative tools

Used to generate
ideas in Question 3

Questions



Acknowledgements

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