QUALITY IN MY PRACTICE: HOW DO I START?

EQUIP BACK TO BASICS PROGRAM

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WHO IS WHO?
PROGRAM OF THE WORKSHOP

What is Quality?

How do I start in my practice/organization?
WHAT IS QUALITY?

What is Quality in General Practice for you?

What is important for you as a doctor, as a patient, as a primary care worker?

Brain storm session with nominal group technique
WHAT DO EXPERTS THINK?

• Crossing the quality chasm

http://www.youtube.com/watch?v=5vOxunpnIsQ
Six aims for improvement

- Safe
- Effective
- Patient centered
- Timely
- Efficient
- Equitable
HOW CAN YOU ASSURE YOUR QUALITY?

- Learn to organize your practice systematically.
- Learn from what went wrong
- Work together with others and listen to them
- Make a plan, and work according to the plan

Providing the right care (according to scientific knowledge, patient centered, empathic,…) to individual patients is no doubt the first task for a doctor (and we are all very well trained to do so)

But there is a second one: organizing the circumstances to enable you and your staff to realize this in a maximum way
ARE THERE PROBLEMS WITH QUALITY IN YOUR PRACTICE/HEALTH SYSTEM?

Where do you see problems with quality in your situation?
HOW DO WE START?

Personal stories?
How did you do it in your practice?
Was it successfull or not?
TIPS FOR STARTERS
START SMALL AND SIMPLE

Data- measurement (Internal, external)
Critical incident reporting
Video taping a consultation
Training of students
....
Self reflection:

in writing: practice report

In a group: more powerfull, systematically

(leadership)
OR START SYSTEMATICALLY (1)

Exploring Vision
Defining Mission statement
Outline priorities
Define goals
Plan how to reach them and evaluate permanently
Organize a practice visit by an external auditor

- Maturity matrix
- European Practice assessment

Participate in national accreditation programs

Don’t forget to act when getting the results/feedback
PATIENT AS PARTNERS

Europep

The golden box

Patient group

Complaints and remarks
STARTING UP PROJECTS

PDCA for dummies

IMPORTANT CONDITIONS

Have a leader
Make sure the whole group participates
Set up regular meetings with the staff
Give these meetings high priority
Make sure to make time for reflection in the meetings
Identify stakeholders and communicate with them
Learn and read about Quality management and take interactive training in/experiment with quality techniques
Realize Quick Wins
Define clear goals
Start to measure
Make Quality visible
LEADERSHIP OF DOCTORS

You have an important role, other members of the team expect you to take the lead. Projects in health care can only succeed when doctors participate.
FOCUS AS A LEADER

• Be open for change
• Stimulate your team(members) to reflect about the system they work in and opportunities for improvement
• Take the lead to change for improvement:
  ▪ Be very specific on the improvement and focus on concrete targets
  ▪ Participate in management of Quality in your work system
  ▪ Preserve the link with daily work in the workplace
EQUIP MEMBERSHIP

If you want to know more about quality, if you want to learn or share experience.

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