

## 2022 OPEN Summit Abstract

**Title of presentation:** [User Experience of an Online Pocket Guide to Quality Improvement](#)

**Presenter:** Corlissa Chan (PharmD, Class of 2T1)

**Supervisor:** Certina Ho (Faculty)

**Research Team Members:** Corlissa Chan (PharmD, Class of 2T1), Eulaine Ma (PharmD, Class of 2T3), Wei Wei (PharmD, Class of 2T3), Song Min Lee (PharmD, Class of 2T2)

### Background

Continuous quality improvement empowers healthcare professionals to optimize patient safety and quality care. We developed an online 19-page infographic-based Pocket Guide to Quality Improvement (PGQI), which outlines key concepts in quality improvement (QI), including defining quality, identifying a quality gap, applying systems thinking and QI tools (e.g., root cause analysis, model for improvement, plan-do-study-act cycles). The PGQI is a resource to educate healthcare professionals and students on QI.

### Purpose

Our project is aimed to collect user experience and analyze their feedback to implement targeted improvement for the PGQI.

### Methods

We administered a 14-item online survey to health care providers (mainly pharmacists) and health profession students (primarily pharmacy students) to gather their user experience of the PGQI during a four-week period in October 2021.

### Results

A total of 20 responses were collected. The respondents' primary practice was diversely located in community, hospital, administrative, and regulatory colleges, with provincial representation from Ontario, Manitoba, Saskatchewan, New Brunswick, Nova Scotia, and British Columbia. The length of time to review the PGQI ranged from 5 to 15 minutes. Users found the materials relevant and easy to understand. Notably, 70% respondents perceived a significant increase in QI knowledge after viewing the PGQI; 90% would recommend the PGQI to other healthcare professionals. While 65% respondents were interested in planning a QI project in the next 12 months, 30% stated they were not ready to do so. Many respondents appreciated the effective use of graphics, charts, and visuals to explain and illustrate QI concepts. They suggested to include external resources for further reading, examples/elaborations of QI tools, and case scenarios.

### Conclusion

The PGQI effectively presented QI concepts in an easy-to-read format. It can be easily accessible and utilized by healthcare professionals and students who wish to learn more about defining, planning, and conducting a QI project.

**Word Count:** 299