User Experience of an Online Pocket Guide to Quality Improvement

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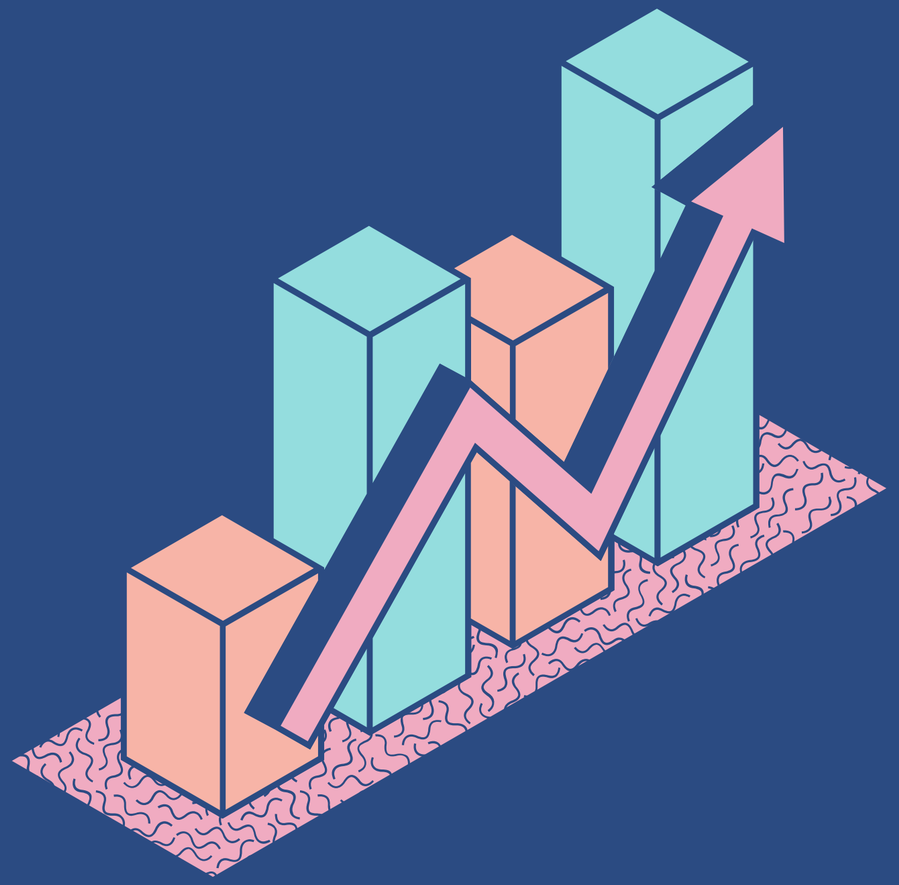
Introduction

Continuous quality improvement empowers healthcare professionals to optimize patient safety and quality care.



A POCKET GUIDE TO

QUALITY IMPROVEMENT:

A Resource to Educate Health Profession Students and Healthcare Professionals on Quality Improvement

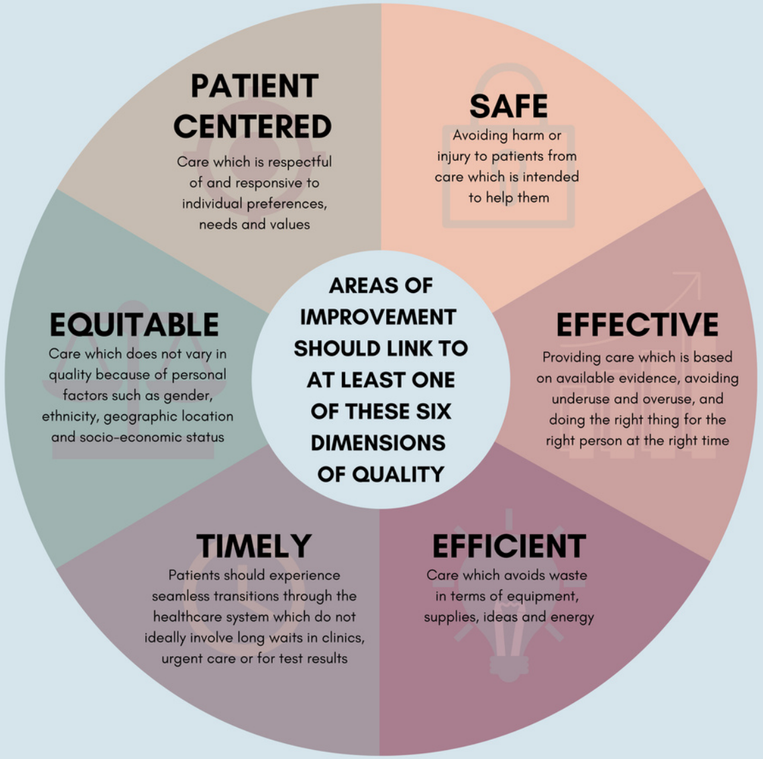
Pocket Guide to Quality Improvement (PGQI)

AN ONLINE INFOGRAPHIC-BASED DOCUMENT

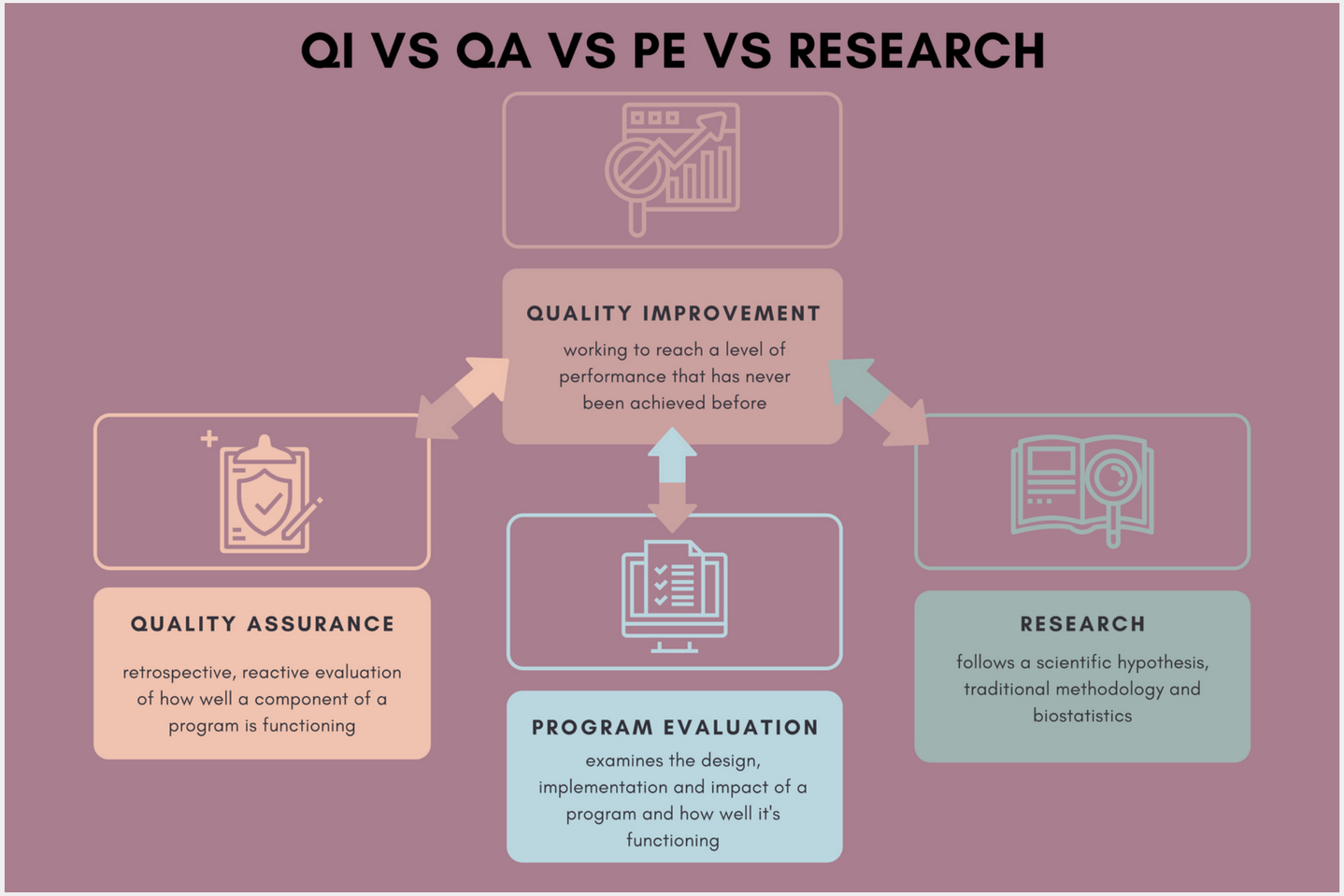
- Outlines key concepts in quality improvement (QI), including defining quality, identifying a quality gap, applying systems thinking and QI tools (e.g., root cause analysis, model for improvement, plan-do-study-act cycles)
- A resource to educate healthcare professionals and students on QI

DEFINING QUALITY

HEALTH CARE SHOULD BE:



QI VS QA VS PE VS RESEARCH

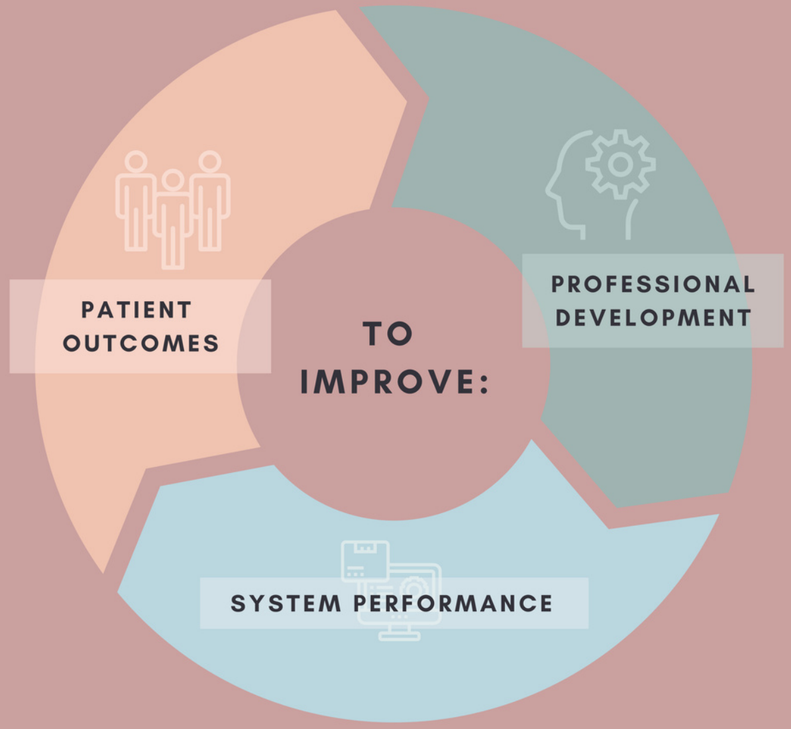


QUALITY ASSURANCE		QUALITY IMPROVEMENT
Identify/discipline individuals responsible for outlier events Eliminate the rare, outlier event	GOAL	Improve the system of care and its processes Improve the average common event
Individuals: What happens relatively rarely	TARGET	Sys
Meet criteria	ASSESSMENT	Ach

PROGRAM EVALUATION		QUALITY IMPROVEMENT
Understand the design, implementation, and impact of a program	GOAL	Improve the system of care and its processes Improve the average common event
Programs: What actually happened (retrospectively) and how well things are working	TARGET	Systems: What happens most often
Able to inform decisions or guide improvements	ASSESSMENT	Achieve desirable results

RESEARCH		QUALITY IMPROVEMENT
A systematic investigation that aims to generate new knowledge	GOAL	A systematic approach or review that aims to improve current practices and procedures
Requires participants outside of local sites/ departments/units for potential generalizability Gather as much data as possible, "just in case" One large test that requires a longer period of time to obtain results	METHODS	Requires local participants in sites/ departments/units Gather "just enough" data to learn and complete another cycle Small tests of change that accelerate the rate of improvement
Results may be generalized beyond the participant/population/ location/time	RESULTS	Results are local to the participant/ population/location/time
Generates new knowledge that may be further tested in Quality Improvement	OUTCOME	Leads to inquiry that may be further investigated in Research
Results are widely disseminated to share the new knowledge	DISSEMINATION	Results are generally disseminated locally or internally

3 OBJECTIVES OF QI IN HEALTHCARE



IDENTIFYING A QUALITY GAP

quality gap
the difference between things we see in daily practice and what we know is achievable – the gold standard based on evidence or professional knowledge

future

now

QI (quality improvement) change / intervention
a strategy or change aimed at shrinking the quality gap

should be:
- small scale
- testable
- modifiable

SYSTEMS THINKING

the holistic analysis of a system; attributing errors and adverse events to the poor design of the system and not individual factors

Recognizes systems themselves lead to mistakes – or fail to prevent them

Mistakes can be prevented by improving the design of a system at all levels

QI TOOLS

To identify factors that contribute to an undesired outcome

NEEDS ASSESSMENTS

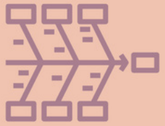
Used to better understand needs and perceptions as well as anticipate the needs or “wants” of stakeholders

ENVIRONMENTAL SCANS

Useful to examine the current state of a system on a local and broad level

PROCESS MAPS

Used to understand processes, and the efficiencies and their deficiencies and gaps that may be impacting outcomes



FISHBONE DIAGRAMS

Helpful to identify less obvious causes of poor performance

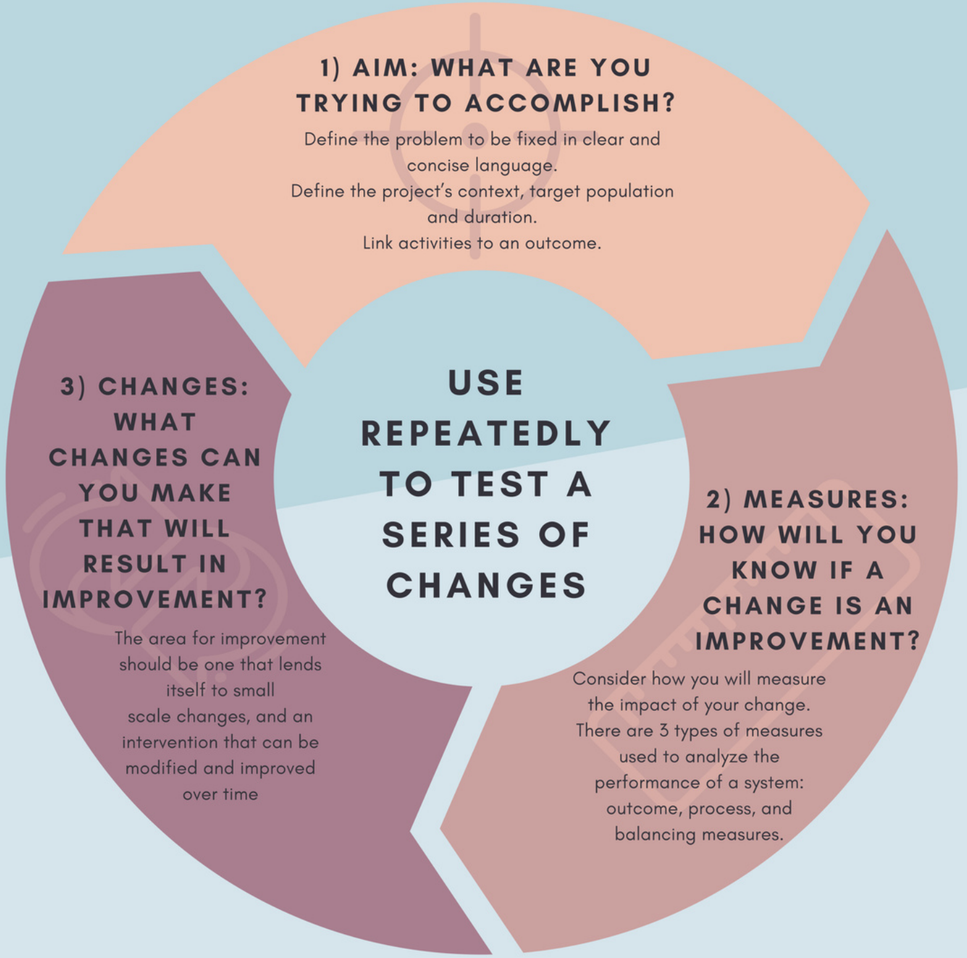
FIVE WHY'S

Can help identify problems that would benefit from small, incremental changes so the same issue does not happen again

ROOT CAUSE ANALYSIS

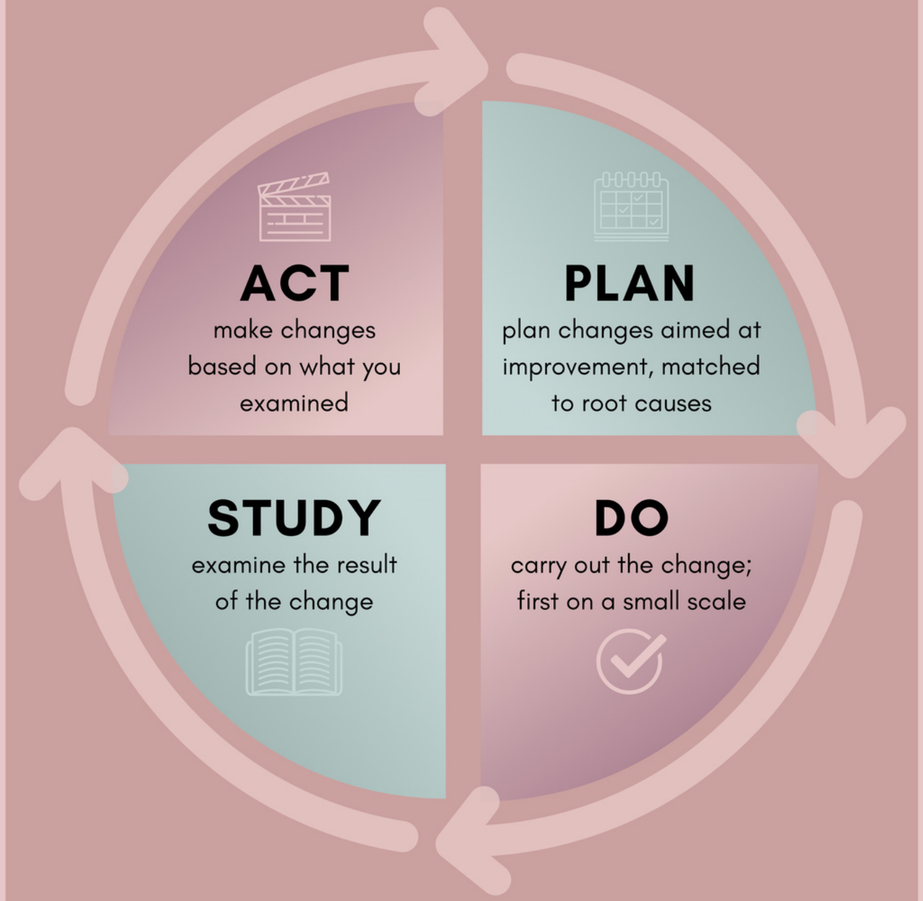
Used to retrospectively analyze serious adverse events, better understand quality issues and uncover latent causes of events impacting quality

THE MODEL FOR IMPROVEMENT



PDSA CYCLE

rapid cycle improvements used to test changes in quality improvement to achieve process or system improvement



MEASURING QUALITY IMPROVEMENT

1

OUTCOME MEASURES

How does your change or intervention impact outcomes?

2

PROCESS MEASURES

Are the steps in the system performing as planned?

3

BALANCING MEASURES

Are changes designed to improve one part of the system causing new problems in other parts?

4

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

Methodology

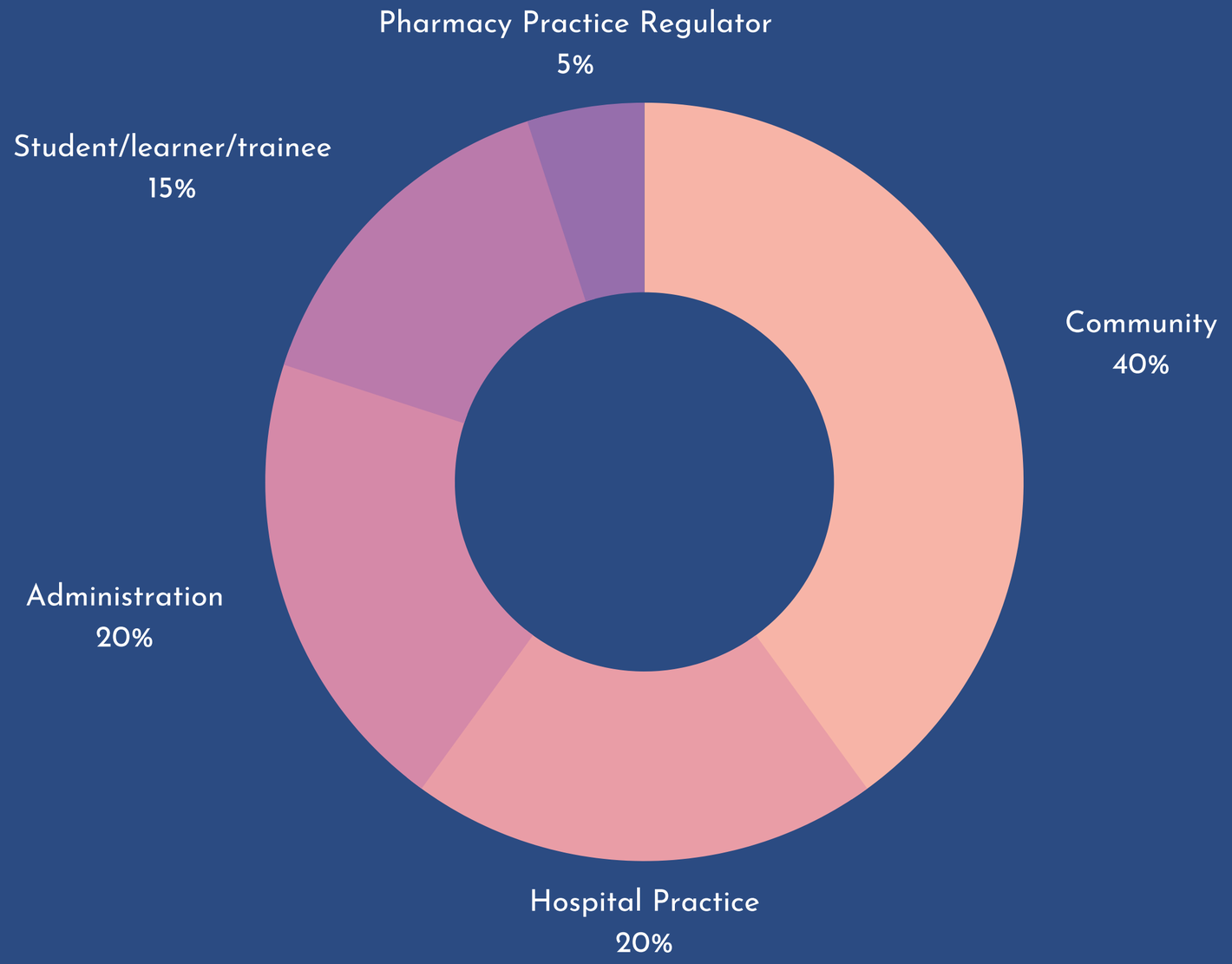
We administered a 14-item online survey:

- 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

- 20 responses received

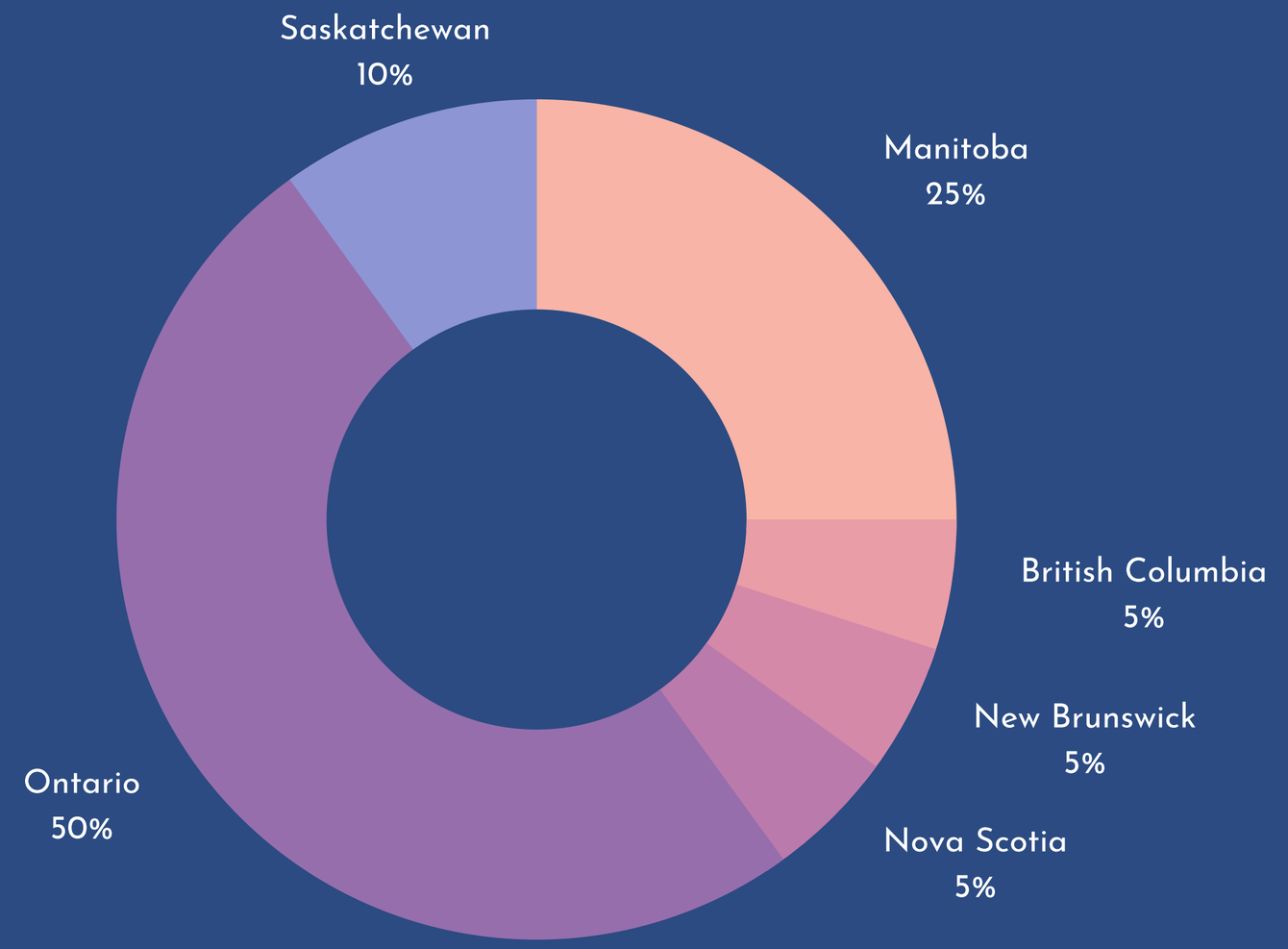
Results: Demographics

PRIMARY PRACTICE SETTING



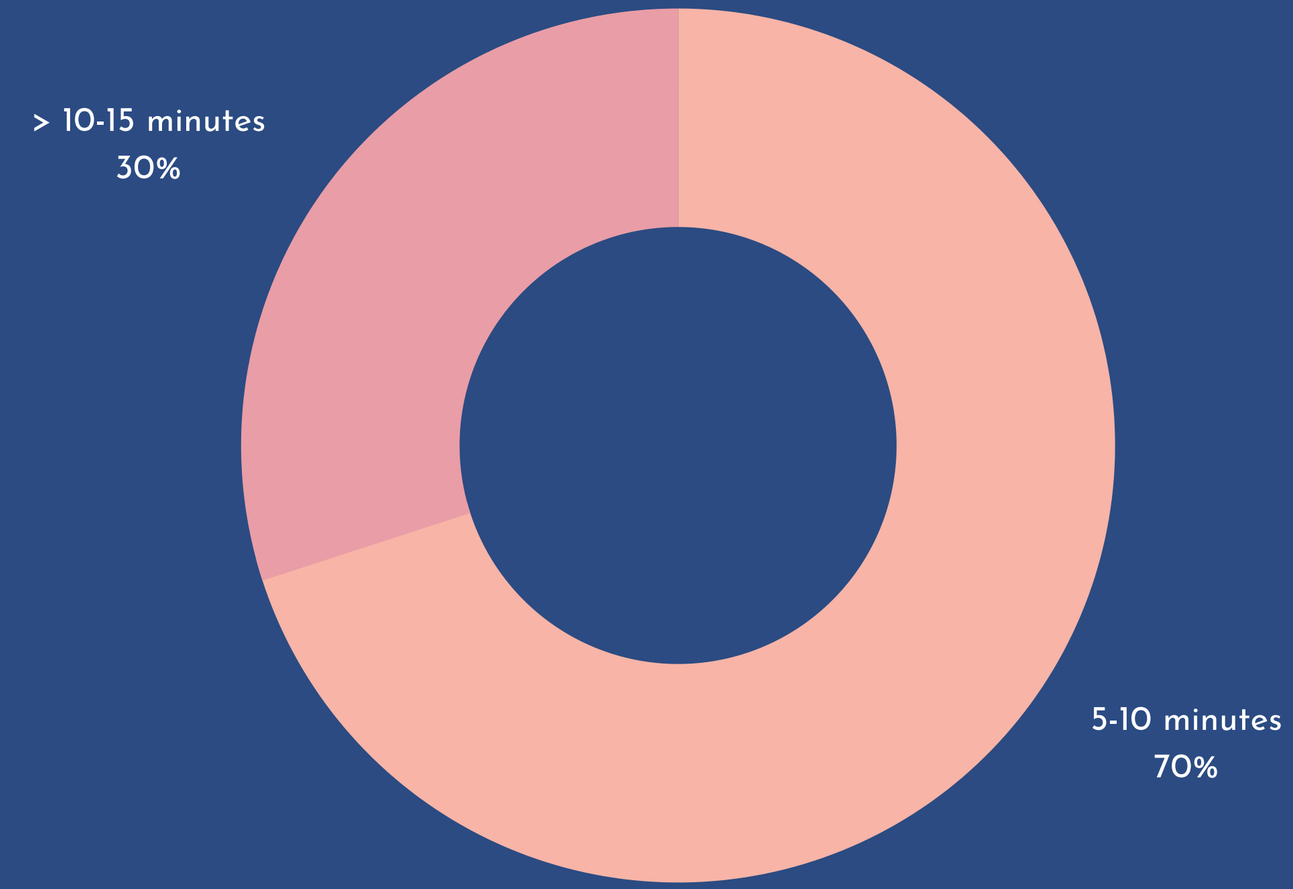
Results: Demographics

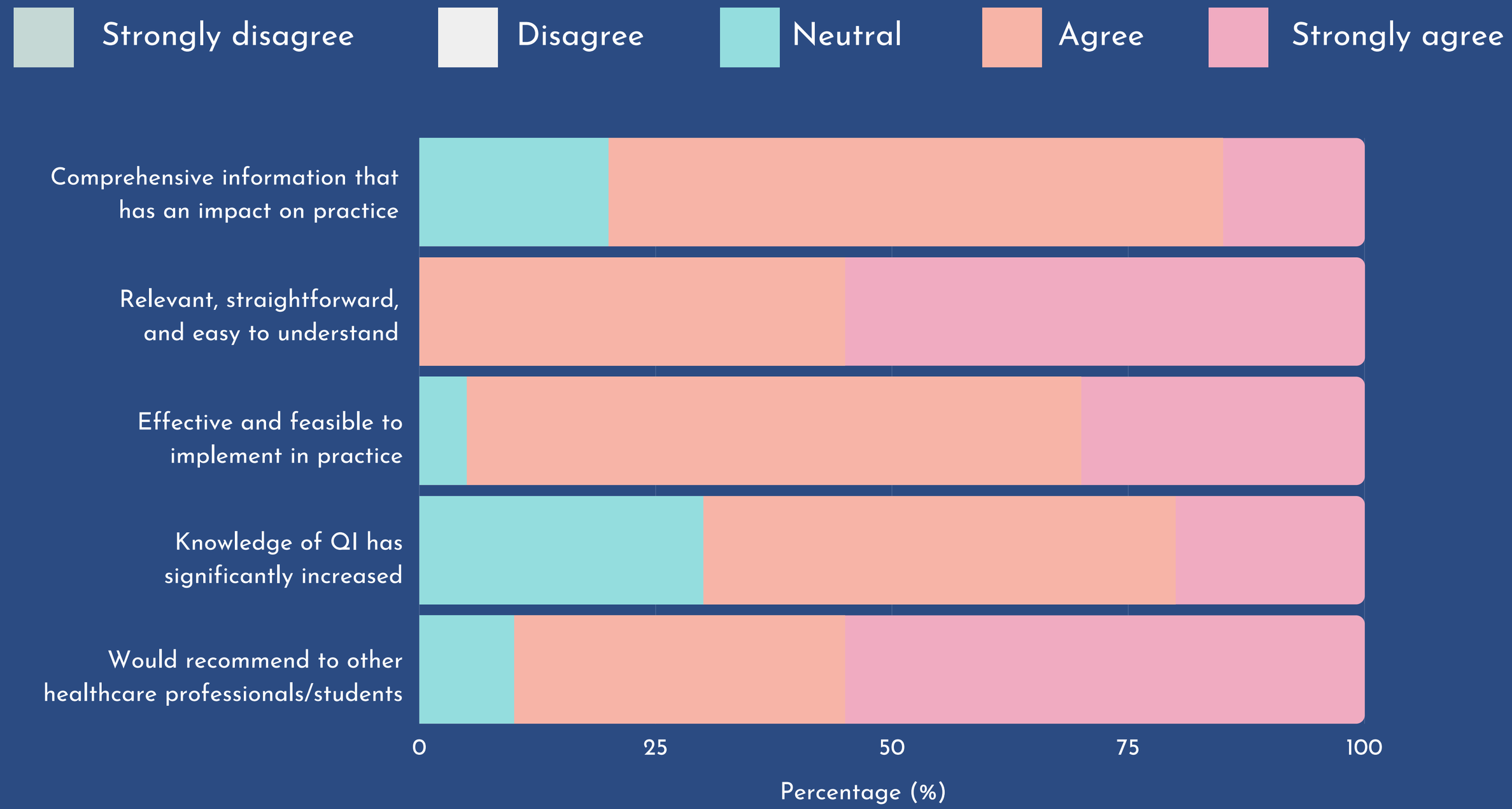
GEOGRAPHICAL LOCATION



Results: Questionnaire Responses

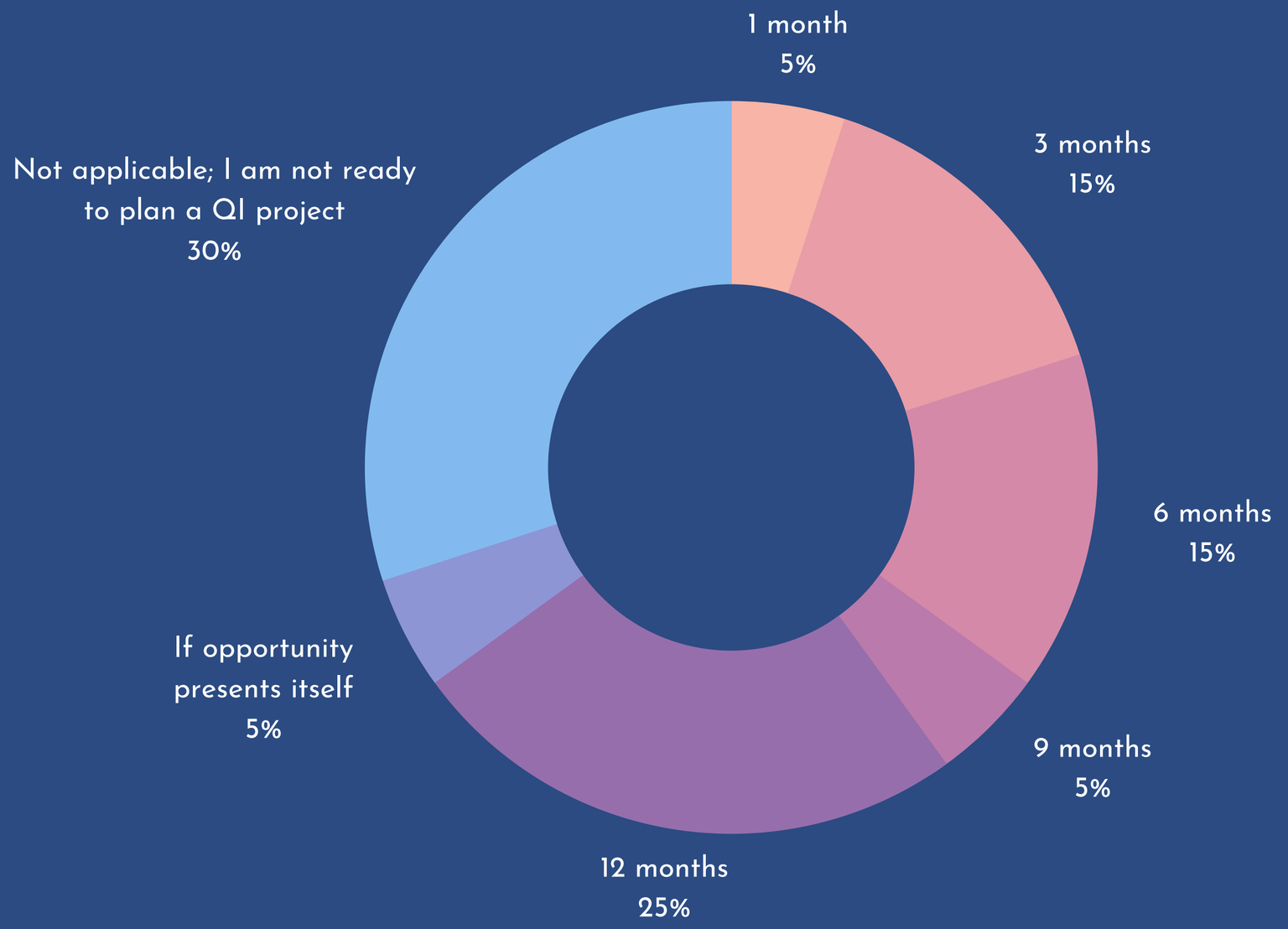
LENGTH OF TIME TO REVIEW POCKET GUIDE




Strongly disagree
Disagree
Neutral
Agree
Strongly agree
Comprehensive information that has an impact on practice
Relevant, straightforward, and easy to understand
Effective and feasible to implement in practice
Knowledge of QI has significantly increased
Would recommend to other healthcare professionals/students
0
25
50
75
100
Percentage (%)

Results: Questionnaire Responses

I WOULD LIKE TO PLAN A QI PROJECT IN THE NEXT:



What worked well

- Clear and concise
- Easy to read
- Effective use of graphics/visuals
- Visually pleasing/aesthetic
- Easy to understand
- Approachable
- Accessible
- Well-summarized
- Easy to navigate/follow
- Relevant
- Good introduction to topic

Suggested improvements

- Elaborations on QI tools
- Case studies to connect definitions to practice
- Links to resources that provide more details on concepts/tools
- Improved readability on certain texts
- More explanations on defined terms
- More examples to solidify concepts
- Smaller font and more concise
- Different colour scheme, more white space, more colour contrast
- More references provided

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.