

On the Subject of Quality

Presented by:

Karen Duncan
Quality Improvement Coordinator
Future Directions

LOAD Meeting - White Heron, Invercargill
14th August 2009



Weaving Wellness into our future

What is Quality?

“The degree to which the services for individuals or populations increase the likelihood of desired health outcomes and/or increase the participation and independence of people with a disability, and are consistent with current professional knowledge.”¹

1. Ministry of Health, 2003



Weaving Wellness into our future

Why is Quality Important?

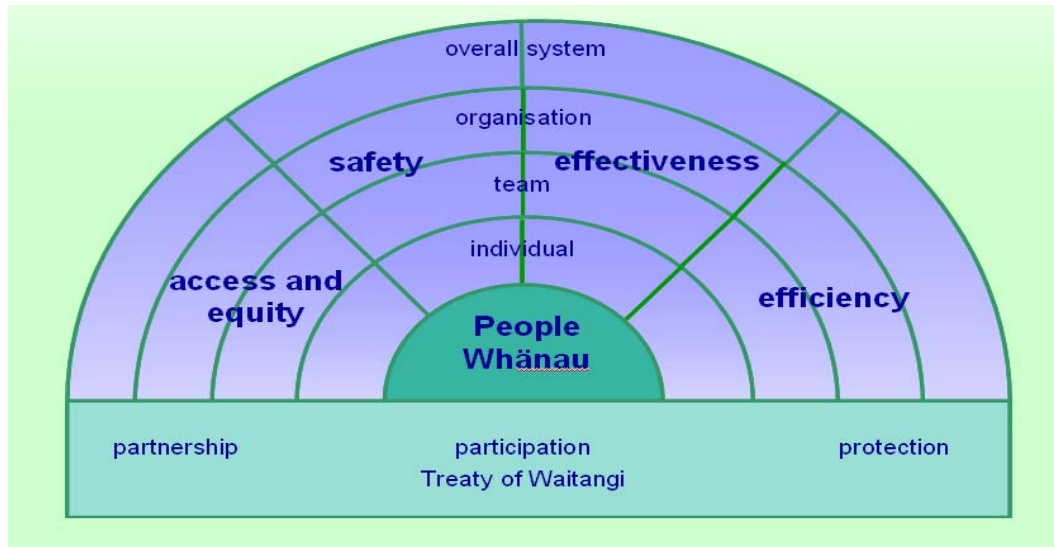
- ❑ **People in the New Zealand Health & Disability system receive *people-centred, safe, and high quality services that continually improve and that are culturally competent***

1. Ministry of Health, 2003



Weaving Wellness into our future

Quality Dimensions for the New Zealand Health and Disability System



1. Ministry of Health, 2003



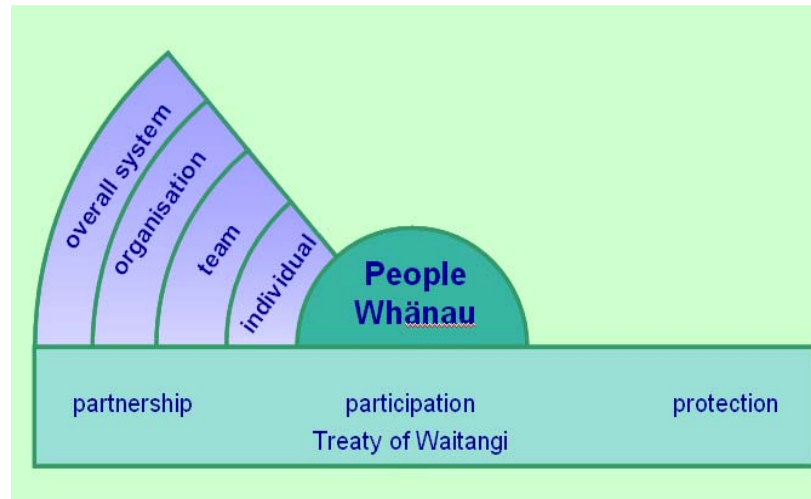
Weaving Wellness into our future

Access and Equity

Must be ***accessible***

Right **place**, right **time**

Access care **without barriers**



1. Ministry of Health, 2003

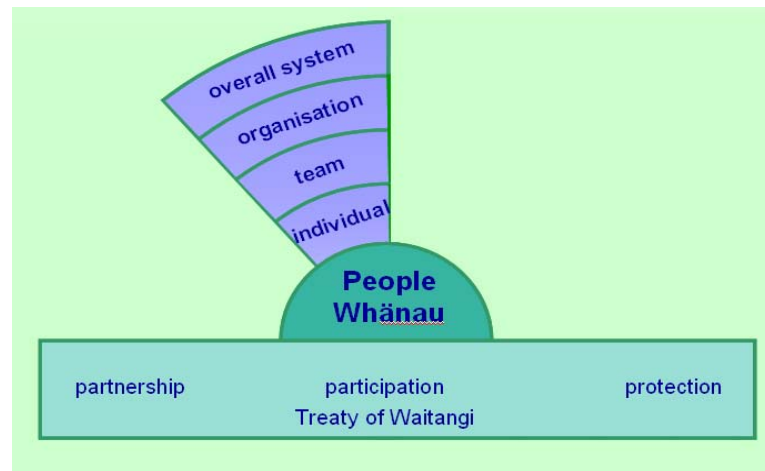


Weaving Wellness into our future

Safety

Potential risks of an **intervention** or the **environment** are **systematically identified** and **avoided**, or **minimised**

Right people using the **right work procedures** with ***appropriate resources***



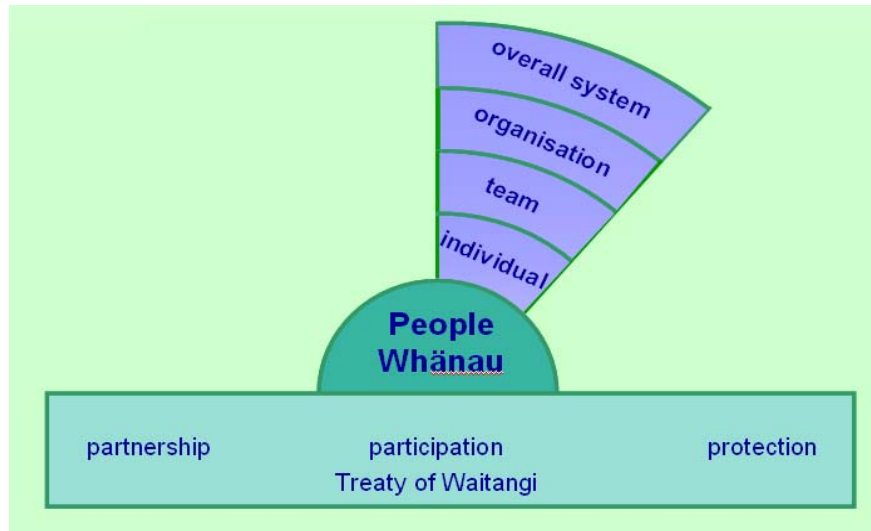
1. Ministry of Health, 2003



Weaving Wellness into our future

Effectiveness

Achievement of desired results within the time frame expected ,



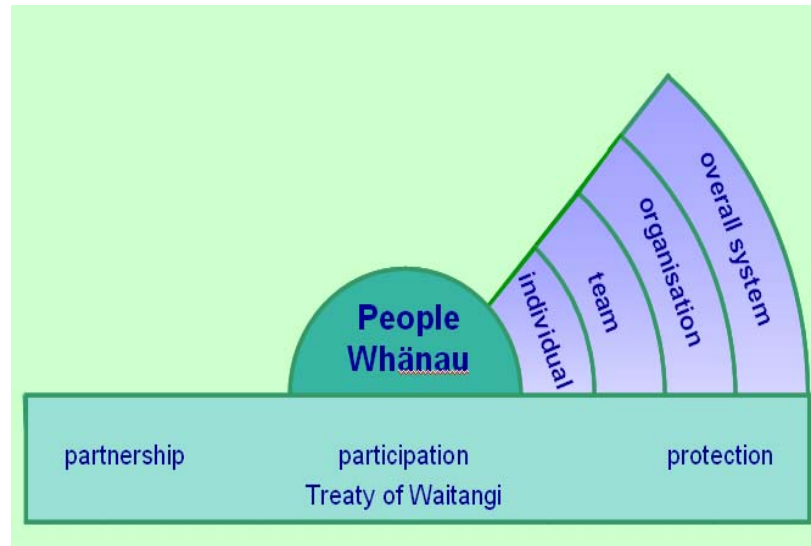
1. Ministry of Health, 2003



Weaving Wellness into our future

Efficiency

Achievement of desired results with the **most cost effective** resources ¹



1. Ministry of Health, 2003



Weaving Wellness into our future

What is Quality Improvement?

- ❑ An explicit concern for quality, vested in **teams**
- ❑ The viewing of quality as the search for **continuous** improvement
- ❑ An emphasis on improving work **processes** to achieve desired outcomes
- ❑ A focus on developing **systems** and investing in **people**
to achieve high-quality health outcomes

1. Ministry of Health, 2003



Weaving Wellness into our future

What is Quality Improvement?

- ❑ Organisational philosophy that **seeks to meet clients' needs**, and...
- ❑ **Exceeds their expectations** by using a **structured process** that...
- ❑ **Selectively identifies and improves all aspects** of service, and...
- ❑ Is an **ongoing response** to quality **assessment data** ²



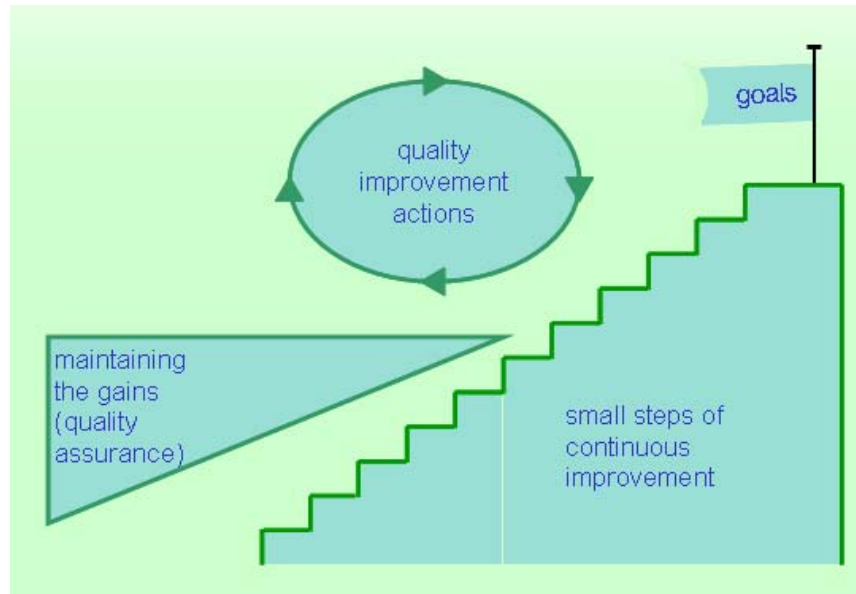
So what is Quality Assurance?

A process involving:

- ❑ **monitoring** and **review** that...
- ❑ **increases confidence** that,
- ❑ **within acceptable limits of certainty,**
- ❑ **planned objectives** will be **achieved** ⁴



Relationship between Quality Assurance and Quality Improvement?



2. Quality Health NZ, 2001



Weaving Wellness into our future

Certification

- License to operate
- Legislative requirement for certain services
- Replaces the Hospital Act 1957 ²

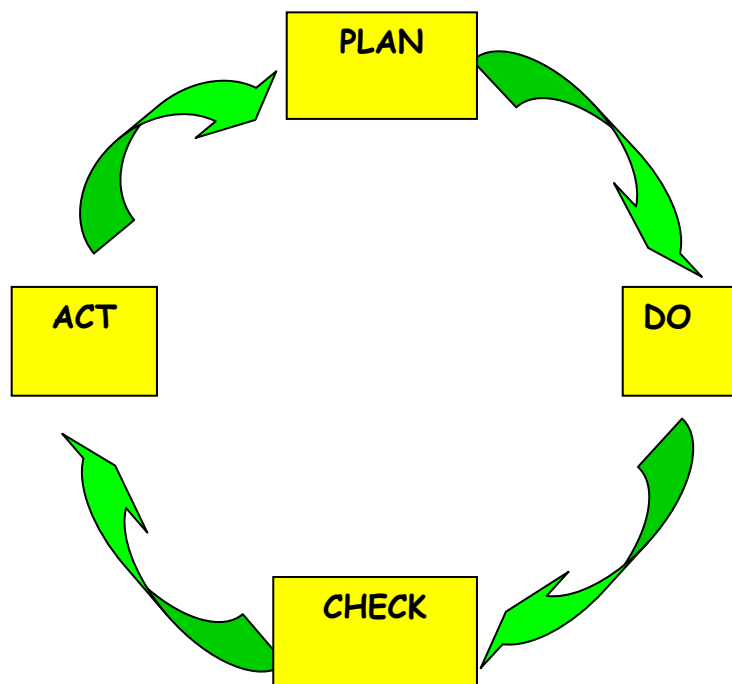


Accreditation

- External Peer review process
- Demonstrates a commitment to improving patient care and service delivery
- Specific levels of practice defined by Quality Health New Zealand
- Gives insight into how to do things better ²



The Quality Cycle (PDCA)



Plan: Involves *identifying* the **opportunity**, *analysing* the **process** and then *developing* the **optimal solutions**

Do: *Implementation* of the **solutions**

Check: *Studying* of the **results** of the implemented solution

Act: *Planning* for the **future**.
Will the solutions implemented be standardised or will it need re-analyses and new solutions developed?₂



The Quality Cycle

- What are we trying to accomplish?**
- How will we know that it is an improvement?**
- What changes can we make that will result in improvement?**₂



Continuous Quality Improvement

Is a *desire* and *commitment* for a *team* to find out

- ❑ Are we doing things right?
- ❑ Are we doing the right things?₂



Continuous Quality Improvement

- ❑ Continually ***strives*** to act accordingly to the **best available knowledge** and **evidence**.
- ❑ Usually uses **carefully selected measurements** (*indicators*) to **guide** the **process**
- ❑ **Promotes a culture** that seeks ***never-ending improvement*** of the **whole system** as part of **normal daily activity** ³

3. Kokich, 2008



Weaving Wellness into our future

The Language of Continuous Improvement

- Working together
- Supportive environments
- Trying new ideas together
- Assumes people are already doing their best ³
- Sharing skills
- Innovation
- Opportunities for improvement



Impacts of Continuous Quality Improvement?

- Experimentation – innovation
- Staff as partners in the process
- Using deficits as learning opportunities
- Flexible, trained and competent staff
- Working across boundaries
- Learning better processes
- Accurate information
- Self development
- Cooperation
- Collegiality ³



Building the *culture* of continuous improvement

THE 5 GUIDING PRINCIPLES

6



6. Rio Tinto Aluminium, 2007



Weaving Wellness into our future

1. **Challenge the
status quo**
**If You Can't Justify
Why It Is As It Is
– Don't Accept It** ⁶

6. Rio Tinto Aluminium, 2007



Weaving Wellness into our future

2.

Go & See

If There Is An Issue

– YOU Go And Look At It!

6

6. Rio Tinto Aluminium, 2007



Weaving Wellness into our future

**3. Continuously
Improve
Simple, Quick, Cheap!** ⁶

6. Rio Tinto Aluminium, 2007



Weaving Wellness into our future

4.

Respect The Individual

**Each Individual Has A Role
To Play
– Respect It!** ⁶

6. Rio Tinto Aluminium , 2007



Weaving Wellness into our future

5. Use Teamwork

The Team Is Stronger Than The Individual ⁶

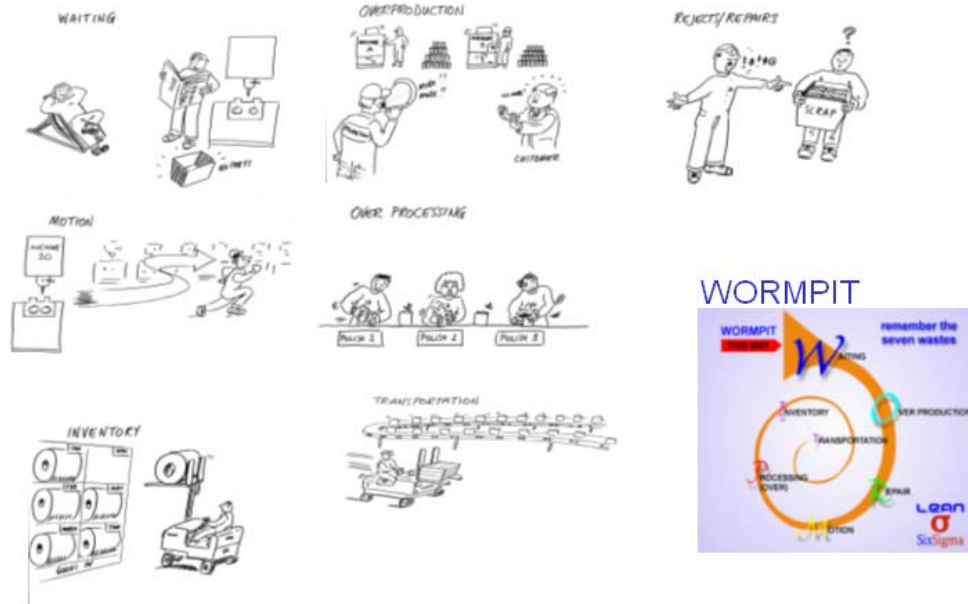
6. Rio Tinto Aluminium, 2007



Weaving Wellness into our future



The Seven Wastes

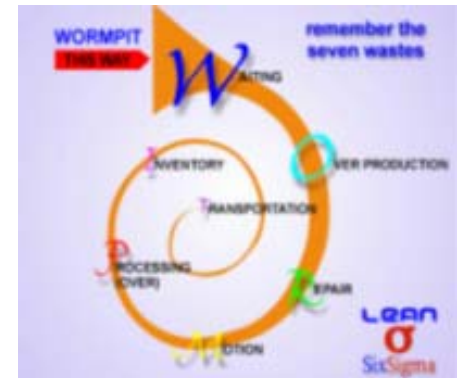


Waste: An activity the customer is not prepared to pay for



The Seven Wastes

- W** **WAITING**
- O** **OVER PRODUCTION**
- R** **REPAIRS/REJECTS**
- M** **MOTION**
- P** **PROCESSING (Over)**
- I** **INVENTORY**
- T** **TRANSPORT**



WORMPIT



References & Acknowledgements

1. Ministry of Health. (2003). *Improving Quality (IQ): A Systems Approach for the NZ Health and Disability Sector*. Wellington: Author.
2. Quality Health New Zealand. (2001). *Te Taumata Hauora Quality Health New Zealand: Accreditation the best in health*. Wellington: Author.
3. Kokich, D. (2008). *Future Directions Strategic Quality Plan 2008-2009*: Invercargill; Author
4. Standards New Zealand. (2009). *Draft Australian/New Zealand Standard Business continuity-Managing disruption-related risk*, Retrieved August 10, 2009, from <http://shop.standards.co.nz/drafts/DR09055-DR09055.pdf>
5. Verto. (2007). *What is Lean?* Retrieved August 10, 2009, from <http://www.verto.biz/lean.html>
6. Rio Tinto Aluminium, (2007). *Lean 2 Day Introduction* [Workbook – Tools]. Invercargill, New Zealand: New Zealand Aluminium Smelters Ltd: Lean training.



Questions



Weaving Wellness into our future