



European Society for Quality and Safety
in Family Practice

A network organisation within WONCA Region Europe - ESGP/FM

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=5vOxunpnlSg>

CROSSING THE QUALITY CHASM

IOM MARCH 2001



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 successful 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

START SYSTEMATICALLY (2)



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



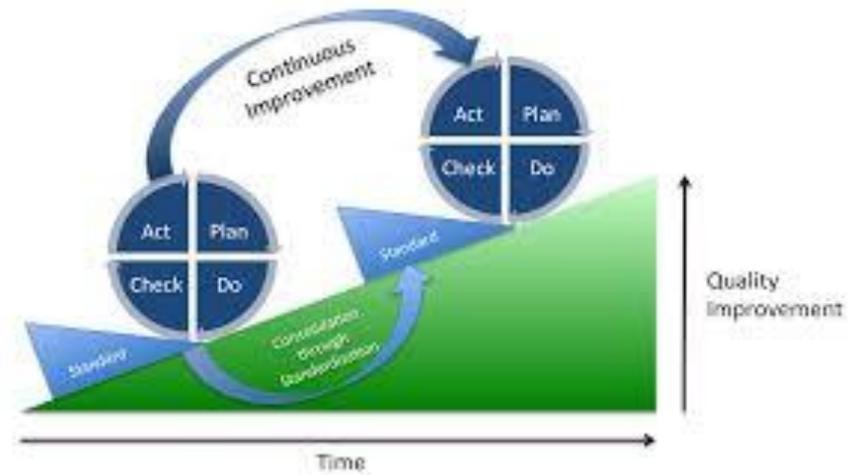
Europep

The golden box

Patient group

Complaints and remarks

STARTING UP PROJECTS



PDCA for dummies

http://equip.ch/files/77/pdca_for_dummies.pdf

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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