

Overview:

There are some key essential elements required for Quality Improvement work to be successful and sustainable in healthcare. One of those elements is quality improvement facilitation. The Residents First; Advancing Quality in Ontario Long Term Care Homes discussions with the sector indicate a broad interest in quality improvement, skills and knowledge; with diverse areas of expertise and application. These existing skills and interest will support the Residents First initiative. Residents First will provide the necessary quality improvement facilitation training that will enhance the existing knowledge, build internal spread capacity and coaching necessary to strengthen continuous quality improvement (CQI) within the LTC sector.

Goal:

Individuals trained in Quality Improvement Facilitation skills will support the Residents First teams through group facilitation and by serving as mentors in quality improvement methodologies and tools.

Benefits -- Healthcare Sector and Organization:

The involvement in the Residents First Initiative and facilitation training will assist homes in continuing their commitment in providing a quality experience for each residents and build quality improvement capacity through:

1. Facilitation and promotion of quality improvement work
2. A clearly defined quality improvement methodology
3. Providing the expertise required for CQI/sustainability
4. Staff engagement in quality improvement work

The Residents First Quality Improvement Facilitator:

Each participating Residents First team should include a member with training in quality improvement facilitation. This participant will:

1. Assist the team leader to prepare for team meetings
2. Facilitate team work as appropriate
3. Support teams as they progress through the Plan, Do, Study Act (PDSA) cycle
4. Provide the technical support related to the various quality improvement tools, elements and methodologies available
5. Submit monthly scores to the Residents First initiative based on Team Assessment Scale
6. Perform analysis of data and interpret results with the project lead and/or Home leadership to determine if improvement goals are being met
7. Participate in monthly Teleconferences with
 - a. Cohort teams
 - b. Improvement Facilitator Team
8. Communicate progress and opportunities during IF team meetings, adopt/share best practices and lessons learned with teams
9. Participate in Residents First education sessions and contribute to knowledge transfer within own organization

Residents First Knowledge/Skills Training and Support:

Improvement Facilitation skills are necessary in the advancement of the Residents First initiative. Residents First will support the ongoing development of this knowledge/skills through initial training and by the designation of an Improvement Facilitator Lead. The Residents First Project Team will work cooperatively with LTC homes to build CQI capacity and sustainability within the healthcare sector.

Quality Improvement:	Facilitation Skills:	Context Awareness of Residents First:
1. Model for Improvement; Plan-Do-Study-Act 2. Process mapping/Value Stream Mapping 3. Measurement tools and analyzing data 4. Residents First change package 5. Graphic Displays of Data 6. Process Improvement methodology (Lean)	1. Communication skills 2. Team building 3. Conflict management; Negotiation 4. Capacity building 5. Group Facilitation 6. Organizational Skills Change theory; stages of team development	1. Resident First Overview 2. Resident First alignment with LTC Sector 3. Link Residents First to organizational priorities 4. Local Home profile and priorities