



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa

From good the great: What's holding us up?

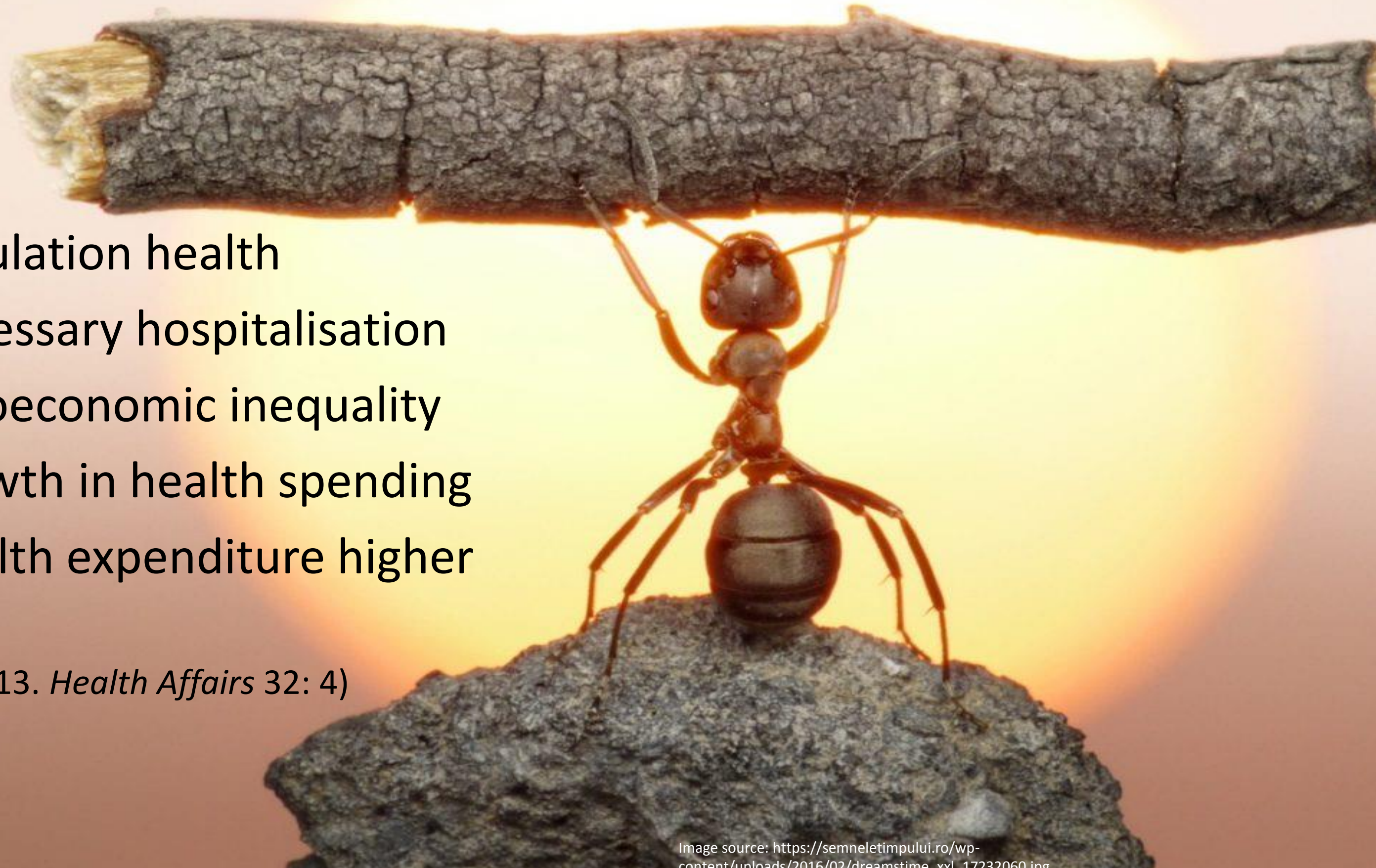
Sue Wells, Jane Cullen & John Wellingham
(on behalf of the primary care team at the
Health Quality & Safety Commission)

July 2017

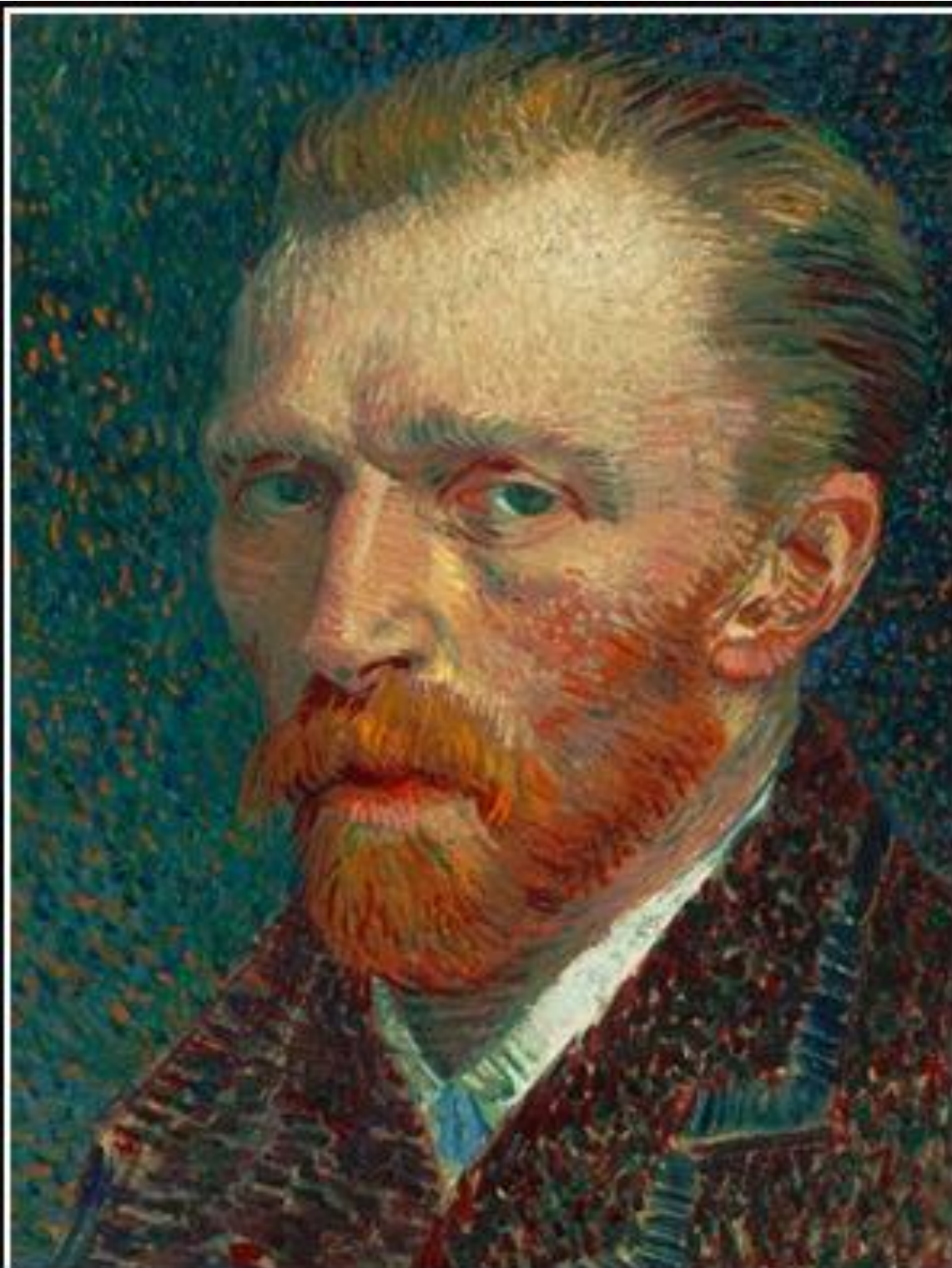
Strong primary care systems

- Better population health
- Less unnecessary hospitalisation
- Lower socioeconomic inequality
- Slower growth in health spending
- Overall health expenditure higher

(Kringos D, et al. 2013. *Health Affairs* 32: 4)







The great things are not done by impulse, but by a series of small things brought together. And great things are not something accidental, but must certainly be willed.

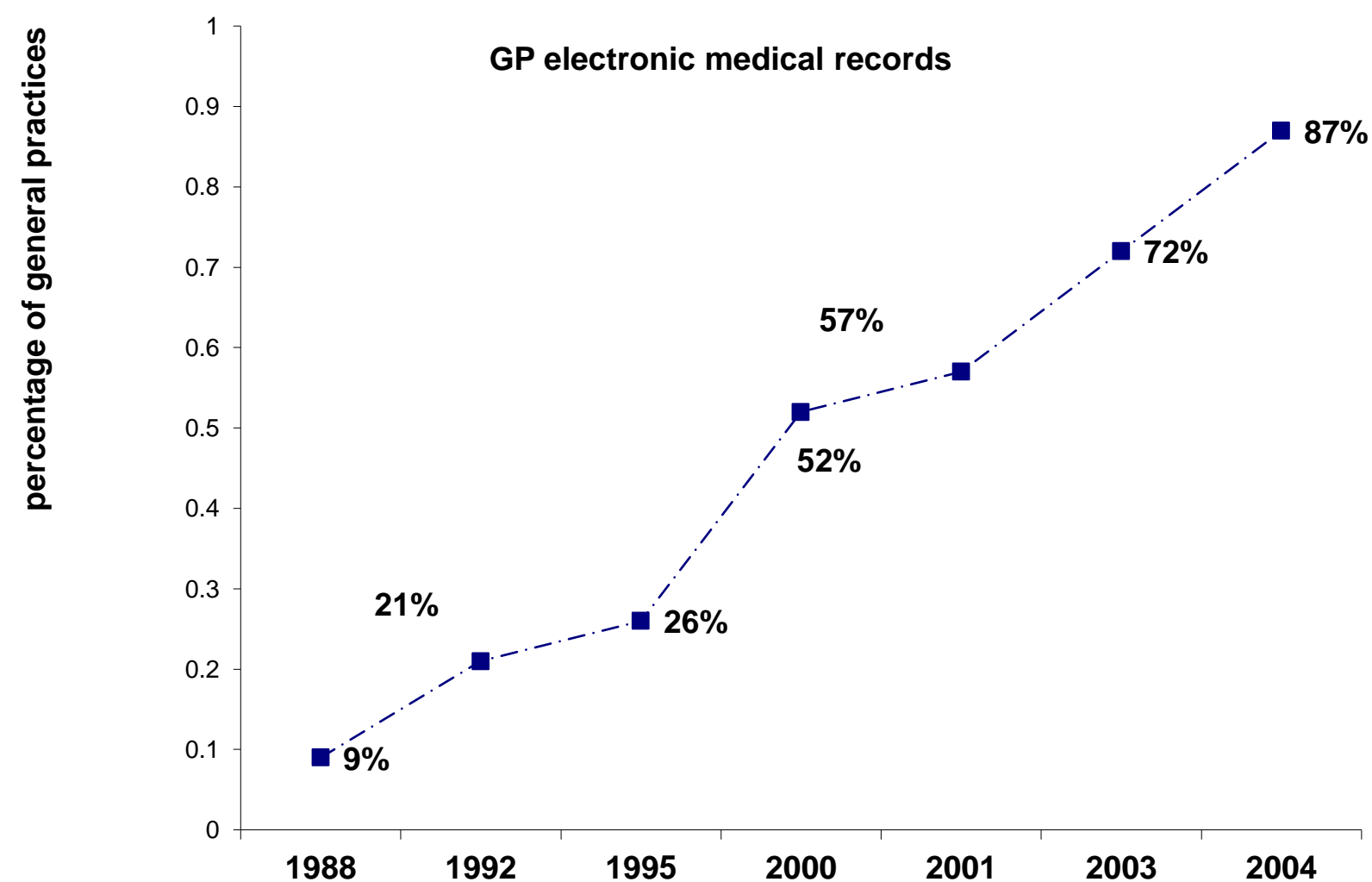
— Vincent Van Gogh —

AZ QUOTES

Image source: <http://www.azquotes.com/picture-quotes/quote-the-great-things-are-not-done-by-impulse-but-by-a-series-of-small-things-brought-together-vincent-van-gogh-87-45-32.jpg>

Looking backwards

Ideas were flowing in late 1990s to early 2000s



Team Handbook Scholtes 1988

Teams that proceed with an improvement project without careful planning are probably headed for disaster.

Without planning, teams often collect the wrong kind of data, invest in unnecessary gadgets or machines, or ignore customer needs.

As a result, their solutions may not be solutions at all.

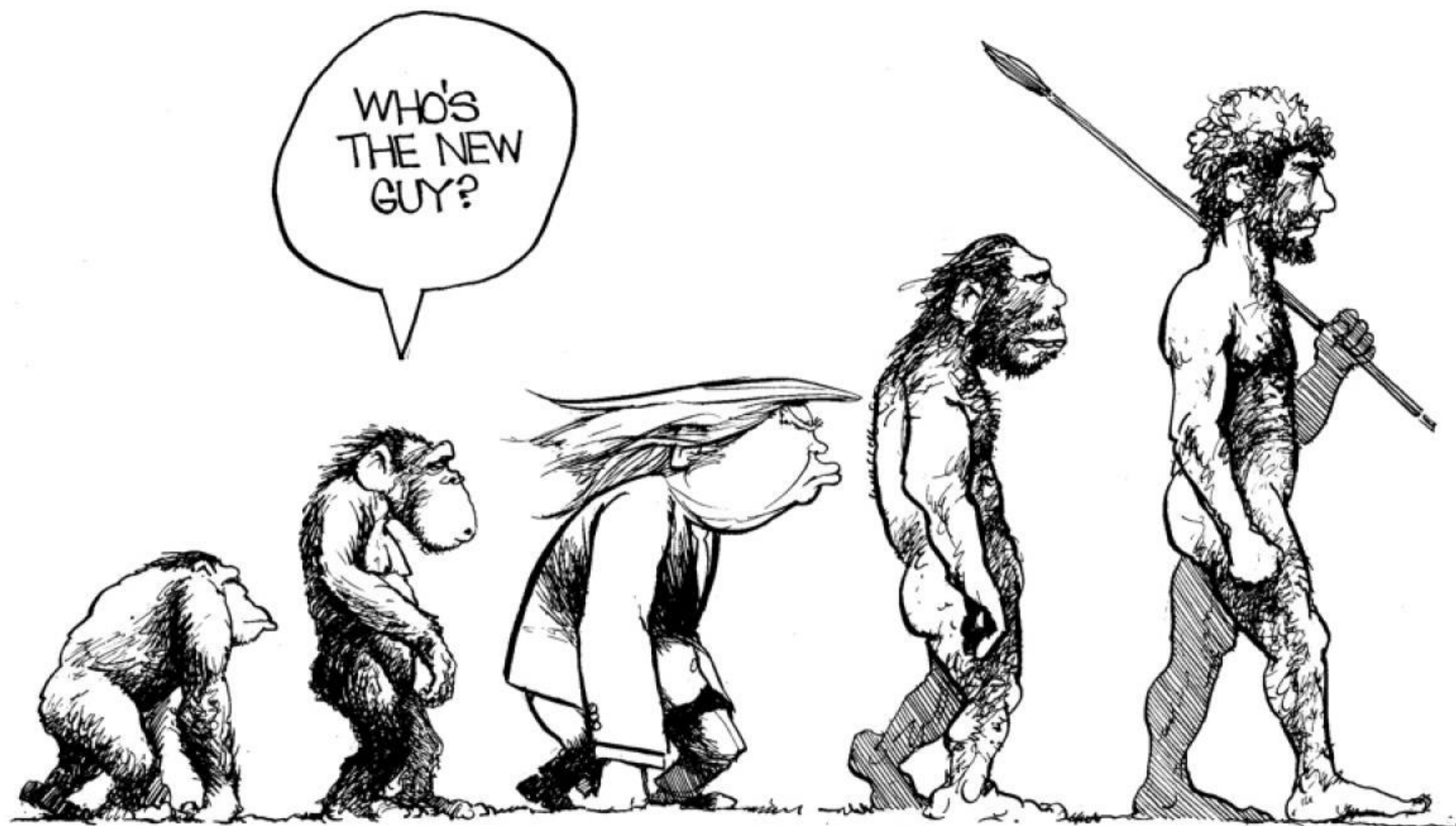
Team Handbook Scholtes 1988

They end up with a process no better than at the start, an expensive investment that has done little good, or a product or service the customers don't want.

Perhaps worst of all, these winless projects create a crowd of once-hopeful managers and operators who now conclude...

improvement projects don't work here.

QI science – the missing link



Key aspects of successful improvement

- Heart: passion and focus
- Team
- Patients and their families and whānau
- Engage brain: plan, get a goal, a method, data
- Take a leap
- Share: the power of collaboration, sharing the stories

Scout foray score 1.7/6

- Heart ✓
- Team
- Patients and their families and whānau
- Engage brain
- Take a leap ✓
- Share ✓

Need heart – start small



Need a team



Need a team



Your patient/s – the goalshooter

Engage brain – step back!

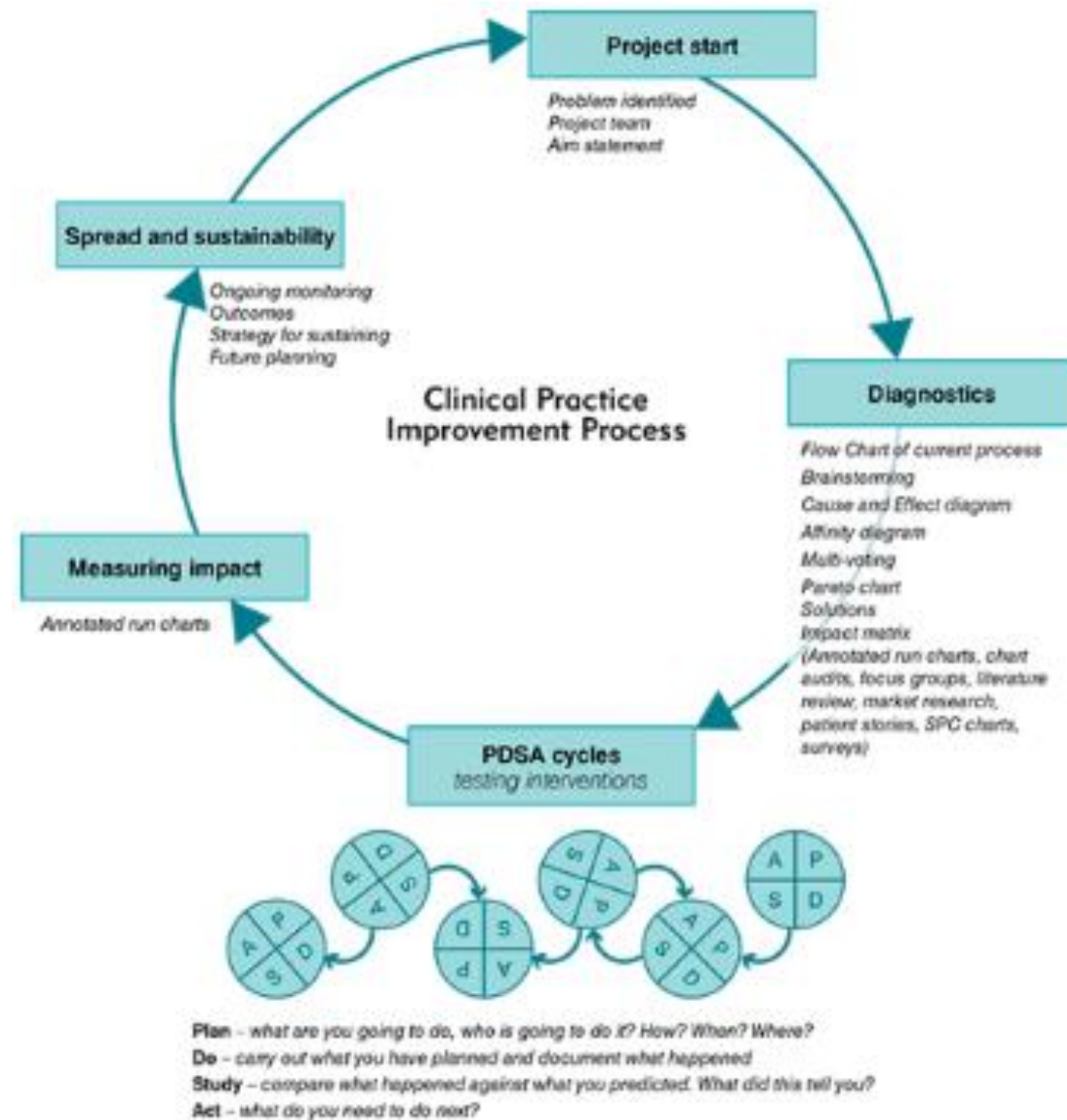
We are part of the problem



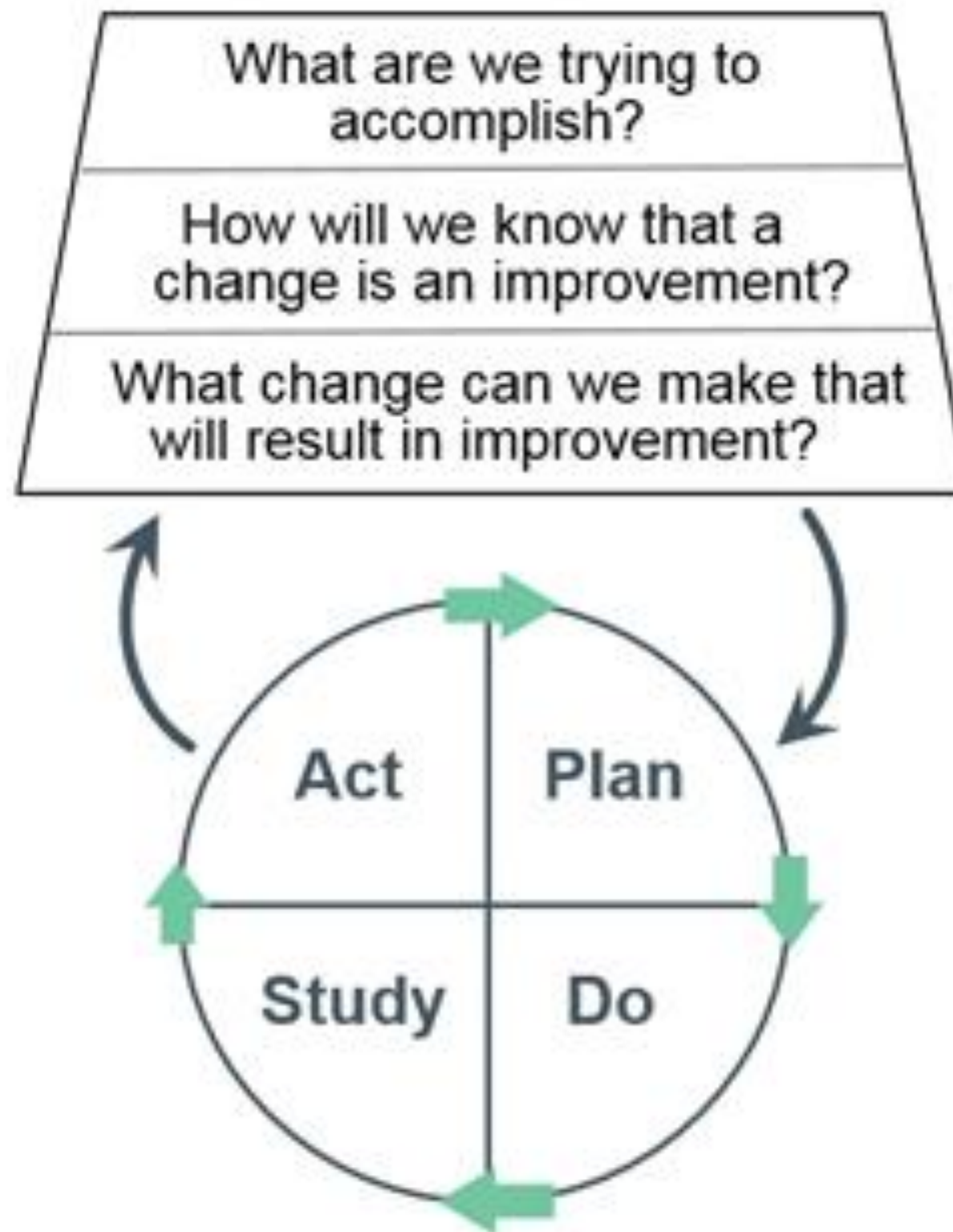
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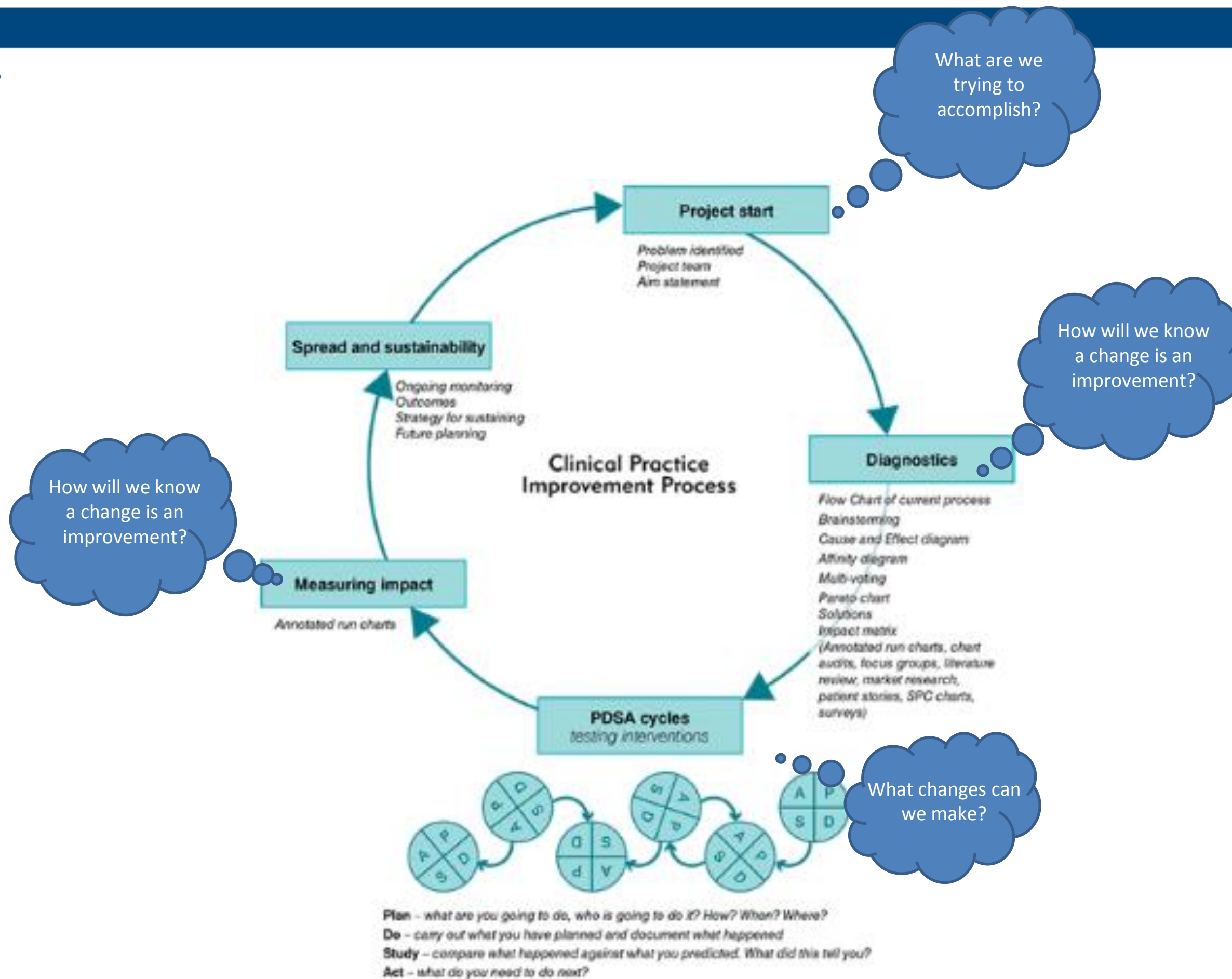
The improvement journey



Easy Guide to Clinical
practice Improvement
NSW Health
Department 2002



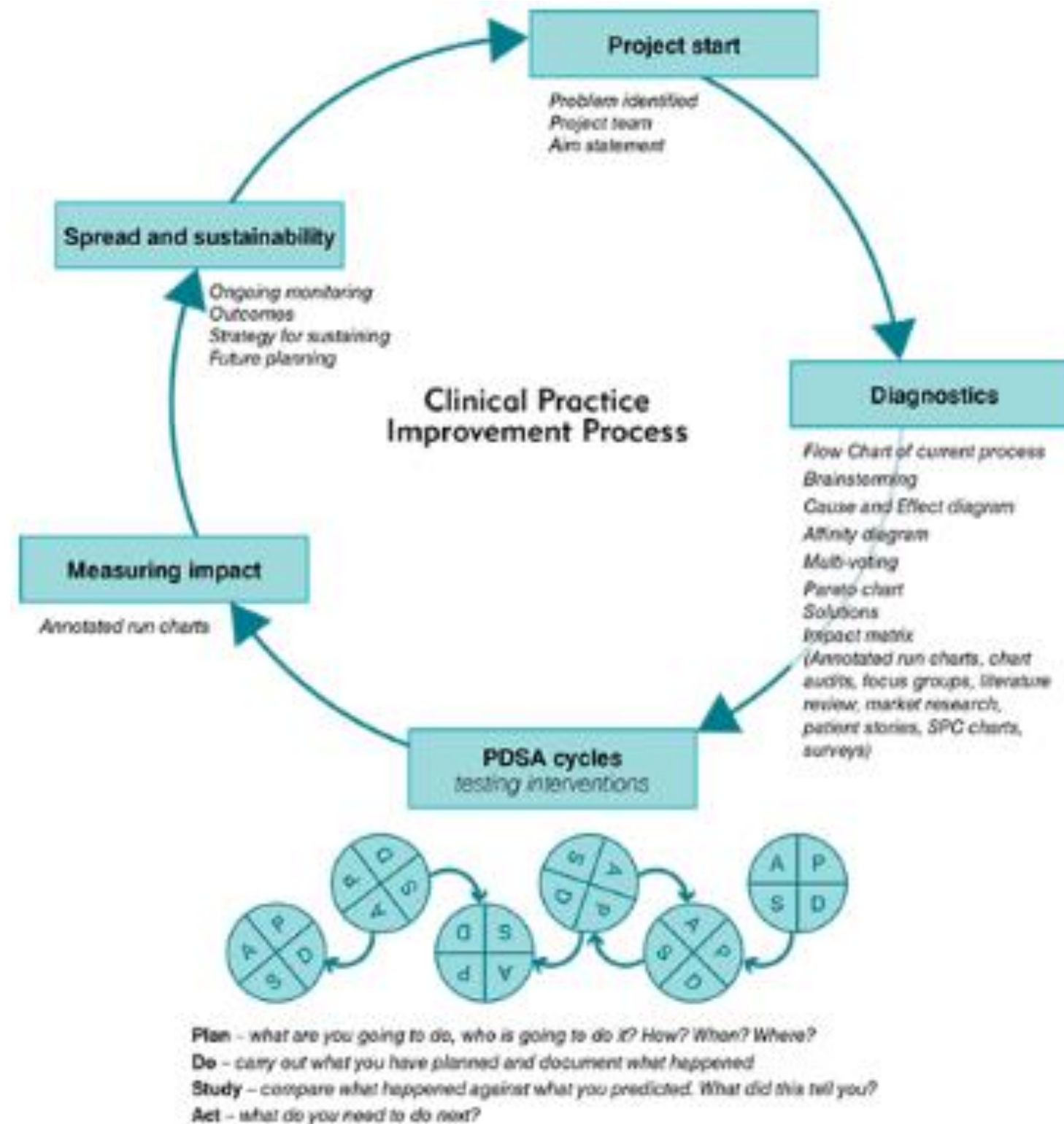
Langley et al.
The Improvement Guide 1996



Engage brain – the team has to really diagnose the problem

“If I had 60 minutes to solve a problem, I'd spend 55 minutes defining it, and 5 minutes solving it.” -- Albert Einstein.

The improvement journey



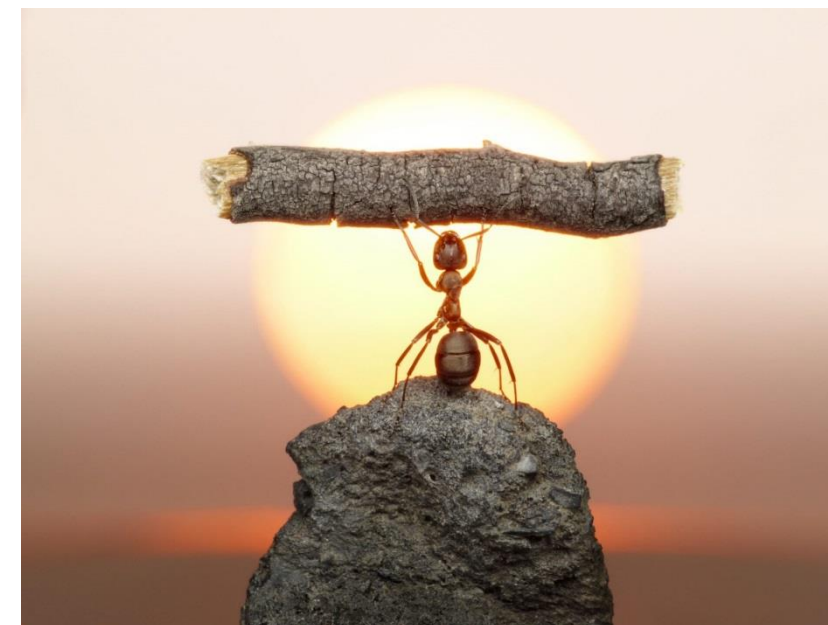
<https://sd.keepcalm-o-matic.co.uk>

Key aspects of successful improvement

- Heart: passion and focus
 - Team
 - Patients and their families and whānau
 - Engage brain: get a goal, a method, data
 - Take a leap
- Share: the power of collaboration, sharing the stories. Collectively we can go far farther than any of us imagine

Good to great

- Big things start small
- QI science is the missing link
- If you have something you want to improve:
 - come to GP workshop tomorrow!
 - Health Quality & Safety Commission Whakakotahi Challenge



Whakakotahi

Primary care quality improvement challenge 2018

Find out more at www.hqsc.govt.nz

Whakakotahi aims to:

- strengthen relationships between the Commission and primary care
- develop improvement science capability in primary care for better patient outcomes
- lay the foundation for future quality improvement work in primary care.

Will you join Whakakotahi?

EOI applications close midday 1 September 2017.

Find out more at www.hqsc.govt.nz/whakakotahi-2018 or email primarycare@hqsc.govt.nz

