



HEALTH QUALITY & SAFETY  
COMMISSION NEW ZEALAND

*Kupu Taurangi Hauora o Aotearoa*

# So you want to do an improvement project?

Jane Cullen & Sue Wells

July 2017

# Session description

- Overview of Whakakotahi – the Commission's primary care quality improvement programme

## Workshop objectives:

- Identify and diagnose the problem
- Make the case for improvement

# Whakakotahi – ‘to be as one’

- Partnering with primary care teams to work on small-scale improvement projects
- Projects chosen by providers
- Alignment with System Level Measures Framework and district improvement plans
- Accreditation and MOPS requirements

# Timeline


July 2016 – call for expressions of interest

December 2016 – 3 projects selected:

- National Hauora Coalition & Papakura Marae Medical Clinic – gout
- Nelson Marlborough Health & 3 general practices plus ... – management post stent
- Te Awakairangi Health Network & Hutt Union & Community Services (HUCHS) – diabetes

July 2017 – call for expressions of interest

# So you want to do an improvement project?



*"Here comes Edward Bear now, down the stairs behind Christopher Robin. **Bump! Bump! Bump!** on the back of his head. It is, as far as he knows, the only way of coming down stairs. He is sure that **there must be a better way, if only he could stop bumping for a moment to think of it**"*

A. A. Milne, *Winnie-the Pooh*, Chapter 1

# Houston, we have a problem!

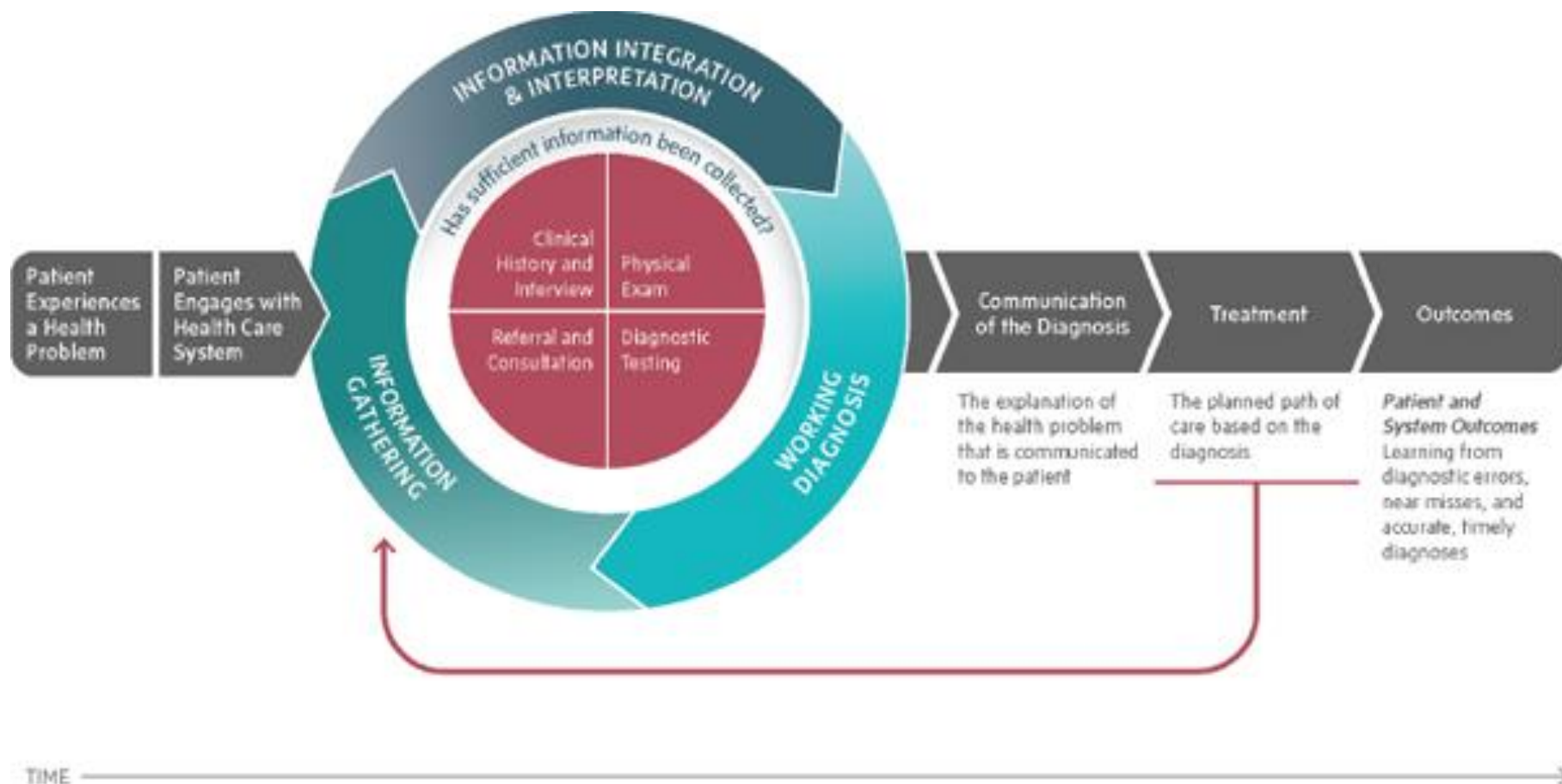


<https://rockloveaustin.files.wordpress.com/2014/05/houston-we-have-a-problem-apollo-13.jpg>

# Health care quality improvement

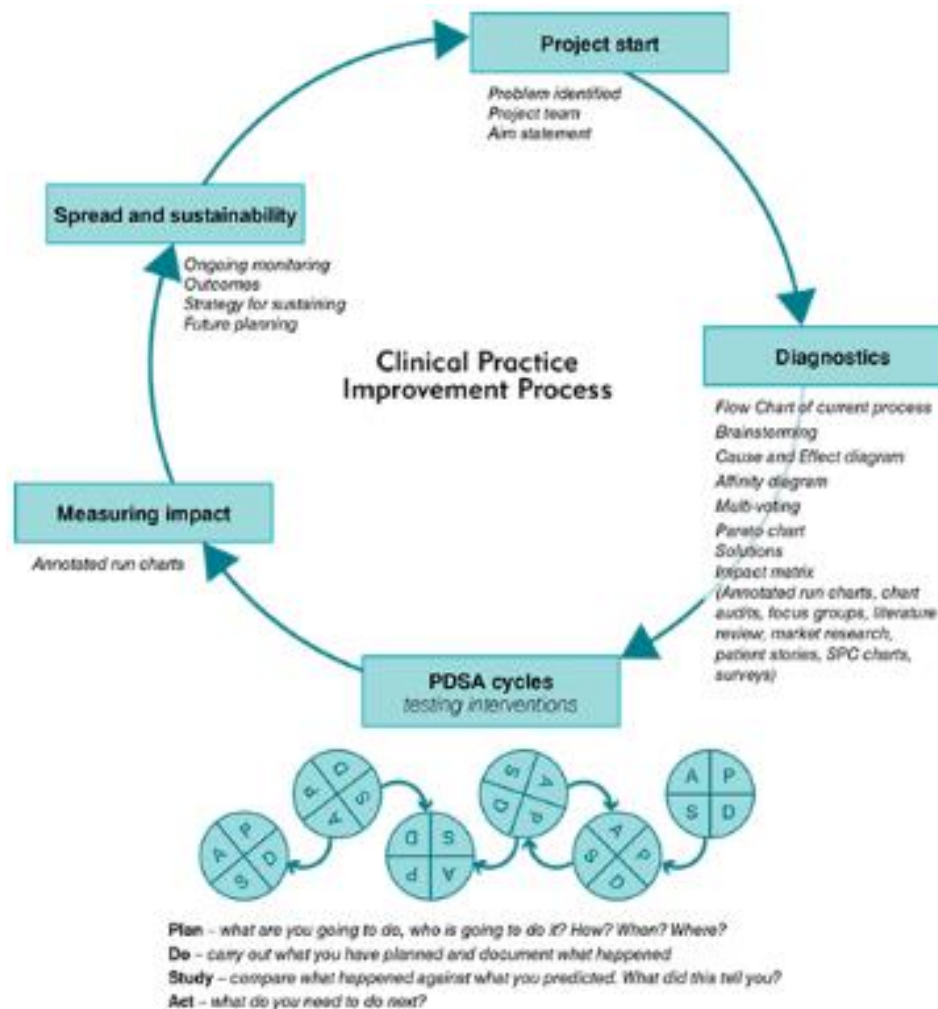


# The diagnostic process in health care



<https://www.nap.edu/openbook/21794/xhtml/images/img-61.jpg>

# The improvement journey





**“In God we trust.  
All others must bring data.”**

**- *Dr. W. Edwards Deming***

# Patient experience survey

Find out:

- What patients' experience in primary care is like
- How patients' overall care is managed between their general practice, diagnostic services, specialists and/or hospital staff

# Consumer experience domains



## PATIENT EXPERIENCE

### COMMUNICATION



Communicating and sharing information with patients, consumers, carers and families / whānau

### PARTNERSHIP



Encouraging and supporting participation and collaboration in decision making by patients, consumers, carers and families / whānau

### COORDINATION

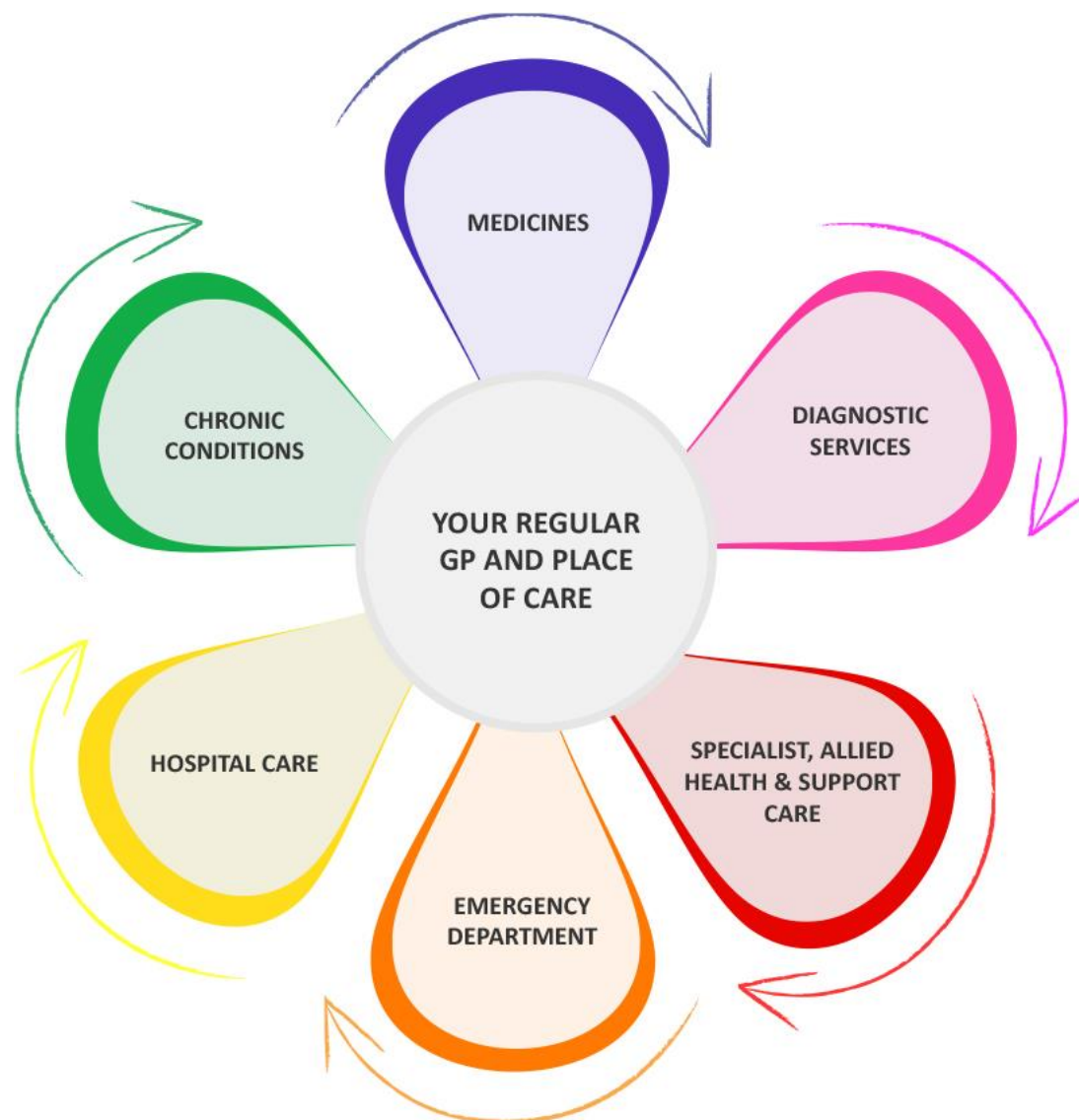


Coordination, integration and transition of care between clinical, ancillary and support services across different provider settings

### PHYSICAL AND EMOTIONAL NEEDS



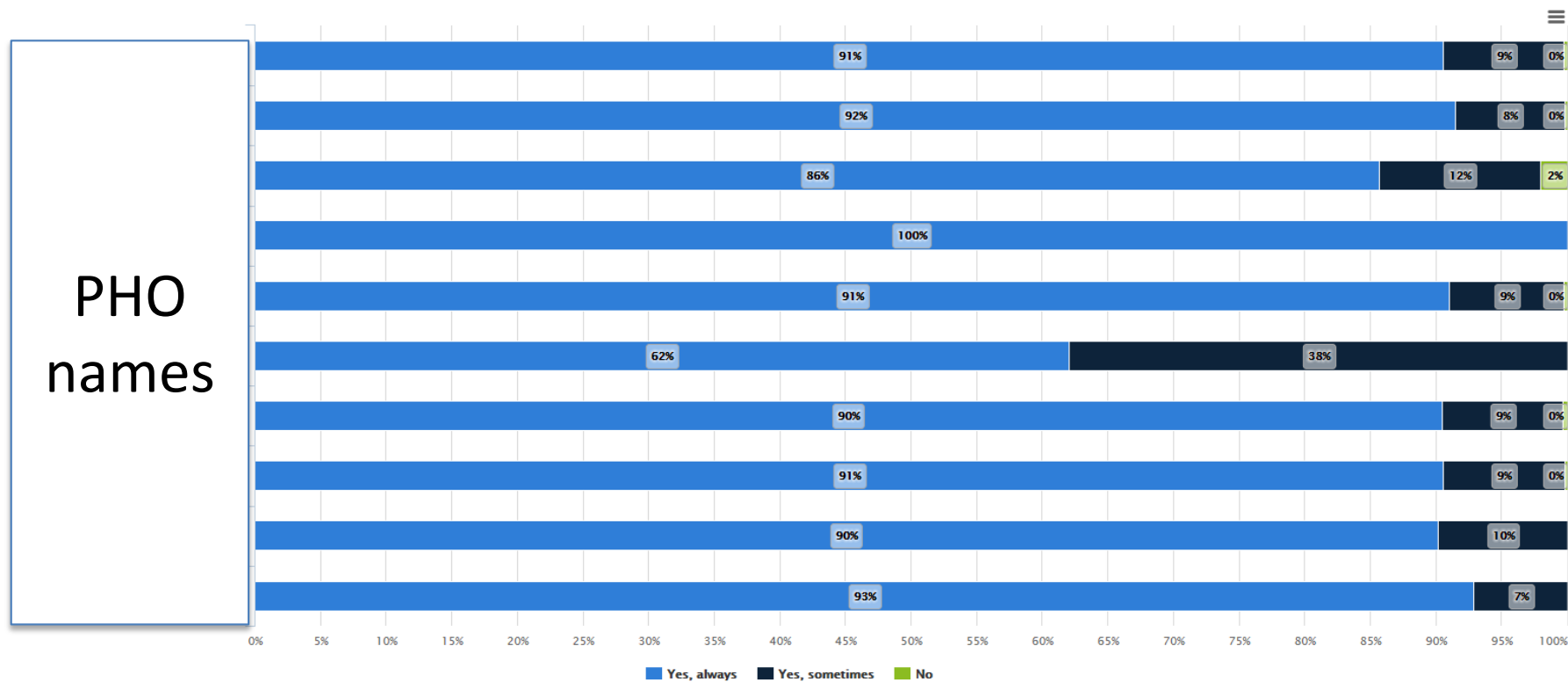
Treating patients, consumers, carers and families / whānau with dignity and respect and providing the necessary physical and emotional support



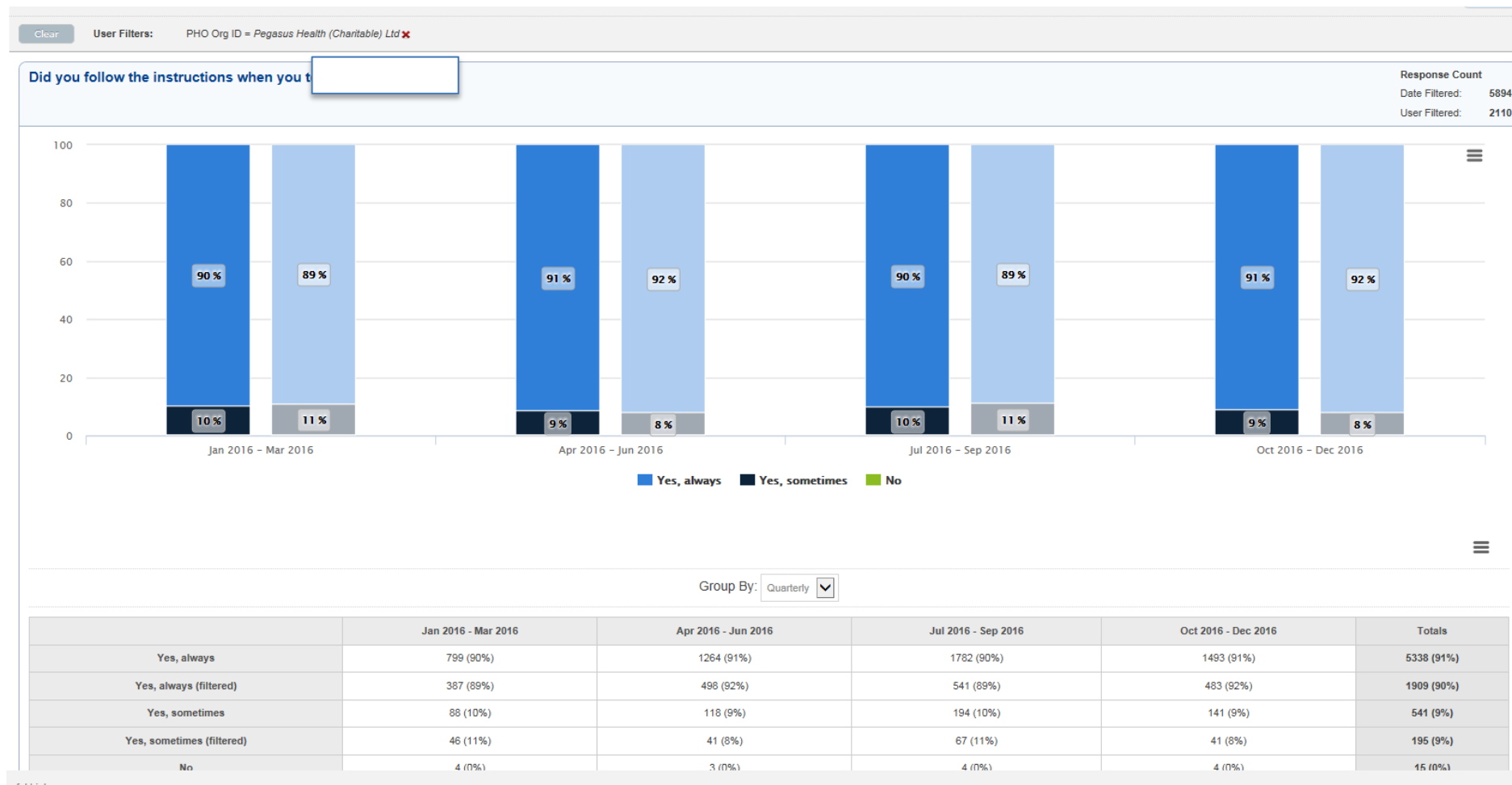
# Did you follow the instructions when you took the medication?

Did you follow the instructions when you took the medication? [By PHO]

Response Count  
Date Filtered: 5871



# Is the trend consistent over the year?



# Improvement teams



# Listening to and involving patients



**“You have to learn about thousands of diseases, but  
I only have to focus on fixing what’s wrong with ME!  
Now which one of us do you think is the expert?”**

# Process Mapping



# Why not?

## National Patient Experience (PES)

Last login at: Mon 28 Nov 2016 10:53 am

01 Jan 2016 - 28 Nov 2016

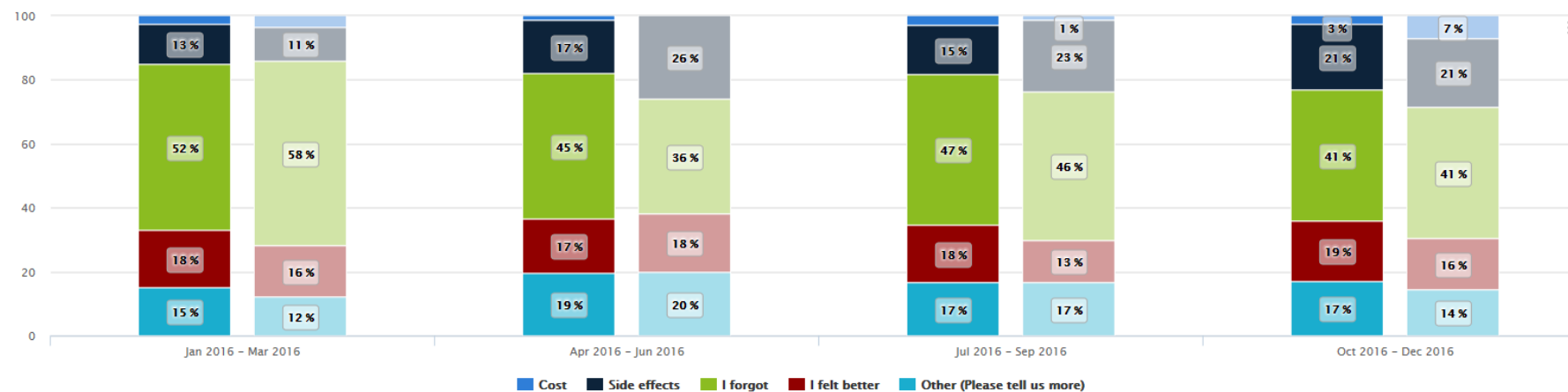
Age Group  Gender  Ethnicity  Practice DHB  Lead PHO DHB  DHB of Domicile  PHO Org ID

Date Filter: Date = 01 Jan 2016 - 28 Nov 2016

Clear User Filters: PHO Org ID =

### Reasons for not following medication instructions.

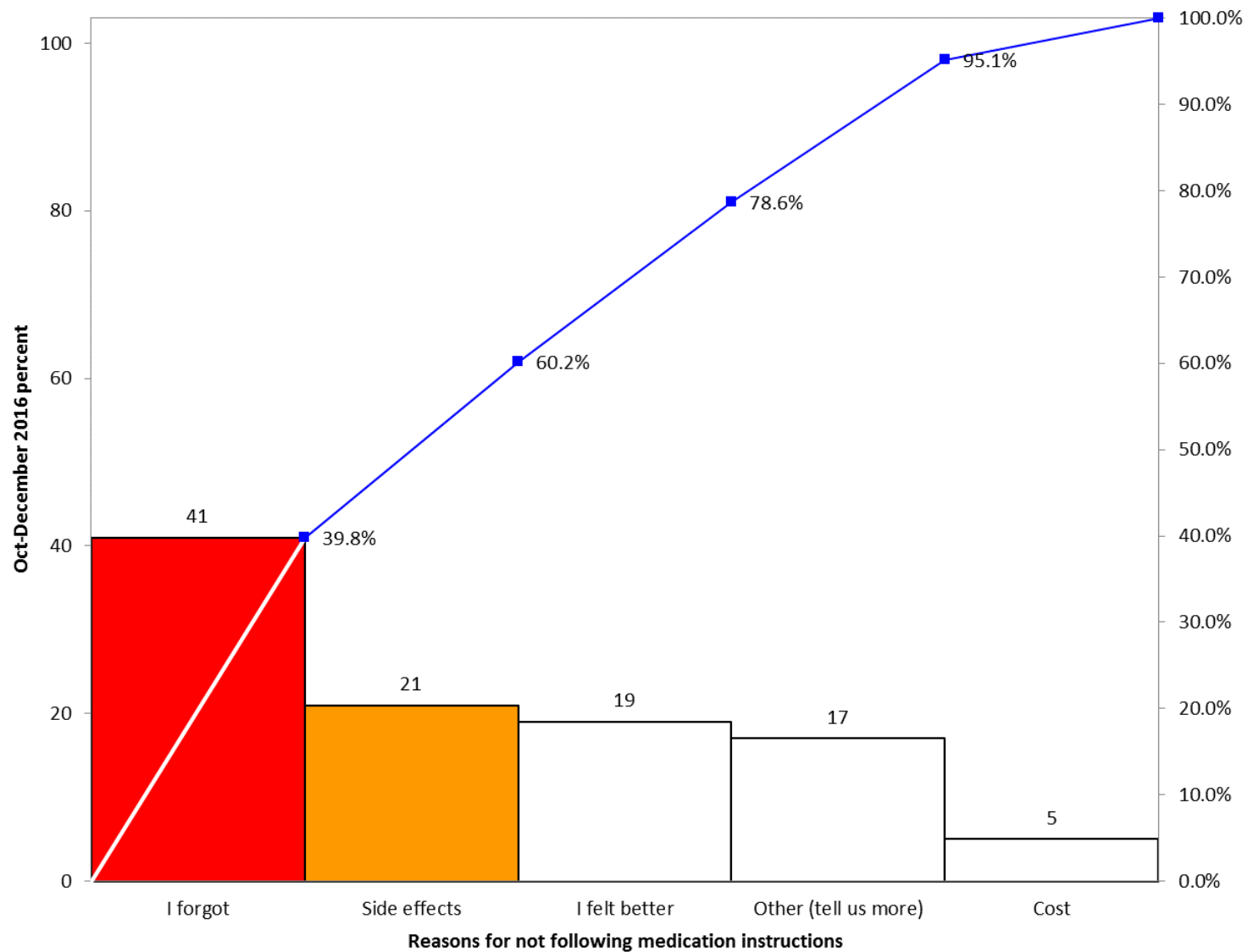
Response Count  
Date Filtered: 553  
User Filtered: 199



Group By: Quarterly

	Jan 2016 - Mar 2016	Apr 2016 - Jun 2016	Jul 2016 - Sep 2016	Oct 2016 - Dec 2016	Totals
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## Pareto Chart - Reasons for not following medication instructions



# Survey comments

sometimes I had side effects worse  
Was a bit wary of cartia a blood thinner so  
took it every second day instead of daily  
on the cure

I got confused with the written timing on some of my

I WAS LAZY AND  
DIDNT BOTHER

medic

the bottle from pharmacy had  
different instructions from  
what the doctor said

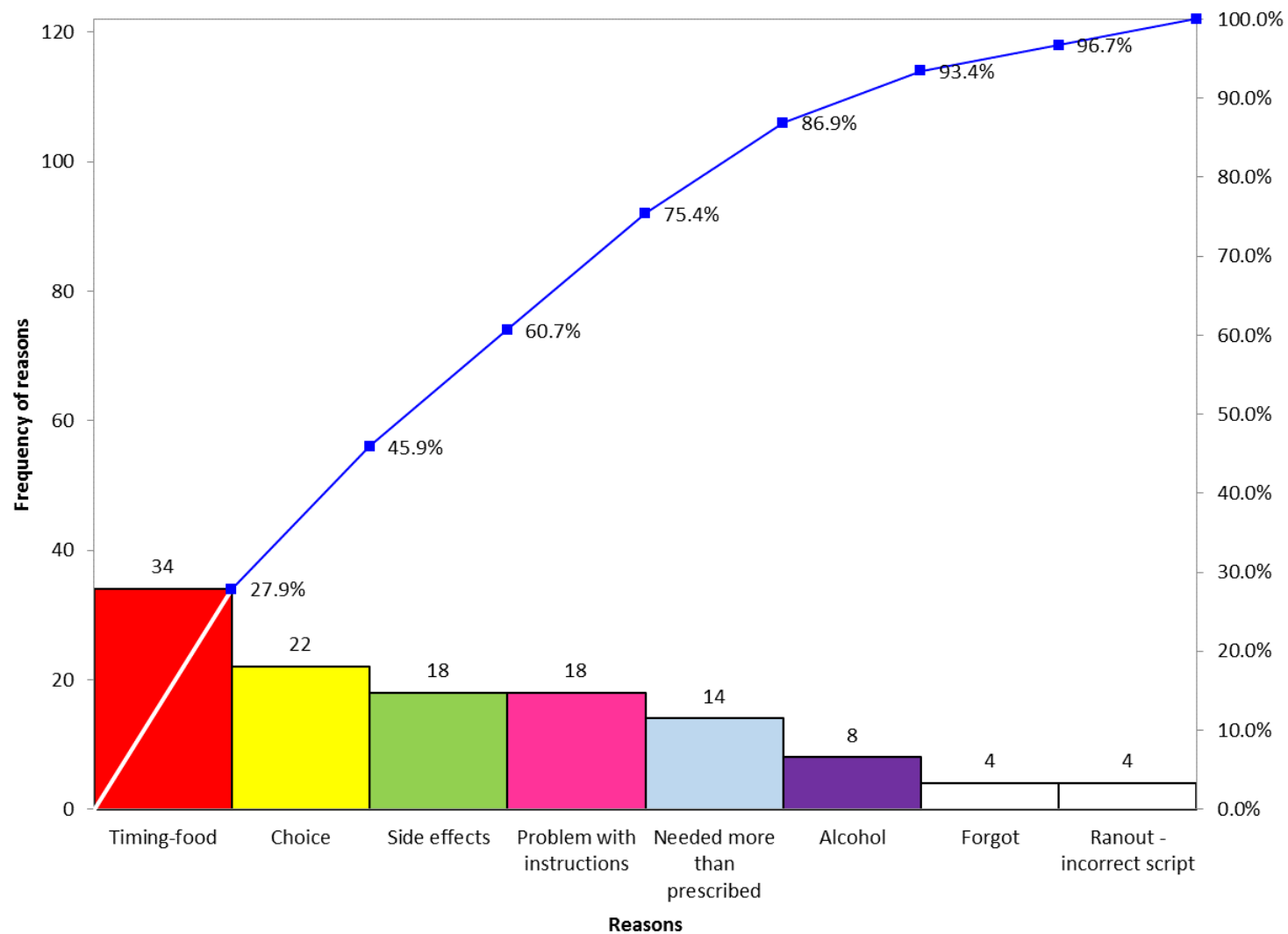
I misread the  
instructions

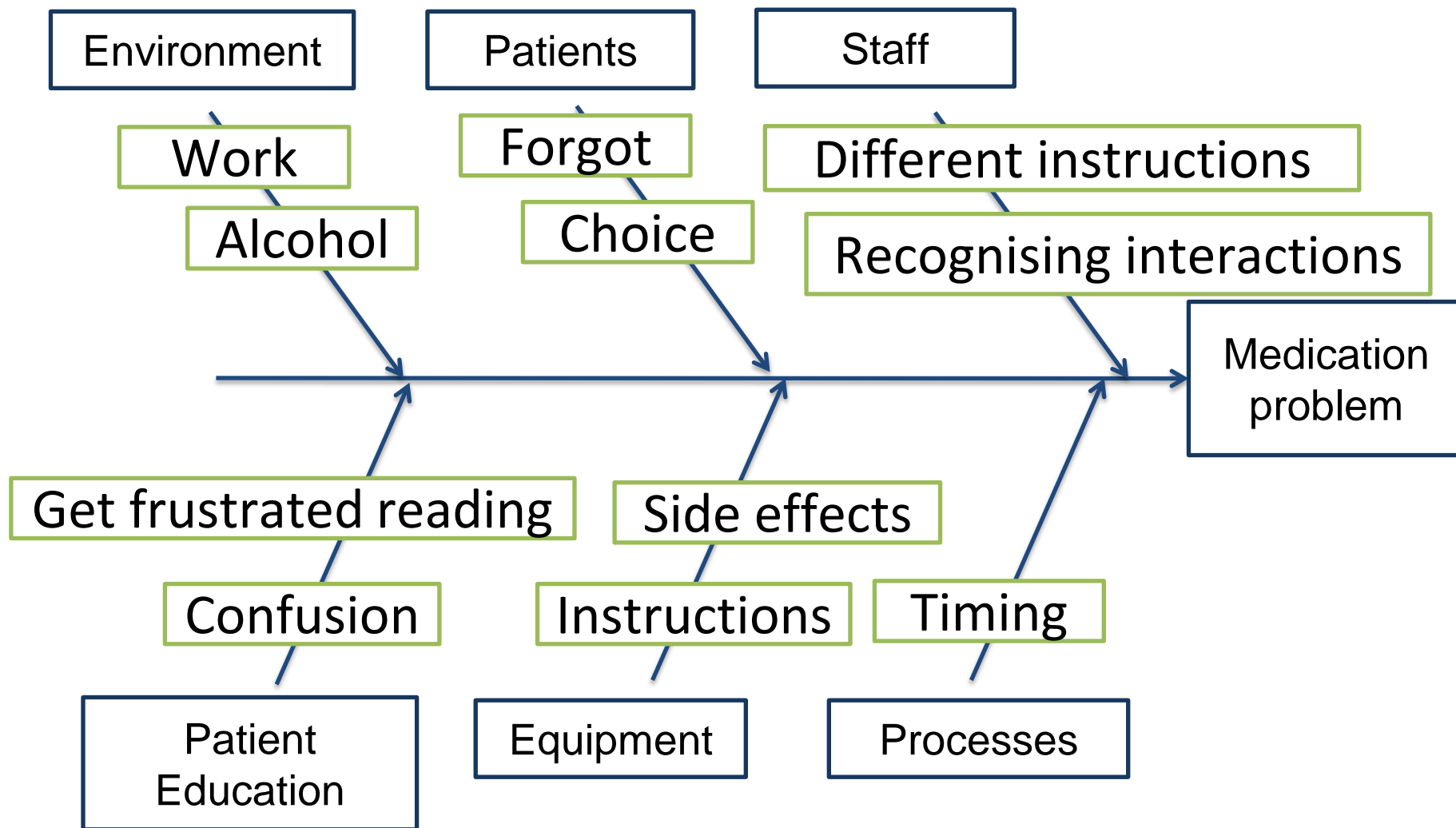
Never given instructions I need to have good explanation cos of  
reading - I get frustrated quickly

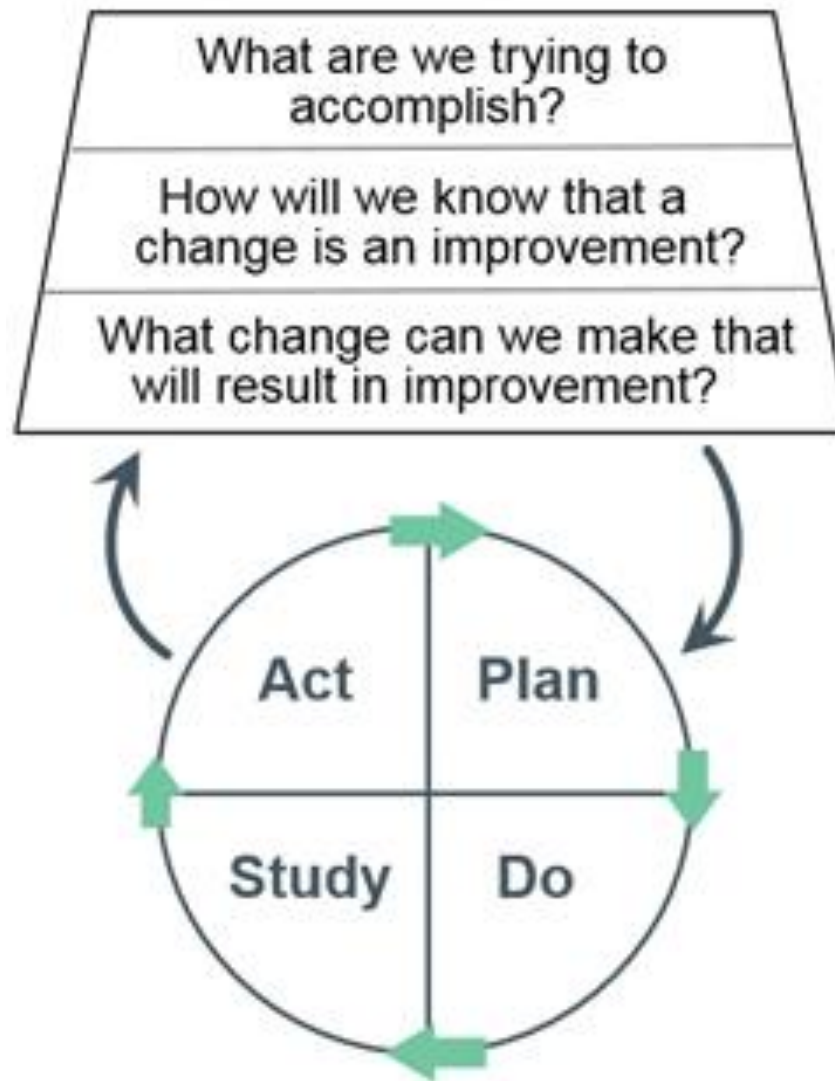
Didn't like taking  
the large tablets

first thing in the morning is impossible

## Pareto Chart - Other reasons for not following medication instructions







Langley et al.  
*The Improvement Guide* 1996

# Want to submit a project for Whakakotahi?

Go to: [www.hqsc.govt.nz/whakakotahi-2018](http://www.hqsc.govt.nz/whakakotahi-2018)

Send your applications by email to:  
[primarycare@hqsc.govt.nz](mailto:primarycare@hqsc.govt.nz)

by midday 1 September 2017.

# Any questions?



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