

Czech Republic **QI training programme**

Judit Csiszar

Title of the training: Managing Change The Expanding Role of Middle Managers in Healthcare

Type of the training: Residential CPD course (accredited)

Target Audience: Middle managers (nurse, doctor, administrator)

General learning objectives:

- Understand the complementarity and differences between quality assurance and total quality management
- Understand the importance of quality system development, apply team management skills for quality improvement (and maintenance)
- Understand how continuous quality improvement can lead to better disease management, system performance improvements and cost reduction
- Understand the importance of operations management in the improvement of quality and costs in hospitals
- Understand the use of performance and productivity measures and measurement and the importance of benchmarking
- Understand and apply process analysis methods and tools as well as problem identification, evaluation and assessment methods
- Understand what is quality management and learn some of the tools and concepts of quality assurance

Brief description of the training:

This is a three day intensive residential training program for middle healthcare managers focusing on quality and operations management as part of a comprehensive training programme in change management. It introduces the basic concept and practices of quality management and continuous quality improvement. The programme starts with a brief introduction of the concept followed on a number of case discussions, and hands on

practical project work. The program is accredited in by the Czech Continuing Professional Development system as well as by Sheffield University

Content:

Managing Change: The Expanding Role Of Middle Managers In Health Care

Module II April 3, 2006		Day 1 - Sessions 1 - 5		
Module title:		Operations Management/ Quality improvement		
Day's topic:		<ul style="list-style-type: none"> • Introduction to Quality Management • Evolution of Health Care Quality Management • Continuous Quality Improvement 		
Speakers:		Malcolm Whitfield, RN, MBA – <i>Director, Health Policy and Management, The University of Sheffield, UK</i> Doc. MUDr. Leoš Heger, CSc. - <i>University Hospital, Hradec Králové</i> MUDr. David Marx - <i>3rd Medical Faculty, Charles University</i>		
Moderator:		Ing. Tomáš Jung		
Day's objectives: <ul style="list-style-type: none"> • Understand the complementarity and differences between quality assurance and total quality management • Understand the importance of quality system development, apply team management skills for quality improvement (and maintenance) • Understand how continuous quality improvement can lead to better disease management, system performance improvements and cost reduction 				
Session time:	Session number:	Session type:	Session topic:	Speaker:
09:30 – 11:00	1	Lecture	Improving Quality Through Improved Decision Making. An Overview of Health Care Quality Improvement	Malcolm Whitfield
11:00 – 11:15		COFFEE BREAK		
11:15 – 12:30	2	<i>Exercise</i>	Analytical and Decision Making Tools <i>Food Distribution in Hospital</i> <i>Economical Loss at Clinics</i>	Leoš Heger
12:30 – 13:30		LUNCH		
13:30 – 14:30	3	Lecture	Customers, Stakeholders, and other Market Requirements	Malcolm Whitfield
14:30 – 16:00	4	Lecture	Accreditation	David Marx

		Lecture +	CQI and healthcare facilities accreditation in the Czech Republic – State of Art – focus on Access to Care and Continuity of Care	
		Exercise		
16:00 – 16:15		COFFEE BREAK		
16:15 – 17:45	5	Project	Project Preparation	Teams 2006
REQUIRED READINGS:				
Author: Diane L. Kelly		Applying Quality Management in Healthcare; A process for Improvement, <u>Chapter 1 – Concepts of Quality Management</u> , <u>Chapter 2 – Three Principles of Total Quality</u> , <u>Chapter 3 – Continuous Quality Improvement Tools</u>		
Joint Commission International		Joint Commission International Accreditation Standards for Hospitals, <u>Chapter 1 - Basics of Accreditation for Joint Commission International</u> , pp. 23 – 42.		

Managing Change: The Expanding Role Of Middle Managers In Health Care

Module II		Day 2 - Sessions 6 - 9		
April 4, 2006				
Module title:	Operations Management/ Quality improvement			
Day's topics:	<ul style="list-style-type: none"> • Work Process Analysis • The role of Operations Management 			
Speakers:	Malcolm Whitfield, RN, MBA – Director, Health Policy and Management, The University of Sheffield, UK Doc. MUDr. Leoš Heger, CSc. - University Hospital, Hradec Králové MUDr. David Marx - 3rd Medical Faculty, Charles University			
Moderator:	Ing. Tomáš Jung			
Day's objectives:	<ul style="list-style-type: none"> • Understand the importance of operations management in the improvement of quality and costs in hospitals • Understand the use of performance and productivity measures and measurement and the importance of benchmarking 			
Session time:	Session number:	Session type:	Session topic:	Speaker:
8:30 – 09:30	6	Lecture	Operations Analysis and Workload	Malcolm Whitfield
09:30 – 10:00		COFFEE BREAK		
10:00 – 11:30	7	Exercise	Sentinel events in Health care – Identification and Prevention	David Marx
11:30 – 12:30		LUNCH		
12:30 – 14:30	8	Exercise	Work process analysis Current State of	Leoš Heger

			Quality Management Operational management: Use of Staff at Outpatient Clinics <i>Manufacturing and Service providing Organizations</i>	
14:30 – 15:00		COFFEE BREAK		
15:00 – 16:30	9	Project	Project Preparation	Teams 2006
REQUIRED READINGS:				
Author: Diane L. Kelly		Applying Quality Management in Healthcare; A process for Improvement, <u>Chapter 1</u> – <i>Concepts of Quality Management</i> , <u>Chapter 2</u> – <i>Three Principles of Total Quality</i> , <u>Chapter 3</u> – <i>Continuous Quality Improvement Tools</i>		

Managing Change: The Expanding Role Of Middle Managers In Health Care

<i>Module II</i> <i>April 5, 2006</i>		Day 3 - Sessions 10 - 13		
Module title:		Operations Management/ Quality improvement		
Day's topic:		<ul style="list-style-type: none"> • Creation and use of performance and productivity measures • Benchmarking 		
Speakers:		Malcolm Whitfield, RN, MBA – <i>Director, Health Policy and Management, The University of Sheffield, UK</i> Doc. MUDr. Leoš Heger, CSc. - <i>University Hospital, Hradec Králové</i> MUDr. David Marx - <i>3rd Medical Faculty, Charles University</i>		
Moderator:		Ing. Tomáš Jung		
Day's objective:				
<ul style="list-style-type: none"> • Understand and apply process analysis methods and tools as well as problem identification, evaluation and assessment methods • Understand what is quality management and learn some of the tools and concepts of quality assurance 				
<i>Session time:</i>	<i>Session number:</i>	<i>Session type:</i>	<i>Session topic:</i>	<i>Speaker:</i>
8:30 – 10:00	10	Project	Project presentations	Teams 2006
10:00 – 10:30		COFFEE BREAK		
10:30 – 12:00	11	Project	Project presentations	Teams 2006
12:00 – 13:00		LUNCH		
13:00 – 14:00	12	Lecture	Measuring Performance - Benchmarking	Malcolm Whitfield
14:00 – 14:15		COFFEE BREAK		
14:15 – 15:45	13	<i>Exercise Lecture</i>	<i>Hospital Pharmacy Case Theory of Queues</i>	Leoš Heger
REQUIRED READINGS:				
Author: Diane L. Kelly		Applying Quality Management in Healthcare; A process for Improvement, <u>Chapter 1</u> – <i>Concepts of Quality Management</i> , <u>Chapter 2</u> – <i>Three Principles of Total Quality</i> , <u>Chapter 3</u> – <i>Continuous Quality Improvement Tools</i>		

Czech Republic

QI training programme

Title of the training: Health Care Management, Quality Module – Distant education

Type of the training: 29 hours of CPD program for Family medicine

Developer and provider of the training: Project HOPE/ UNC School of Public Health

Target Audience: Family medicine teams, stakeholders in MoH, Regional and local decision makers .

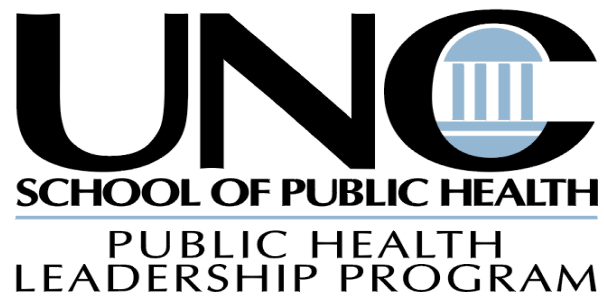
General learning objectives:

- Total Quality: Challenges and Opportunities
- Getting Started on an Improvement Project
- Improvement Tools
- Implementing your improvements

Brief description of the training:

This four day training program applies a blend of teaching methods, including videotaped lectures provided by international faculty , explained and facilitated by a local expert, on site team exercises and hands on project work in QI.

Content:



PROJECT HOPE QUALITY MODULE

Prepared by Diane Kelly, RN, MBA, DrPH

April 2002

Project Hope: Quality Module

Module May	Day 1 Sessions 1 - 8			
Module Title:	Quality			
Day's Topic	Total Quality: Challenges and Opportunities			
Speaker:	Diane Kelly			
On-site faculty				
Day's objective:				
<ul style="list-style-type: none"> • Provide a framework for Total Quality Management in health care organizations • Practice an organizational self-assessment based on the Criteria for Performance Excellence • Provide a foundation for selecting an improvement project 				
Session time	Session Number	Session Type	Session Topic	Speaker
8:30 – 8:50	1	Video Lecture	Welcome / Overview of the Module	Diane Kelly
9:00 - 9:45	2	Video Lecture	Criteria for Improving Performance: Overview	Diane Kelly
10:00 – 10:45	3	Workbook Exercise	Criteria: Core Values and Concepts	On site faculty
11:00 – 11:45	4	Lecture	Description of Categories	Diane Kelly
11:45 – 13:15	Lunch			
13:15 – 14:00	5	Workbook Exercise	Self-Assessment: Part I	On site faculty
14:15 – 15:00	6	Workbook Exercise	Self-Assessment: Part II	On site faculty
15:15 – 16:00	7	Group Discussion	Self-Assessment: What did we learn?	On site faculty
16:15 – 17:00	8	Lecture	Health Reform Indicators	On site faculty
REQUIRED READINGS				
Baldrige National Quality Program		Health Care Criteria for Performance Excellence, 2002 p. 1-8, 31-53		
Additional References				
European Foundation for Quality Management		http://www.efqm.org/new_website/model_awards/model/excellence_model.htm		

Project Hope: Quality Module

Module May	Day 2 Sessions 9 - 16			
Module Title:	Quality			
Day's Topic	Getting Started on an Improvement Project			
Speaker:	Diane Kelly			
On-site faculty:				
Day's objectives:				
<ul style="list-style-type: none"> • Organize into improvement teams • Learn how to establish team guidelines • Understand the influence of goal statements on project results • Introduce customers and customer requirements 				
Session time	Session Number	Session Type	Session Topic	Speaker
8:30 – 8:45	9	Video Lecture	Explanation of in-class improvement projects	Diane Kelly
9:00 - 9:45	10	Video Lecture	Introducing an improvement effort in your organization	Diane Kelly
10:00 – 10:45	11	Workbook Exercise	Establishing team guidelines	On-site faculty
11:00 – 12:00	12	Workbook Exercise	Gathering information	On-site faculty
12:00 – 1:30		Lunch		
1:30 – 2:15	13	Workbook Exercise	Setting goals for your improvement effort	On-site faculty
2:30 – 3:15	14	Video Lecture	“Customers”	Diane Kelly
3:30 - 4:15	15	Workbook Exercise	“Customers”	On-site faculty
4:30 – 5:00	16	Project	Project Work	Teams
REQUIRED READINGS				
Quality Management for Health Care Delivery by Brent James, p. 1-53				
The Logic of Failure by Dietrich Dorner, Chapter 3 Setting Goals, p.49- 58, p. 70				

Project Hope: Quality Module

Module May	Day 3 Sessions 17 - 23			
Module Title:	Quality			
Day's Topic	Improvement Tools			
Speaker:	Diane Kelly			
On-site faculty:				
Day's objective:				
<ul style="list-style-type: none"> • Describe the concepts of processes and variation • Practice diagnosing quality problems with the following tools: process flowcharts, work flow diagrams, root cause diagrams, and pareto charts. • Practice monitoring and interpreting process variation with statistical process control charts 				
Session time	Session Number	Session Type	Session Topic	Speaker
8:30 – 9:15	17	Video Lecture	Processes and Root Cause Analysis: Overview of Improvement Methods	Diane Kelly
10:00 – 10:45	18	Workbook Exercise	Documenting the Process: Using flowcharts and workflow diagrams	On-site faculty
11:00 – 11:45	19	Workbook Exercise	Diagnosing the Problems: Using Fishbone Diagrams / Check Sheets / Pareto Charts	On-site faculty
11:45 – 1:15		Lunch		
1:15 – 2:00	20	Lecture	Variation	Diane Kelly
2:15 – 3:00	21	Workbook Exercise	Measuring the Process: Using Statistical Process Control Charts	On-site faculty
3:15 – 4:00	22	Workbook Exercise	Improving the process	On-site faculty
4:15 – 5:00	23	Project	Project work	Teams
REQUIRED READINGS				
The Team Handbook by Peter R. Scholtes, Brian I. Joiner, and Barbara J. Streibel, Chapter 2				

Project Hope: Quality Module

Module May	Day 4 Sessions 24 - 29			
Module Title:	Quality			
Day's Topic	Implementing your improvements			
Speaker:	Diane Kelly			
On-site faculty				
Day's objective:				
<ul style="list-style-type: none"> • Discuss characteristics of successful implementation plans • Introduce the Shewart Cycle • Practice documenting the improvement effort 				
Session time	Session Number	Session Type	Session Topic	Speaker
8:30 – 9:15	24	Video Lecture	Measuring your progress and sustaining the improvements	Diane Kelly
9:30 - 10:15	25	Workbook Exercise	Reviewing your measurement plan	On site faculty
10:30 – 11:15	26	Video Lecture	Planning for implementation	Diane Kelly
11:30 – 12:15	27	Workbook exercise	Creating an implementation plan	On site faculty
12:15 – 1:45		Lunch		
1:45 – 3:45	28	Workbook Exercise	Documenting your improvement project	On site faculty
4:00 – 5:00	29	Project	Project Work	Teams
REQUIRED READINGS				
None				

Project Hope: Quality Module

Module May	Day 5 Sessions 30 - 34			
Module Title:	Quality			
Day's Topic	Sharing What We've Learned			
Speakers:	Diane Kelly			
On-site faculty:				
Day's objective:				
<ul style="list-style-type: none"> • Present improvement projects to each other • Gather ideas from each project that may be taken back to home organizations • Share lessons learned for course project 				
Session time	Session Number	Session Type	Session Topic	Speaker
8:30 – 9:00	30	Lecture	Course summary / Next steps	On-site faculty
9:00 - 10:00	31	Team presentations	Chronic Disease Team Pediatric Services Team	On-site faculty
10:15 – 11:15	32	Team presentations	Home Care Process Team Referring to Tertiary Center Team	On-site faculty
11:30 – 12:00	33	Team presentations	Health Reform Indicator Team	On-site faculty
12:00 – 12:30	34	Discussion	Questions / Answers Lessons Learned	On-site faculty
REQUIRED READINGS				
None				

Poland

QI training programme

Adam Windak

Type of the training: extended 5 level course

Target Audience: practicing family physicians wishing to broaden their competences in QI and planning to become tutors of peer-review groups

General learning objectives:

- Understand better the philosophy of quality improvement in family medicine
- Improve the knowledge about principles of internal quality improvement
- Train different quality improvement techniques
- Built up ability to run small group sessions
- Built up ability to share own quality assurance experiences with the peers and the wider audience
- Master the skills needed for successful running of peer-review groups

Brief description of the training:

The whole educational intervention was divided into five 3 days modules, provided during separate weekend sessions. The participants could choose to follow the whole course or to stop at certain level, but everybody was expected to start from the basic module and move forward step by step through the next modules. In between the modules participants were expected to complete a kind of homework and submitted the short thesis on the results prior to the next module in the written form. If required a help or advice of the course faculty could be sought. Selected works have been presented during the training sessions. All training sessions were based on a good combinations of rather short presentations of the lecturers and practical, interactive training, conducted in the small groups. In total the school had 4 editions completed by over 100 family physicians. The school was run by the College of Family Physicians in Poland and a special professional company was hired to organize practicalities related to the training.

Content:

School of Peer-review Groups Tutors in Family Medicine

Time	Topic
Module 1- Psychological aspects of running QI peer-review groups.	
Day 1	
30 min	Peer-review group and its tutor.
90 min	The training programme in details. Educational needs of participants.
60 min	Professional role of family physicians. A patient or a client? Dilemmas in QI. Professional competences and market of medical services.
120 min	Learning process. Learning styles. Role of motivation. Adults' learning. Strategies to broaden knowledge and skills. Learning obstacles and how to overcome them.
Day 2	
105 min	Features of the group: a norm, a position, a status, a role
	Group building.
	Underestimated advantages of a group.
	Nasty group mechanisms.
	Group decision making and related phenomenon.
60 min	Theory and practice of peer-review meetings.
105 min	A group and a task force – learning in groups. Strategies to increase effectiveness of a task force.
120 min	Tutor and his role in a group. How to influence other people. Leadership and management. Problem solving management styles.
120 min	Influence on a group. Change of attitudes. Rules for effective self-presentation. Professional social support for a group.
Day 3	
210 min	Psychological pitfalls in mentoring. Deceptive power of attribution. Appeal of cognitive dissonance. How to prevent the above limitations.
60 min	Reflection on the workshops. Feedback information.
Module II – QI tools and quality cycle.	
Day 1.	
30 min	Course introduction.

	Goals of the School of Tutors. Who are we?
45 min	Peer- review process.
45 min	Group consensus.
30 min	Guidelines role and development.
30 min	Medical audit. External quality control. Internal quality control.
Day 2.	
60 min	Dimensions of QI Quality cycle.
45 min	Decision taking matrix.
45 min	Quality cycle – standard setting.
75 min	Quality cycle – care assessment, sampling and analysis.
90 min	Quality cycle – second assessment and barriers for changes.
75 min	Delphi method – a structured consensus. Delphi experiences of the College of Family Physicians in Poland.
15 min	What did we learn about quality cycle?
Day 3	
45 min	Structure of QI programme.
90 min	Development of the QI programme.
75 min	QI programmes presentation.
30 min	Polish and European experiences in QI. Projects for a homework.
Module III – Evidence Based Medicine	
Day 1	
45 min	Chart assessment.
90 min	Introduction to EBM – part 1.
90 min	Introduction to EBM – part 2.
70 min	Assessment of treatment results – part 1.
Day 2	
70 min	Assessment of treatment results – part 2.
80 min	Risk factors – part 1.
70 min	Risk factors – part 2.
80 min	Diagnostic procedures – part 1.
70 min	Diagnostic procedures – part 2.
70 min	Prognosis – part 1.
15 min	Overview of chart assessment.
45 min	Medical information system.
Day 3	
80 min	Prognosis – part 2.
80 min	Meta-analysis – part 1.
70 min	Meta-analysis – part 2.
Module IV – Research and teaching techniques.	
30 min	Introduction to the course.
90 min	Research – read or conduct it? – part 1
90 min	Research – read or conduct it? – part 2

Day 2	
90 min	Writing a research paper.
120 min	Planning and conducting research projects.
90 min	Presentation at conferences.
60 min	Building the data collection chart.
Day 3	
90 min	In practice education.
90 min	Trainee in a practice. One-to-one teaching.
60 min	Summary of the training module.
Module 5 – Interpersonal communication. Doctor-patient relationship.	
Day 1	
30 min	Introduction to the course
30 min	Introduction to interpersonal communication.
60 min	Lary Rose cycle
60 min	Body language
Day 2	
90 min	Transaction theory. Transfer model. Communication barriers. Empathy.
90 min	Phases of medical history taking – part 1
90 min	Phases of medical history taking – part 2
90 min	Phases of medical history taking – part 3
Day 3	
90 min	Bad news.
90 min	Summary and evaluation of the course.

Poland

QI training programme

Tomasz Tomasik

Title of the training: Quality Improvement in Family Medicine

Type of the training: course

Target Audience: residents (vocational trainee) from the Department of Family Medicine, Jagiellonian University Medical College

General learning objectives:

- Understand the overall philosophy of internal quality improvement
- Be prepared for independent selection of indicators, criteria and setting standards
- Understand the step-by-step process of the quality improvement cycle
- Be able to prepare an improvement plan for individual practice
- Gain knowledge about different quality improvement methods in GP/FM

Brief description of the training:

This two full-day (16 teaching hours) course is obligatory for each postgraduate (vocational) trainee in Family Medicine at the Jagiellonian University. It offers a comprehensive and practical approach to quality improvement in GP/FM but advanced concepts are not within the scope of the course. University teachers who are also practicing family doctors provide it. About 30 trainees participate in each course. The following educational methods are used: lectures, plenary discussions, group and individual exercises. As part of the course, participants are required to prepare a complete quality improvement plan for individual practice in the field of care of patient with diabetes mellitus type2. There is no formal assessment at the end of the course.

Content:

Quality Improvement in Family Medicine

Day 1	
Time	Topic
90 min	Introduction to the course Definition of Quality Improvement in GP/FM External Quality Improvement Internal Quality Improvement Dimensions of quality in primary health care
90 min	Quality Improvement Cycle- QIC (plan, do, check, act) – general description QIC: Selecting topics Consensus method
90 min	QIC: Development of indicators and criteria Setting standards
90 min	QIC: Assessment of care <ul style="list-style-type: none"> - direct and indirect methods - sample selection, data collection and analysis, presentation of results Summary of the first day training

Day 2	
Time	Topic
90 min	Quality improvement methods (concepts and examples) <ul style="list-style-type: none"> - education - changes in practice organization - feedback - accreditation - practice visits - other
90 min	Quality improvements method- continuation Peer-review groups: aims, conditions, structure, planing, functioning
90 min	QIC: Improvement: <ul style="list-style-type: none"> - development of a QI plan - implementing changes in practice
90 min	QIC : Re-assessment: methods, performance Summary of the course, questions, answers, discussion

Slovenia

QI training programme

Marija Petek-Ster

Title of the training: Teaching about quality improvement in specialist training for family medicine in Slovenia

Type of training: Course

Target Audience: Residents of family medicine

General learning objectives:

- To know and understand a theory about measuring and improving quality in health care
- To understand the meaning of quality improvement cycle
- To be able to implement a quality improvement project (based on quality improvement cycle) into daily practice
- To understand the value of clinical guidelines
- To be aware of the fact that our profession is under constant internal and external supervision
- To know the complaint system in our country

Brief description of the training:

This is a two full-day course, which is a mandatory part of specialist training in family medicine in Slovenia. The course is the second one out of 20 courses (modules) during the 24-month ambulatory part of 4-year specialist training in family medicine. The second day of the course is at least 3 weeks apart from the first day. In the meantime, there is a time for homework (eg. assessment of organisation of practice, assessment of quality of management of defined disease).

The providers in this course are university teachers and practice family doctors, who have knowledge and experiences in teaching. About 30 to 35 residents participate in the course, which takes place once or twice a year.

The following teaching methods are used in this course: lectures, small group work, plenary discussions, individual exercises, and homework assignments. Feedback is the main evaluation method – all residents who do their homework on a required level complete the course successfully. The homework is consisted of two parts: quality improvement project based on quality improvement cycle and assessment of quality of practice organisation. There is not any formal assessment at the end of the course.

The necessary equipment is computer, flow-charts, lectures and literature (on the web page, printed materials, booklets). The costs of the faculty and facilities are covered by Medical Chamber of Slovenia, which is responsible for specialist training in Slovenia.

Content

Teaching about quality improvement in specialist training for family medicine in Slovenia

Day 1	
Time	Topic
60 min	Introduction to the course Description of quality improvement How to measure quality of care How to improve quality of care (quality cycle)
60 min	Quality cycle – explanations, based on an example of a patient with hypertension
60 min	The value of clinical guidelines for the quality of care
120 min	Presentation of guidelines for different common conditions in primary care (lower urinary tract infections, migraine, pneumonia, antiaggregation therapy)
60 min	Homework assignment – how to assess quality of a practice organisation
30 min	Final remarks and conclusions

Day 2	
Time	Content
240 min	Presentation of guidelines for different common conditions in primary care (chronic pain, asthma, depression, osteoporosis, chronic back pain)
60 min	Complaint system: interactive presentation based on prepared clinical cases
60 min	Internal and external supervision – self-supervision and different forms of external control in health care
120 min	Presentation and assessment of the homework assignment: presenting quality improvement projects and discussion about obstacles related to practice organisation Summary of the course, questions, answers, discussion Evaluation of the course using evaluation form

Slovenia

QI training programme

Marija Petek-Ster

Title of the training: Management of diabetes in primary care – implementation of the clinical guidelines

Type of training: CME

Target Audience: Family doctors

General learning objectives

- To know and understand the value of guidelines for quality improvement
- To become familiar with clinical guidelines for diabetes
- To understand that organisation of care is one of the most important issues in management of patients with chronic diseases
- To be aware that patients' education is inevitable part of management of diabetes
- To recognise that good communication between different profiles of health care workers, patients and politicians and coordination of care between the different levels of health care is necessary to stop the epidemics of diabetes

Brief description of the training

This is one full-days course, which is optional for all family doctors in Slovenia as CME. The course is a part of the group of courses about the management of patients with chronic diseases. The courses are organised in different regions of Slovenia and are free of charge for the family doctors.

This course offers a comprehensive and practical approach to the management of patients with diabetes in primary care. Getting advanced knowledge and skills about clinical management of diabetes in daily practice is not within a scope of the course.

Clinical specialists and family doctors, who have knowledge and experiences in diabetes care, provide the course. Most of teachers have academic experiences. About 50 to 60 family doctors participate on the course, which takes place at least twice a year.

The following teaching methods are used: lectures, plenary discussions, and problem-based learning based on prepared clinical cases. Presentation of clinical cases also includes multiple-choice questions about the important elements of care. Participants can answer these questions using voting system. After the votes, the teacher discusses with the participants about the presented answers. Based on the feedback, we can identify possible problems with the understanding of guidelines or their implementation into the clinical practice. There is not any formal assessment at the end of the course.

The necessary equipment is computer, flow-charts, lectures and literature (on the web page, printed materials, booklets). The costs of the faculty and facilities are covered by Medical faculty.

Content

Management of diabetes in primary care – implementation of the clinical guidelines

Day 1	
Time	Topic
60 min	Introduction to the course The value of clinical guidelines for the quality of care
60 min	Clinical guidelines about diabetes
120 min	The novelties in the management of diabetes: evidence-based medicine in the care for diabetic patients
60 min	Organisation of the management of patients with diabetes in primary care
60 min	The value of patient education in the management of diabetes
60 min	National program on diabetes – the value of coordinated care for diabetic patients to stop the epidemics of diabetes
60 min	Clinical cases: implementation of guidelines in every day practice

The Netherlands

QI training programme

Katarzyna Czabanowska

Title of the training: Opleiding HKZ: Vooruitgang en verbetering kwaliteit met HKZ certificering (HKZ Education: Progress and improvement in quality certification HKZ)

Type of the training: HKZ (Harmonization of Quality Assessment in Healthcare) Certification course, 6 days

Target Audience: Managers, policy officers, staff officers and quality managers

General learning objectives:

- Develop a whole plan for HKZ certification in the Netherlands.
- Understand the function and content of HKZ in combination with practical examples.
- Review responsible care standards and best practices.
- Understand patient-centered care.
- Learn about streams of care and patient flow
- Develop of managerial skills and qualifications.

Brief description of the training:

This training is designed to prepare participants and their organizations for HKZ certification based on basic principles and contemporary insights in quality management and patient-oriented care. HKZ certification focuses on improving quality, demand-oriented care, standards appropriate care, Life Care Plan and Early Childhood Development, reducing costs, and improving reliability. Training consists of 6 days of intensive lectures and seminars in small groups (up to 5 people), which discuss the participants' own organization and processes. Participants should bring their own equipment including data, annual plans, cases, and documentation. At the end of the training, participants will have everything they need to obtain HKZ certification including tools, tips, and a customized roadmap to certification and quality management.

Training is designed for 5 individuals from a single organization. Classes take place numerous times per year and are spread out across three months (2 classes per month) in Sliedrecht, the Netherlands.

Content:

**Opleiding HKZ: Vooruitgang en verbetering kwaliteit met HKZ
certificering (HKZ Education: Progress and improvement in quality
certification HKZ)**

Day 1: Basic Principles and Quality Management

- History of quality
- Quality systems and principles
- Formation process
- Schools and basic principles

Result: Application Method for your organization

Day 2: Process

- Rules for process
- Application process
- Process descriptions

Result: Set quality for your organization

Day 3: Application process

- Analysis of the processes of your organization
- Developing your organization's processes
- Design quality for your organization

Result: Process descriptions and design handbook

Day 4: Application HKZ your processes

- Theoretical background HKZ
- Interpretation of the standard
- Application rules HKZ
- Pitfalls and possibilities

Results: Knowledge of HKZ

Day 5: Monitoring and Performance Indicators and Standards responsible care

- Working with databases of your processes
- Analysis of output processes
- Manageability of processes

Results: Performance of your processes

Day 6: Certification

- Implementation HKZ
- Design and implementation of quality
- Certification audit

Result: Plan for certification

The Netherlands

QI training programme

Katarzyna Czabanowska

Developer and provider of the training: Nederlands Huisarten Genootschap

Title of the training: Werken met Verbeteringsplannen (Working with Improvement)

Website: <http://nhg.artsenet.nl/scholing/Praktijkondersteuning-5.htm>

Type of the training: Workshop, 1 day

Target Audience: General practitioners, practice assistants and practice nurses.

General learning objectives:

- Prepare and implement a concrete improvement plan.
- Work according to the quality circle.

Brief description of the training:

This one day workshop focuses on the identification of viable areas of improvement and the development of a concrete improvement plan with likely inhibiting and supporting factors mapped. Participants will end with a plan they can directly apply to their own practice. The course is available by appointment only. Cost, group size, location, and level of instruction are all determined by the participants when scheduling the training. The workshop is lead by an NHG-trained trainer and accredited for 3.5 hours.

Content:

This course teaches a system of preparing and implementing an improvement plan when working according to the quality circle. Seven steps will be distinguished. This course will teach you how to identify viable areas for improvement and create responsible plans following the improvement steps of the quality circle. Participants return home with a

concrete improvement plan that is directly enforceable with likely inhibitors and facilitators mapped out.

For more information contact Sylvia Vroman, secretary of NHG-section Advisering en Scholing (s.vroman@nhg.org, tel. 030-282 35 57).

[De systematiek van het opstellen en uitvoeren van een verbeteringsplan sluit aan bij het werken volgens de kwaliteitscirkel. Daarin worden zeven stappen onderscheiden. In deze cursus leert u hoe u haalbare verbeteringspunten kunt identificeren, en verantwoord verbeteringsplannen kunt opstellen volgens de stappen van de kwaliteitscirkel. U gaat naar huis met een concreet verbeteringsplan dat direct uitvoerbaar is, en waarvan de te verwachten belemmerende en bevorderende factoren in kaart zijn gebracht.]

The Netherlands

QI training programme

Katarzyna Czabanowska

Developer and provider of the training: CBO: Opleidingen voor de zorgprofessional

Title of the training: Inspiratie voor implementatie (Inspiration for Implementation)

Website: <http://www.cbo.nl/algemeen/KwaliteitsAcademie-Nederland/Trainingsaanbod/Inspiratie-voor-implementatie/>

Type of the training: Workshop, 1.5 days

Target Audience: Care professional, executive, policymaker quality officer, or organizer for improvement in your practice.

General learning objectives:

- Evaluate the current quality of care and determining areas for improvement.
- Understand models for implementing quality improvement.
- Understand how the culture of an organization can be changed.
- Use measurement and feedback tools.
- Integrate professional quality into practice.
- Learn about current national programs and project that might be relevant and interesting.

Brief description of the training:

The training gives participants concrete tools to address the implementation of quality improvement and safety, measurement indicators, and organizing QI collaborations. Through interaction with experts and other participants, each individual works on a private implementation plan to take back to their practice. After the training, participants can organize a successful improvement project, understand their options for connection to rural activities and regional partners, and assess the quality of their own QI plans.

The training takes place for one day with a follow up half day in Utrecht with 15-30 participants. Participation fee is € 695 per person (includes lunch and course materials).

Content:

- Quality of care improvement: What is the current state of care in my institution? How do I work with specific objectives and how can I measure the quality or effect?
- Models of implementation and dissemination of quality improvement: What is deployment? What strategies and tools are available? And how can I get down to a practical example to implement?
- Improve Culture: How do we create a culture of continuous improvement in a department or organization so that our rapid response can be improved?
- Integral professional quality: How can we develop and modify several quality instruments? How do I achieve integrated professional quality as a priority?
- Measurement and feedback: Use of a measuring system of regular feedback.
- Timeliness: This workshop also provides an overview of national programs and projects that might be relevant and interesting.

After the training:

- Can be based on an own goal or project to answer the question: How do I implement a good example and organize a successful improvement project?
- Know your options for connection to rural activities, programs, photographs or regional partners.
- Improvement tips.
- You will have an assessment on your own plan.

Denmark

QI training programme

Tina Eriksson

Title of the training: Training in diabetes care in GP for the practice team based on own practice quality data

Type of the training: Diabetes course for GPs and practice staff (all clinical staff, also secretaries)

Target Audience: General practitioners, practice staff

Developer and provider of the training: Danish Association of GP (PLO), DAK-E (Danish Quality Unit of GP)

General learning objectives:

To ensure that the practice teams achieve the following:

- Updated clinical knowledge on diabetes care including the shared care and care pathways aspects.
- Ability to analyse own quality data and select focus areas that may lead to measurable quality improvement.
- Updated internal common written clinic guidelines on:
 - Diabetes treatment in the clinic
 - Division of tasks and responsibilities within the practice team
 - Internal care pathways within the clinic

Content:

Training in diabetes care in GP for the practice team based on own practice quality data

Time		Content – a start-up AM course with an external facilitator	
8.00-8.30	30 min	Introduction	Facilitator
8.30-9.00	30 min	Brief update on the latest evidence in diabetes treatment	Practice team member
9.30-10.00	30 min	Discussion in practice team consulting own data – are your practice team following last evidence?	Facilitator leads discussion
10.00-10.15	15 min	BREAK	
10.15-10.30	30 min	Collaboration parties in practice area – who are they, when to refer, how to secure patient pathways	Practice team member
10.30-11.00	30 min	Discussion/planning in practice team: Diabetes shared care - when to refer, how to secure good treatment for problem patients	Facilitator leads discussion
11.00-11.30	30 min	The Danish colleges diabetes guideline and implementation in the practice – brush up of the internal guideline	Practice team member
11.30-12.00	30 min	Practice teams work on their internal diabetes guideline and its implementation (tasks, responsibilities, time plans, next meetings, follow ups)	Facilitator leads discussion
12.00-12.30	30 min	LUNCH & EVALUATION	

Denmark

QI training programme

Tina Eriksson

Title of the training: Quality Improvement of Hypertension Treatment Family Practice Medicine

Type of the training: course

Target Audience: General Practitioners and practice nurses at the annual educational week for family Practices “Lægedage”

General learning objectives:

- Update of the knowledge base of handling of hypertension in GP/FM
- To identify Quality problems in practices hypertension treatment on basis of own data and plan improvement
- Implementation of the hypertension guideline of the Danish College of GPs into the clinics – make your own guideline
- Improvement plans in own practice – set goals
- Plan of teaching of the rest of the practice team after return to the practice

Brief description of the training:

This full-day (4,5 teaching hours) course was offered practice teams at the annual training week for GPs; “Lægedage”. More than a 3rd of the GPs attend one or more days of courses in that week together with staff members.

Hypertension treatment has improved in Denmark over the last 10-15 years, but there are still room for improvement.

It is advised that more than one member of the practice team attend the course together GPs and bring:

1. the latest quality report on the quality of their Hypertension treatment report (please see http://sentinel.finnsen.dk/demo_tilbage meldinger/engelsk/blodtryk_sygdomme/index.html for an example of a report) and

2. description of 1-2 typical problem patients with hypertension from the practice of each attender
3. the internal guideline on diabetes handling from the attenders own clinics

Content:

**Quality Improvement of Hypertension Treatment Family Practice
Medicine**

Time		Topic	Responsibility
9.00-9.30	30 min	<i>Introduction to the course</i>	Course leader
9.30-10.00	30 min	<i>Update on the latest evidence in Hypertension treatment</i>	Expert
10.30-11.00	30 min	<i>Discussion in groups consulting own data – are your practice team following last evidence?</i>	Process expert leads
11.00-11.30	30 min	Coffee break	
11.30-12.00	30 min	<i>Hypertension problem patients</i>	Expert
12.00-12.30	30 min	<i>Group work: Discuss practices problem patients</i>	Process expert leads
12.30-14.00	90 min	Lunch	
14.00-14.30	30 min	<i>The hypertension guideline – brush up</i>	Expert
14.30-15.00	30 min	<i>Practice teams work on implementation of the guideline in their clinic on the basis of examples of functioning internal guidelines from other GP clinics of different composition</i>	Process expert
15.00-15.30	30 min	Coffee break	
15.30-16.00	30 min	<i>How to make and follow an improvement plan – and how to teach the rest of your teams – presentation of a possible teaching scheme for the attenders to use on their practice</i>	Course leader
16.00-16.30	30 min	<i>Practice teams work on their improvement plan and on the teaching scheme in the practice</i>	Process expert
16.30-17.00	30 min	Evaluation and goodbyes	Course leader

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