Australia’s most comprehensive quality improvement lead training program targeted at clinicians -
led by health industry experts
Ms Bernie Harrison, Director Improvement Academy. Bernie has more than 30 year’s experience in health care, with 15 years as a practitioner and expert in Quality Improvement.

ACHS Offerings:
→ NSQHS Standards (second edition) ‘Planning For Success’
→ Quality Improvement Lead Training Program - Enhancing Patient Safety
→ Executive Masterclass: Responsibilities of Boards and Executives for Quality and Safety under the ACSQHC Clinical Governance Framework
→ Quality Tools workshops
→ RCA workshops
→ Open Disclosure workshops

Introduction
The ACHS Improvement Academy was created to provide contemporary training programs that meet the needs of a dynamic and complex healthcare system in the Asia Pacific region.

For more than four decades, ACHS has had a defining role in the identification and promotion of quality and safety as critical components of a highly functioning system.

The ACHS Improvement Academy continues this legacy as it provides a strong role in developing and furthering the training opportunities in quality improvement and patient safety for the Australian and international healthcare workforce.

Central to this ambition is the ‘lead level’ program which is designed to increase the capability of senior clinical leaders and managers to drive capability of health systems, and secondly, to continually improve services for patients and their families for the six domains of quality: Access | Efficiency | Effectiveness | Safety | Consumer focus | Appropriateness

What we offer
The Improvement Academy (IA) offers training at the level of ‘Lead’, ‘Practitioner’ and ‘Foundation’ programs in quality improvement and patient safety. This is in addition to providing training in the Australian Commission for Quality and Safety in Healthcare National Safety and Quality Health Service Standards (NSQHS) second edition.

The Quality Improvement Lead - enhancing patient safety (QIL) training program is a 12 month program based on international best practice in quality and safety competencies. The program is provided by an Australian-based faculty who are recognised internationally as experts in the field of quality and safety. The program is run over 12 months.

This is the fourth year of an Australian based program. The advantage of this is reduced cost in terms of time and money. In addition the content is customised for the Australian health context. In addition, this program can be customised for the Asia Pacific health context.

This Lead Level program has proved very popular and since the launch of the Academy in March 2016, the IA has held a number of lead training programs with 226 attendees. More than 100 completed projects have been finalised, which will certainly make a difference to patients and their families. They have included topics such as:
→ improving team work in the emergency department,
→ reducing falls in a medical ward,
→ improving medication safety,
→ improving pain management following fractures,
→ closing the loop for families following RCA through improving linkages to open disclosure,
→ improving assessment processes for residential detoxification,
→ improving emergency call processes,
→ improving the reliability of follow-up of test results,
→ connecting patient-centred care to patient safety goals and improving supportive cancer care.
Capability building in Quality and Safety

The ACHS Improvement Academy through its programs, offers opportunities for capability building in quality improvement to drive patient safety and reliable care delivery. We are keen to partner with organisations who want to build capability in improvement expertise. We have a suite of programs that will enhance the work of organisations in their drive to improve health care services.

What capability building does your organisation require?

Quality Improvement Lead (QIL) training program - Enhancing Patient Safety

QIL Making a Difference

The Quality Improvement Lead Training Program - enhancing patient safety (QIL) has been designed for senior staff within healthcare organisations who lead quality improvement and patient safety activities including but not limited to:

→ patient-based care and co-design
→ prospective design redesign of care processes to reduce patient harm
→ Implementation of recommendations from sentinel event review
→ prevention of adverse events
→ reduction in clinical variation
→ improved access to services
→ new models of care particularly for chronic and complex disease management across continuums of care

This 12 month program provides practical skills and theories that can be translated back into the workplace to improve clinical care processes. This program also includes key clinical governance concepts from the NSQHS Standards Second Edition: consumer engagement, and the new assessment framework; Process Improvement Consumer Monitoring, Reported, Systems (PICMoRS)

The QIL program is being offered as either a public or a custom training program for an individual hospital and health service. The IA has successfully completed a full QIL program for Austin Health in Melbourne (2018) and is currently conducting Lead training for Central Adelaide Local Health Network in SA (2018 - 2019) and the Women and Children’s Hospital Network in SA.

Course Objectives include the development of skills and understanding in:

→ International and Australian best practice in quality and safety
→ Quality improvement science
→ Quality improvement tools
→ Human Factor, Reliability Science and Failure Modes and Effects Analysis (FMEA)
→ Measurement for improvement, statistical process control charts
→ Microsystem change and Plan Do Study Act (PDSA)
→ Patient/consumer engagement and co-design
→ Change management, spread and sustainability
→ Improvement teams and project management
→ Leadership and high performing teams
→ Governance responsibilities for Quality and Safety

Project based

All registrants are required to undertake a work-based improvement project using their learnings from the course. The assessment includes a 15-minute oral presentation and the completion of 500 word abstract.

ACHS certificate of completion

This is a ‘Lead Level’ 12 month program which consists of four sets of two day modules which are held face to face. In addition there is email and webinar support offered to participants over the 12 month period. Participants are required to have full attendance of all modules. All attendees in this program will qualify for continuing professional development hours, as required by their respective National Board, which is necessary for ongoing registration with the Australian Health Practitioner Regulation Agency (AHPRA).
Improvement Academy Curriculum Framework

The ACHS Improvement Academy draws on the expertise of international best practice in curriculum frameworks for quality and safety education. This allows healthcare organisations to identify gaps in their staff’s skills level and knowledge and then build up the desired levels of innovation and improvement capability to drive patient safety and overall service improvement. This model focuses on three levels of capability building, as seen below:

- **Lead level**
  - The Lead group are employed in roles within organisations to lead change and improvement. Courses include:
    - Quality Improvement Lead training program - *Enhancing Patient Safety*
    - Executive Masterclasses: Responsibilities of Boards and Executives for Quality and Safety under the ACQHC Clinical Governance Framework
    - RCA workshops
    - Open Disclosure workshops

- **Practitioner level**
  - This level is applicable to middle managers with direct responsibility for patient care. Courses include:
    - Root Cause Analysis workshops
    - NSQHS (second edition) ‘Planning For Success’
    - Quality Tools workshops
    - Quality Improvement Lead training program
    - Clinical Indicators
    - Open Disclosure

- **Foundation level**
  - All staff working in healthcare settings who should have a raised awareness of principles that underpin quality improvement to drive patient safety. Courses include:
    - NSQHS (second edition) ‘Planning For Success’
    - Root Cause Analysis workshops
    - Quality Tools workshops

(Adapted from the Health Foundation - Inspiring Improvement: Building Capability to improve safety. Event Report, August 2014)

Working with the Improvement Academy

There are two main ways you can access Improvement Academy training programs:

1. Attend training which is offered to any health care professional as a ‘public training’ program. We offer our programs across all capital cities in Australia and in some international cities.
2. You may request a quote for a ‘custom training’ program through the Academy for your own facility or for a group of facilities. This is where a trainer will come onsite to a location of your choosing to deliver training for your workforce.

For more information, go to [www.achs.org.au/improvement academy](http://www.achs.org.au/improvement academy)

Contact Details

To Register

For further information about how to register, please contact ACHS Improvement Academy
+61 2 9281 9955 or visit the website at [www.achs.org.au](http://www.achs.org.au)

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