



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa

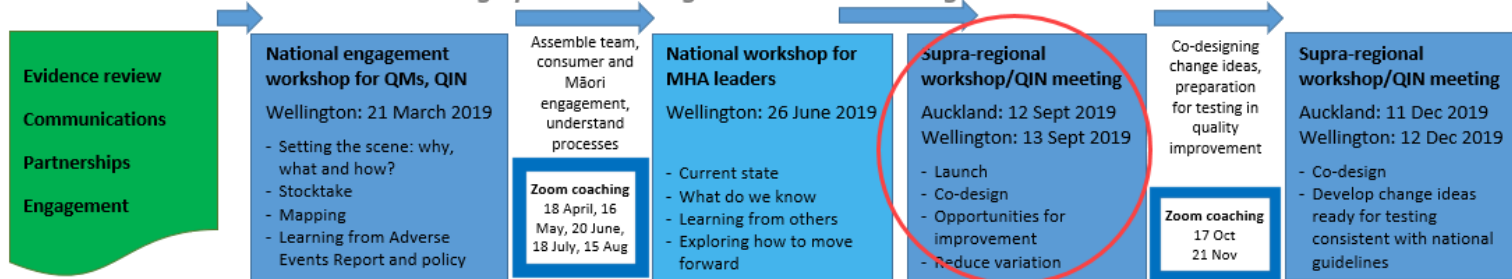
Next steps

Jacqueline Ryan
Project Lead
MHA QIP

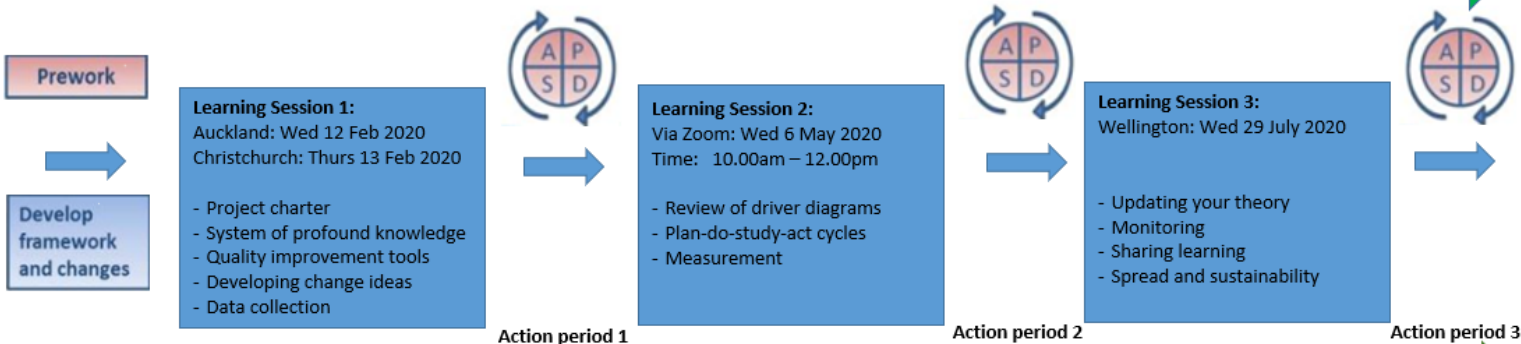


Learning from adverse events and consumer, family and whānau experience project timeline

Te ako mai i ngā pāmamaetanga me te wheako tāngata whaiora me te whānau



Preparatory and co-design phase to establish team, review current processes, consider opportunities for improvement



Six-month quality improvement phase – testing, modifying and implementing change ideas

Learning from adverse events and consumer, family and whānau experience project teams
2019 MHA QIF participants

Learning from adverse events and consumer, family and whānau experience project outcomes:

- Develop a suite of key outcome, balancing and process measures (provisionally by November 2019)
- Support DHBs to produce standardised, simplified processes and protocols for triaging, investigating, reporting, learning from and following up adverse events in MHA services aligned with the National Adverse Events Reporting Policy (by July 2020)

What's next?

- Establish/confirm who is part of your project team
- Develop your elevator pitch
- Plan and do your co-design engage, capture and understand
- Start your project charter documentation
- Participate in the Zoom tutorials 12.00 – 1.00pm on Thursday 17 October and Thursday 21 November
- Prepare for co-design workshop 2 on **Wednesday 11 December** (Auckland) and **Thursday 12 December** (Wellington) – share storyboard of progress to-date, including project team, co-design themes, change ideas, measures, learning to share


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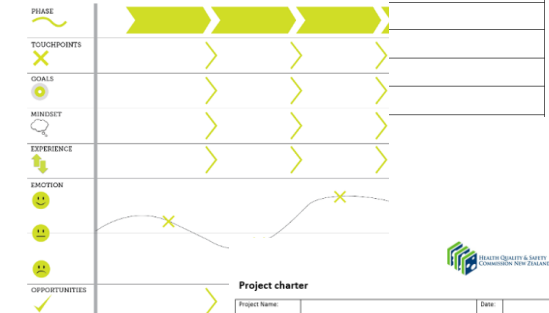
Mental health and addiction quality improvement programme
 Learning from adverse events and consumer, family and whānau experience project
 Te uka me / ngā pāpāwhaitake me te uka me / ngā pāpāwhaitake me te uka me

Please see below for the key project team roles that have been associated with optimising the success of a team's performance and overall improvement effort. Some individuals may have multiple roles.

Who is part of your team? Organisation: _____

Recommended composition of the project team	Name and role
Identified project lead who manages the team and works to achieve the set goals.	
Project sponsor who makes the links between the project and the organisational strategy.	
Critical lead (one with some dedicated time even better).	
Māori health representative (and other ethicists)	

Experience map template



The diagram shows a horizontal timeline with a vertical axis on the left. The vertical axis categories are: PHASE (wavy line), TOUCHPOINTS (X), GOALS (circle), MINDSET (circle with arrow), EXPERIENCE (person icon), EMOTION (smiley faces), and OPPORTUNITIES (checkmark). The horizontal axis represents time, with a yellow arrow at the top indicating the direction. A dashed line with an 'X' and a solid line with a peak and 'X' are plotted across the timeline, representing different experience metrics.

Project charter


Project Name:			Date:	
Sponsor:		Improvement Advisor:		
Team Members:	7 (largest width)			
Strategic Alignment:	State how this project aligns to the organisation's strategy			
Timeframe:	Date start – Date Finish (clearly)			

Project Background

- State the purpose and need for this work.
- Provide background and evidence (data) to describe problem/issue.
- Where is it happening? Where is the opportunity? Who is impacted by it?
- State customer expectations (i.e. what is the target condition that is desired?)

Aim Statement

- Outcome: Who is the main beneficiary and what will they gain?
- Timeframe: What is the time frame (expected dates for key milestones and completion)? Have you been given this or are you setting your own timescales?
- Goal: Can you measure your desired outcome in terms of specific numerical goals?


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Project team...



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Who is part of your team? Organisation: _____

Recommended composition of the project team	Name and role
Identified project lead who manages the team and works to achieve the set goals.	
Project sponsor who makes the links between the project and the organisational strategy.	
Clinical lead (one with some dedicated time even better).	
Māori health representative (and other ethnicities depending on demographics).	
Consumers who have experience in the area (two consumers are considered preferable for support and continuity).	
Family and whānau representation where appropriate (for this project, family and whanau representation will be important, especially in the co-design phase).	
Identify other organisations that may be involved in project e.g. NGOs, PHOs.	
Health professionals (both nursing, medical, allied health).	
Subject matter experts from different professional groups.	

Evaluation form



Te ako mai i ngā pāmamaetanga me te wheako tāngata whaiora me te whānau / Learning from adverse events and consumer, family and whānau experience project
Co-design workshop feedback form

Thursday 12 September 2019, Ellerslie Event Centre, Auckland	(please tick as applicable) <input type="checkbox"/>
Friday 13 September 2019, SPCA, Newtown, Wellington	(please tick as applicable) <input type="checkbox"/>
What worked well?	
What could be improved?	
Any other comments?	

Thank you for your feedback about what you think worked well and what could be improved for next time.