

“Do something about it” Improvement initiatives in Action by Supporting and Training Health Service Staff

DELIVER Showcase
Lorne 2024

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Have you ever wondered

“Is there a
better way to do this”?

Make 2024 your year to lead
positive change in your work area
using proven improvement
approaches to maximise your
success



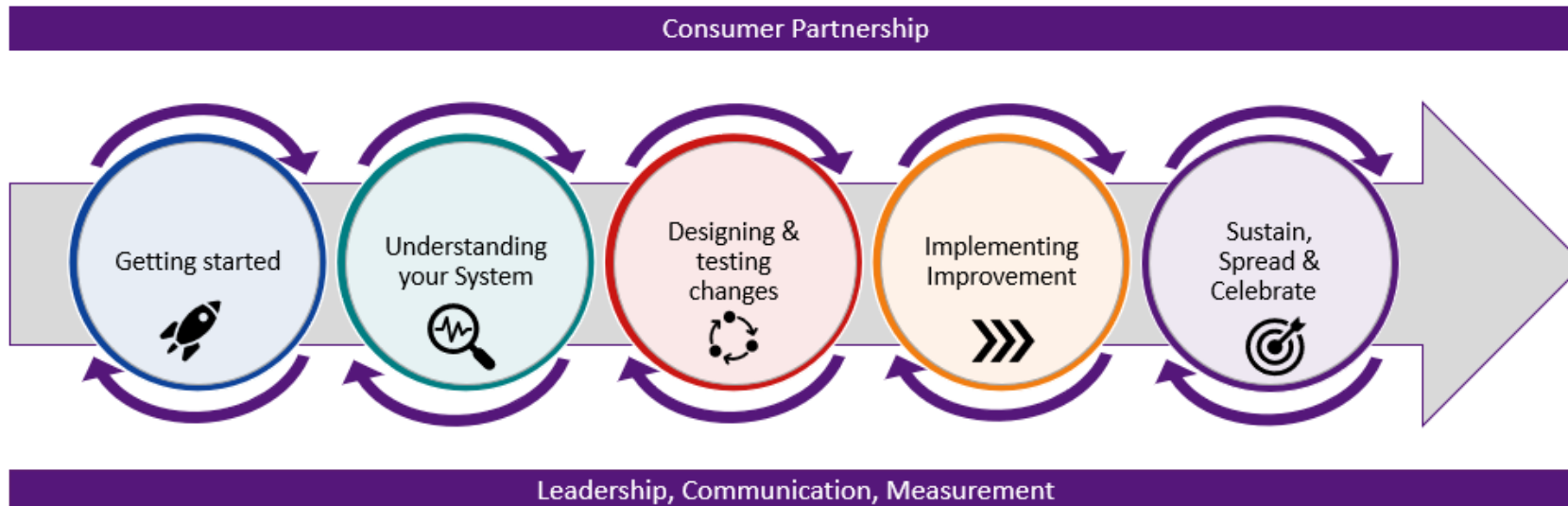
“RE-TRed - Improvement Science in Action”
program can help you find the right solution

**Expressions of interest close
4 March 2024**

Email:
improvementteam@gh.org.au or
visit our SharePoint site

RE-TRed: Resource Efficiency Training using Redesign (RE-TReD)

Re-TRed aims to support staff to use knowledge and experience to make improvements.



1 workshop
(available
online or in
person)

1 workshop
(in person)

1 workshop
(available
online or in
person)

1 workshop
(online, in
person)

1 workshop
(online)

RE-TRed Evaluation Approach

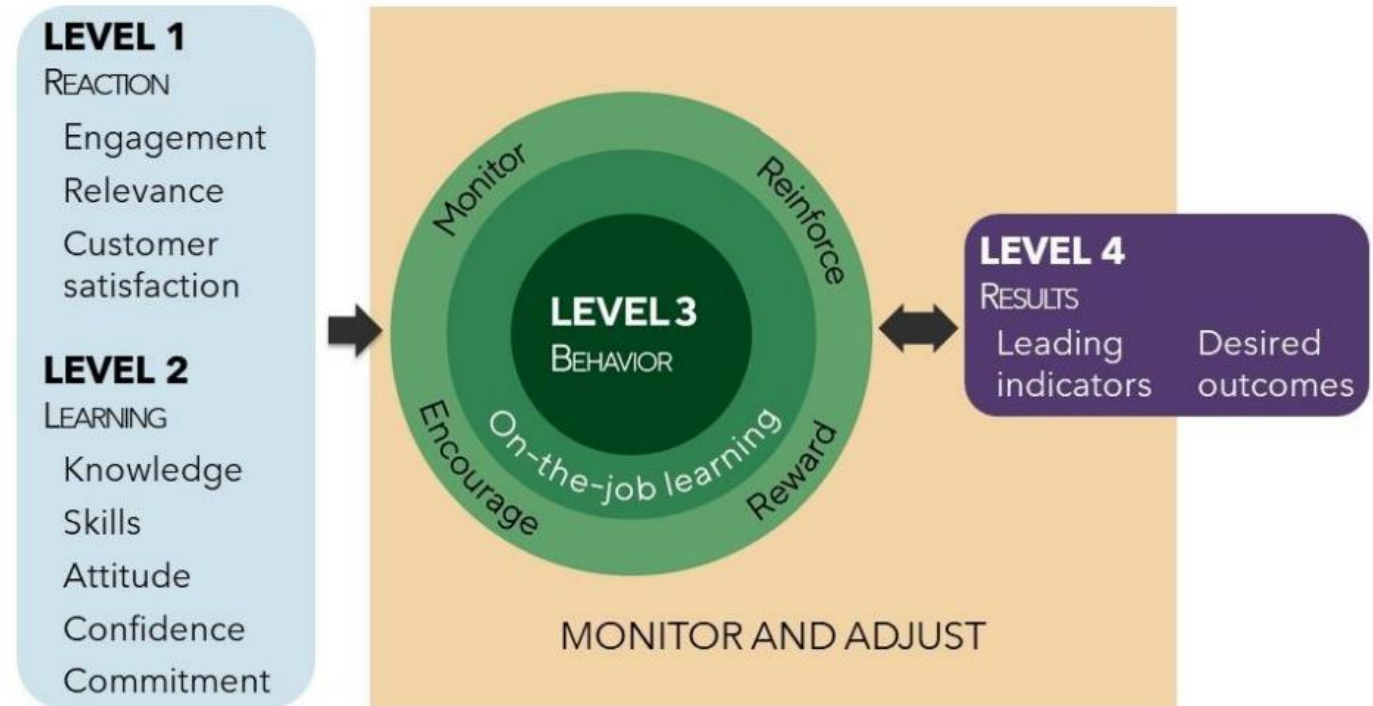
Level 4: “How has the RE-TRed program contributed to improved healthcare by **reducing health resource waste?**”

Level 3: “Have the learnings provided by the RE-TRed program been applied by staff **to improve patient care?**”

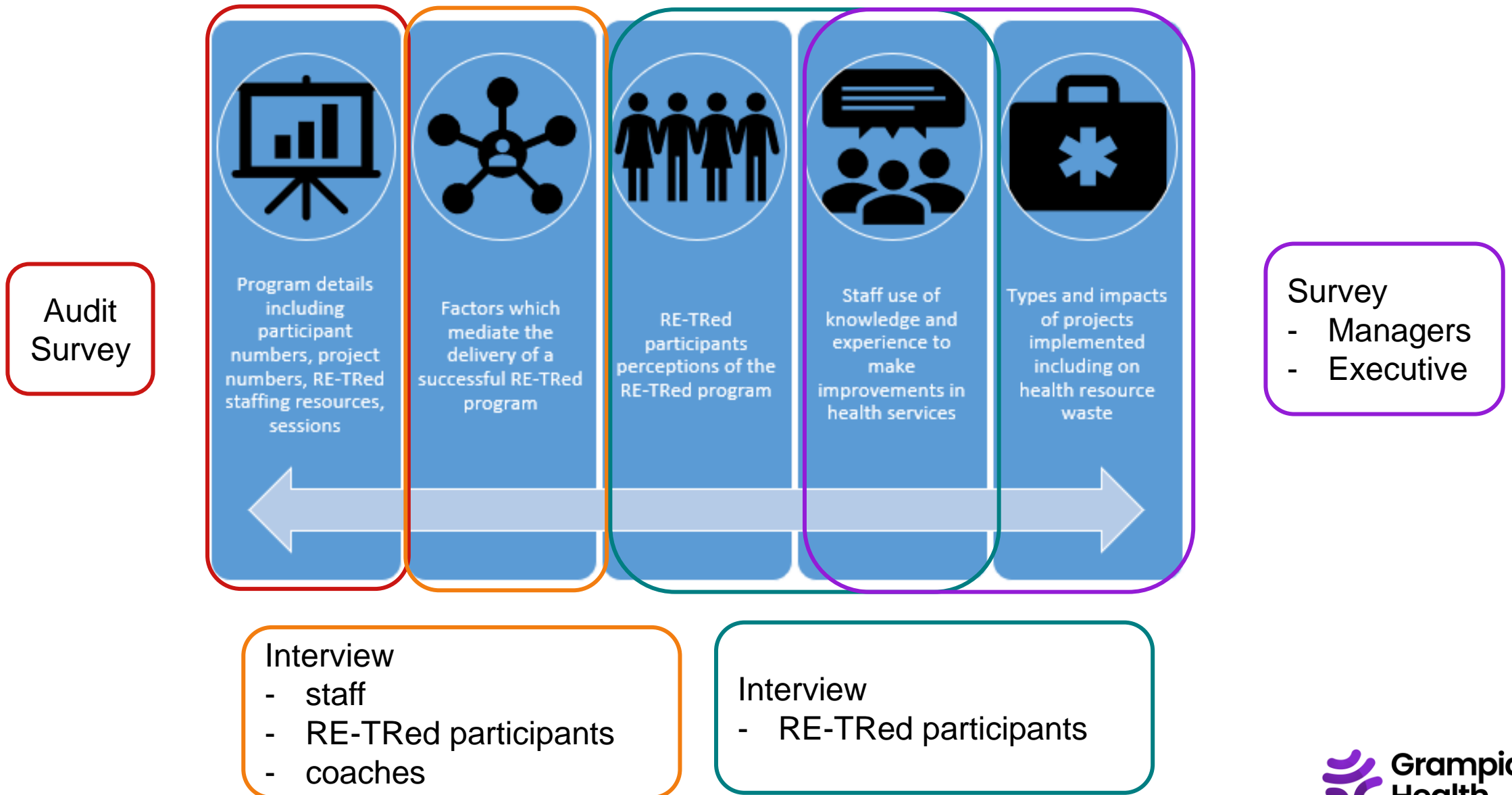
Level 2: “Has the RE-TRed program provided staff with **knowledge and skills** to make improvements that better utilise health resources?”

Level 1: “Did the RE-TRed participants find the program **engaging and relevant?**”

THE NEW WORLD KIRKPATRICK MODEL



Evaluation of RE-TRed: Method



Early Findings

No. of RE-TRed Programs delivered	15
No. of Program Attendees	226
No. of Projects brought to RE-TRed	153
No. of Projects formally recorded in QI system	14
No. of Coaches	13
Range of Units involved	Clinical ~40 Non-Clinical ~12
Interviews Completed	7 (1 other booked)

- RE-TRed provided important knowledge, skills and confidence
 - Journey mapping and auditing
- Most projects needed to be refined in scope
- Project implementation, evaluation or dissemination plans not formally considered
- Most projects not completed during the RE-TRed timeframe – but were implemented eventually
- Networking with other attendees unexpected and beneficial
- RE-TRed seen as a trusted way to get change
- Would be useful if more people in the health service understand QI principles and processes

Next Steps

Describe your understanding of what “quality improvement” means:

- Service improvement using existing evidence
- Improve current service
- Making change to activities that need change or improvement
- Gather data, not as formal as research
- Fast to implement, more supported by staff
- QI translates research into practice for different group of patients

Describe your understanding of what “research” means:

- Do research to improve patient care
- Studying and looking at something new
- Data gathering more formal and complex
- Targeted, Strategic

QI – Challenges

- Too many different people doing too many different things – disillusionment

Research –Challenges

- People shudder when the word ethics is used
- Too much paperwork
- Don't see immediate results – too slow

Significance

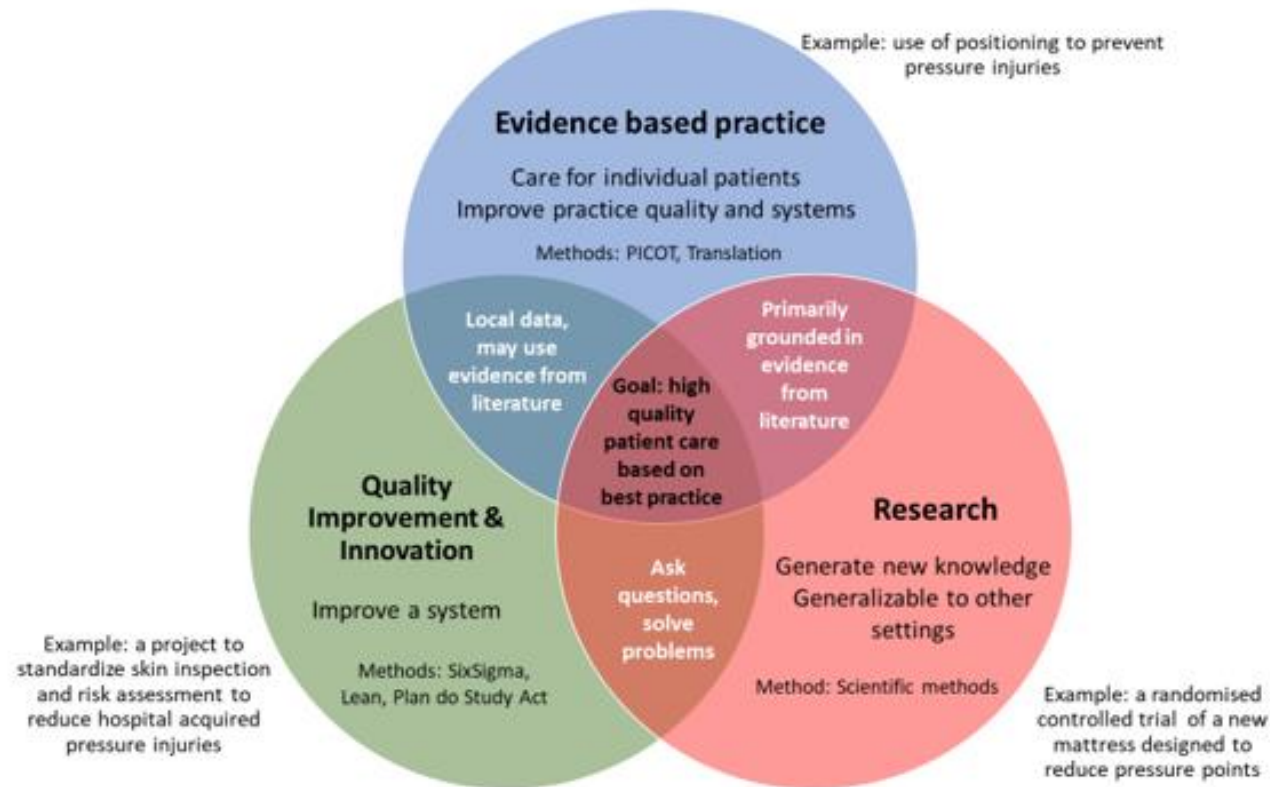


Figure 2: Improvement Decision Making Matrix (adapted from Grys, C. (2022) Evidence-based practice, quality improvement, and research: A visual model.

[doi:10.1097/01.NURSE.0000889812.89287.45](https://doi.org/10.1097/01.NURSE.0000889812.89287.45))

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