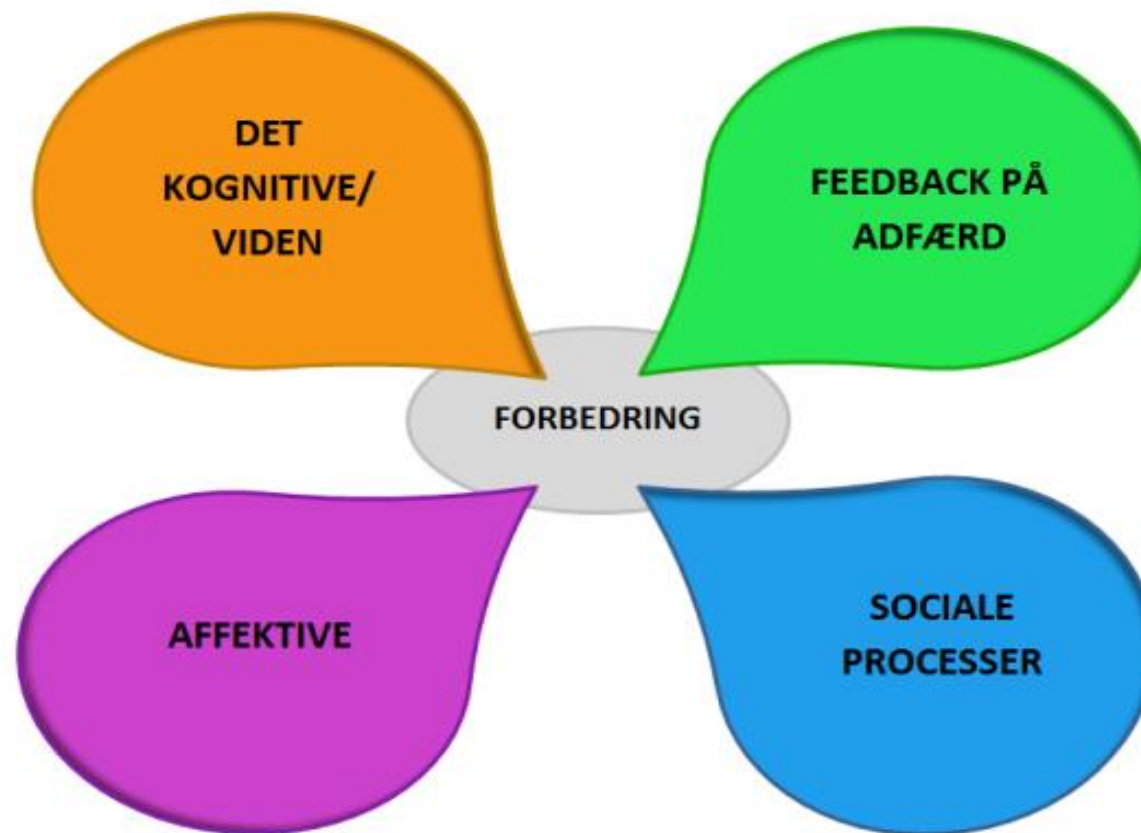
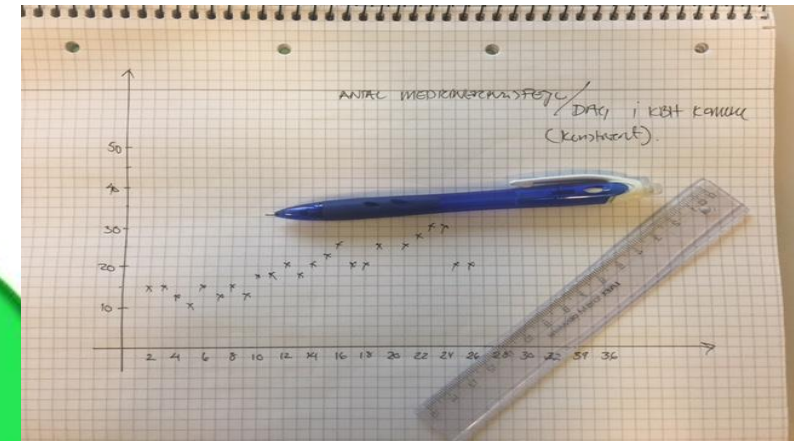
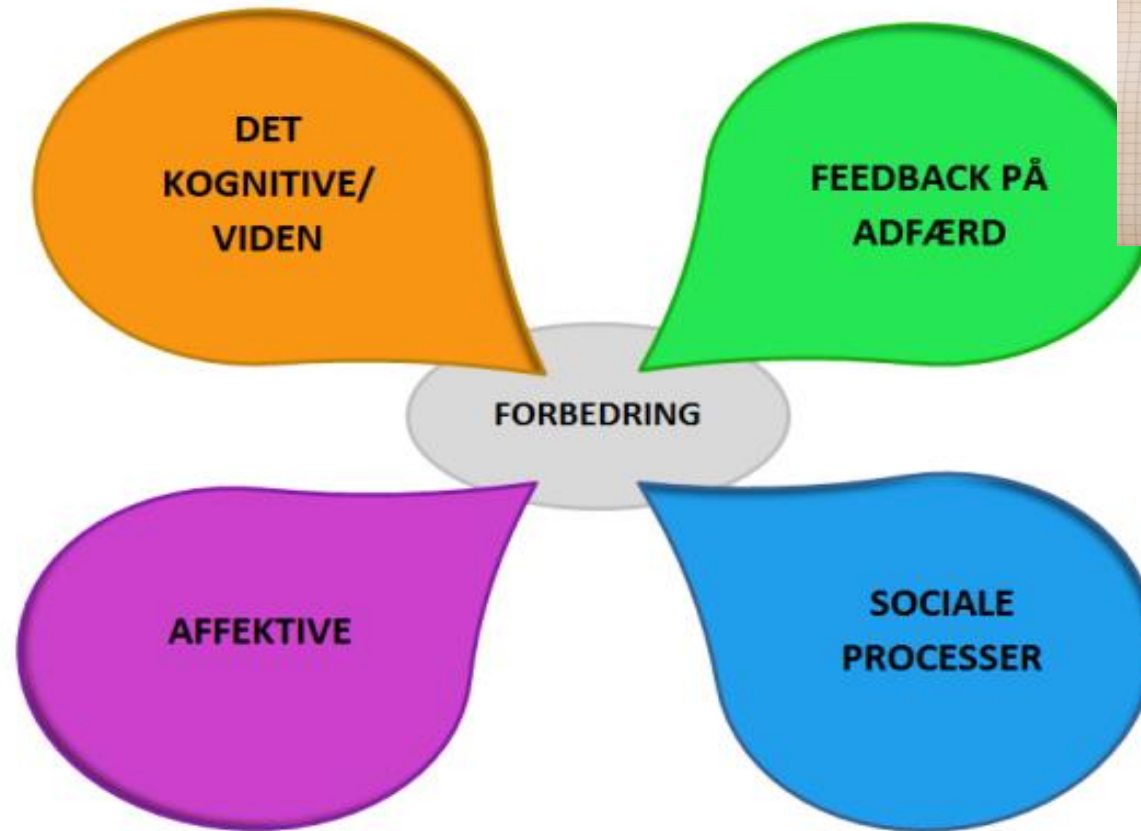
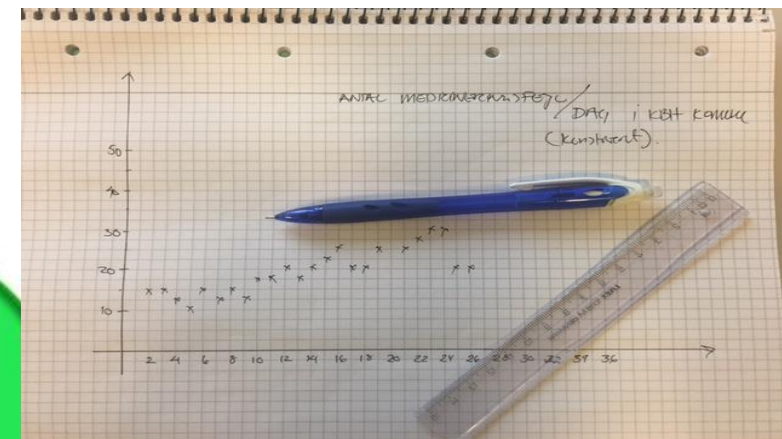
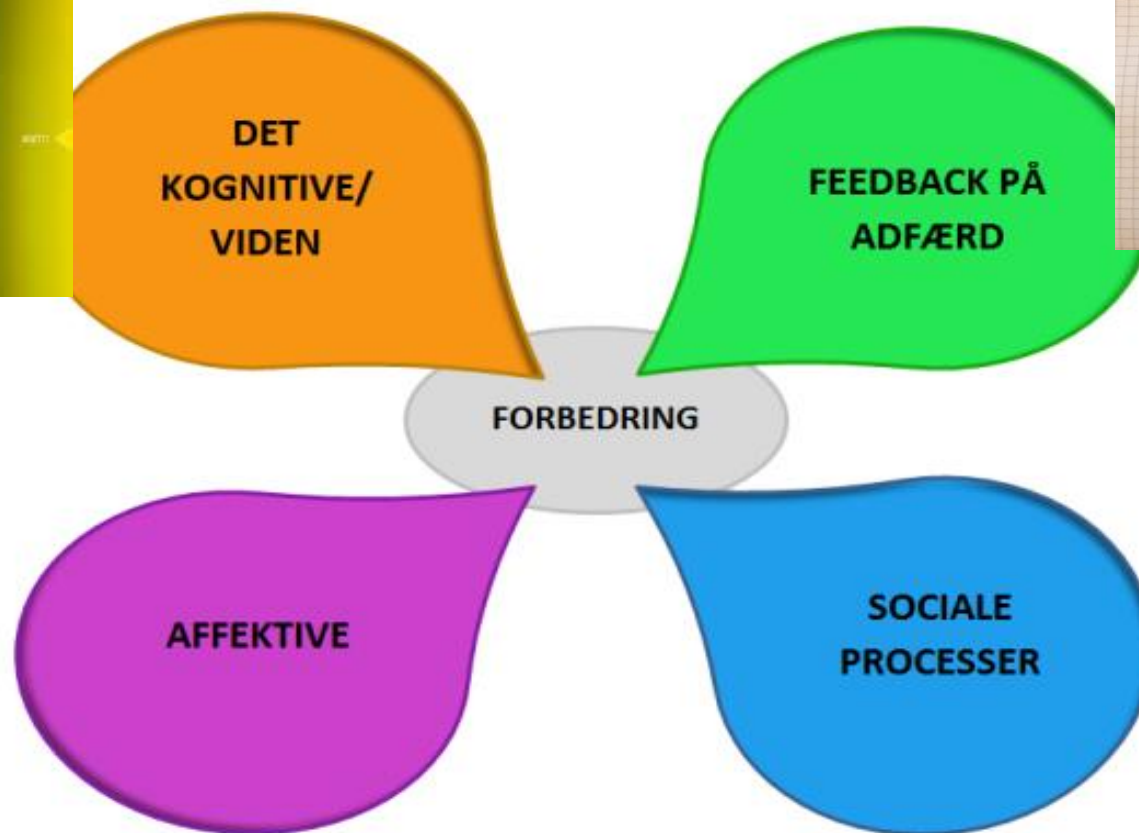


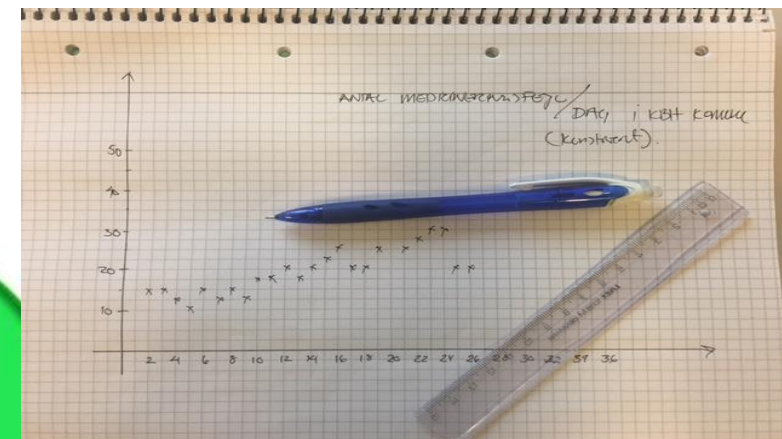
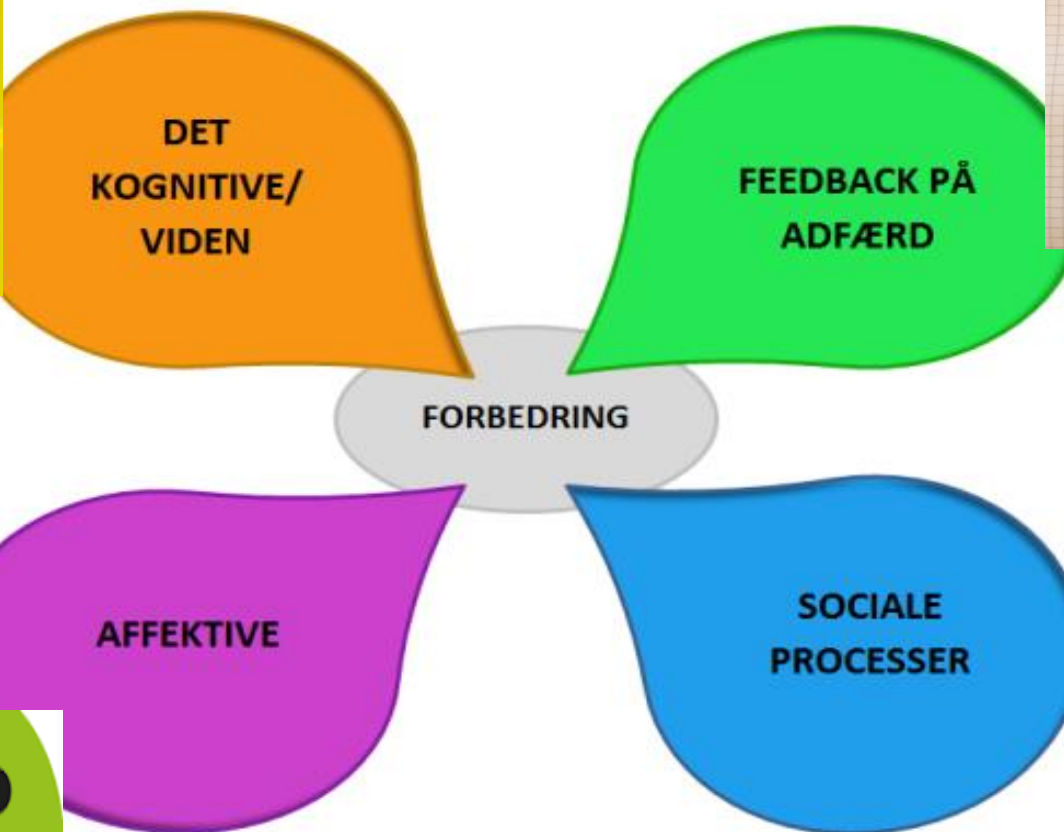
Om at arbejde i forbedringsfællesskaber

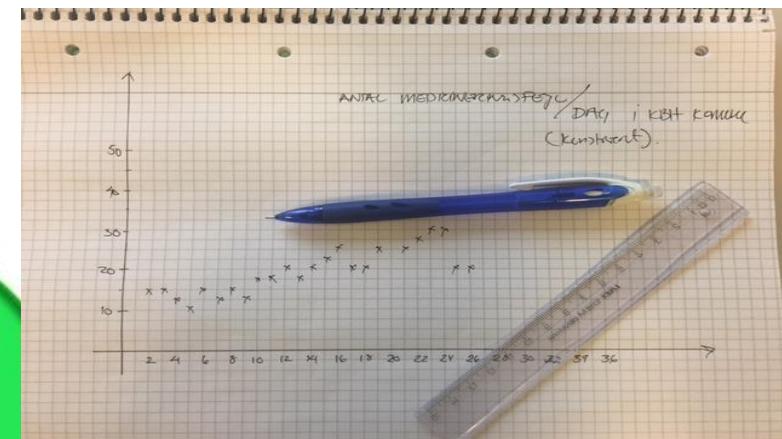
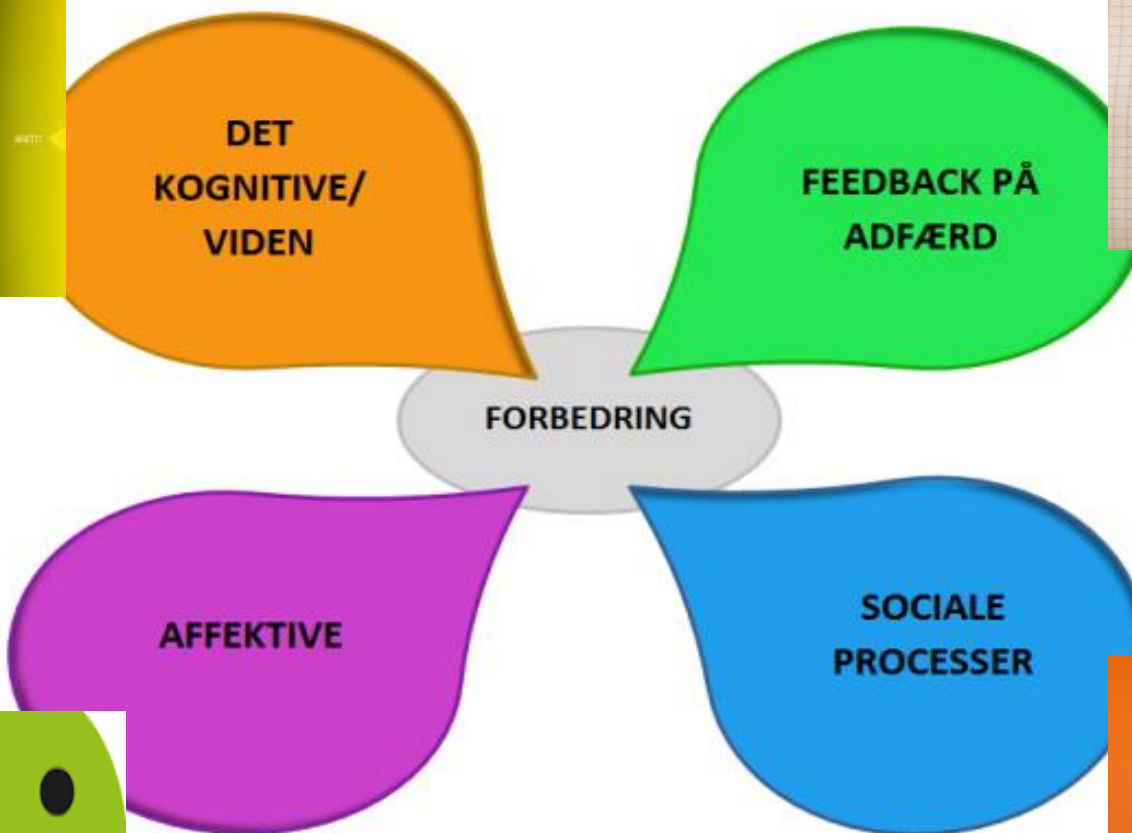
Dorthe Vilstrup Tomsen, Kvalitets- og Udviklingschef, Nordsjællands Hospital











Systematiske tilgange til forbedringsfællesskaber

- Big Room
- MUSIQ
- Organisering i forbedringsspor

Big Room

- Model til forbedringer som involverer alle relevante parter – på tværs af sektorer
- Datadrevet og systematisk
- Patientcentreret

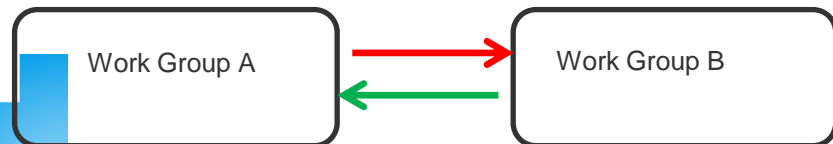
Measuring relational coordination

RC dimensions	Survey questions
1. Frequent communication	How <i>frequently</i> do people in each of these groups communicate with you about [focal work process]?
2. Timely communication	How <i>timely</i> is their communication with you about [focal work process]?
3. Accurate communication	How <i>accurate</i> is their communication with you about [focal work process]?
4. Problem solving communication	When there is a problem in [focal work process], do people in these groups blame others or try to <i>solve the problem</i> ?
5. Shared goals	How much do people in these groups <i>share your goals</i> for [focal work process]?
6. Shared knowledge	How much do people in these groups <i>know</i> about the work you do with [focal work process]?
7. Mutual respect	How much do people in these groups <i>respect</i> the work you do with [focal work process]?

PROCESS:

Relational Coordination
Key

High
Medium
Low



File Startside Templafy skabeloner Indsæt Sidelayout Referencer Forsendelser Gennemse Vis

Templafy Sæt ind Udklipsholder Klip Kopier Formatpense

Arial 22 A Aa F B I U abc x x² A ab A

AaBbCcDd AaBbCcDd AaBbCc AaBbCc AaB AaBbCc AaBbCcDd AaBbCcDd AaBbCcDd AaBbCcDd AaBbCcDc AaBbCcDc

Normal Ingen afst... Overskrift 1 Overskrift 2 Titel Undertitel Svag fremh... Fremhæv Kraftig fre... Stærk

Skift typografier Søg Erstat Marker Redigering



FLOW MEETING



DETAILS			
MEETING DATE		FACILITATOR	
MEETING TIME		LEAD	
LOCATION		NOTE KEEPER	
		TIME KEEPER	
ATTENDEES			

NOTICES

AGENDA TOPICS	PRESENTER	TIME
1.		
2.		
3.		
4.		
5.		

MUSIQ

- **M**odel for **U**nderstanding **S**ucces **I**n **Q**uality
- Score der baserer sig på vurdering af 24 domæner
- Eksterne faktorer, ledelse, faglige kompetencer, forbedringskompetencer, kvalitet af mikrosystem, udløsende faktorer osv.
- Giver god mulighed for at reflektere over forbedringsfællesskabets styrker og svagheder



- All resources
- Pages

The Model for Understanding Success in Quality (MUSIQ)

Share this:

Collection
Identification of the quality issue

Category
Coaching, Tools

Tags
BMJ, Craig M. Froehle, Heather C kaplan, Lloyd P. Provost, MUSIQ, Pete A.

There are lots of factors to do with the context in which you work that will impact on the viability of your quality improvement project. These factors can be grouped in several broad categories: the team working on the project, the microsystem in which they function, local QI support and capacity, the organisation in which you work, and the environment external to your organisation.

The downloadable MUSIQ tool is a way for you to score factors in each domain. It can be completed as an individual team member (usually a project lead) or together with the project team. Once you have filled in the spreadsheet, it will generate a score to help you see where further support may be needed to make your quality improvement efforts more effective. The

musiq-calculator - Microsoft Excel

File Startside Indsæt Sidelayout Formler Data Gennemse Vis

Klip Kopier Sæt ind Formatpensel Udklipsholder

Calibri 11 A A

Ombryd tekst Standard

F K U

Betinget formatering Formater som tabel

Normal God Neutral Ugyldig Advarselstekst Bemærk!

Indsæt Slet Formater

Σ Autosum Fyld Ryd

Sorter og Søg og vælg filter Redigering

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Contextual Factor	Score											
2	External Motivators	0											
3	External Project Sponsorship	0			Total Score								
4	Organizational QI Leadership	0			168	Highest Possible MUSIQ Score							
5	Organization Senior Leader Sponsor	0			120-168	Project has a reasonable chance of success							
6	Organization QI Culture	8			80-119	Project could be successful, but possible contextual barriers							
7	Organization QI Maturity	0			50-79	Project has serious contextual issues and is not set up for success							
8	QI Workforce Focus	0			25-49	Project should not continue as is; consider deploying resources to other improvements							
9	Resource Availability	0			24	Lowest Possible MUSIQ Score							
10	Data Infrastructure	0											
11	QI Team Leadership	0											
12	QI Team Diversity	0											
13	QI Team Subject Matter Expert	0											
14	QI Team Decision-Making Processes	0											
15	QI Team Norms	0											
16	QI Team QI Skill	0											
17	QI Team Physician Involvement	0											
18	QI Team Prior QI Experience	0											
19	QI Team Tenure	0											
20	Microsystem QI Leadership	0											
21	Microsystem Motivation	0											
22	Microsystem QI Capability	0											
23	Microsystem QI Culture	0											
24	Task Strategic Importance to the Organization	0											
25	Triggering Event	0											
26													

Gør forventningerne til teamet meget eksplicite!

Hvem sørger for data til det næste møde?

Hvordan inddrages patienter?

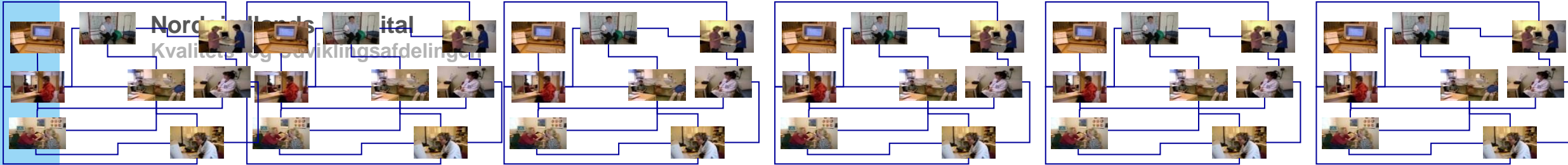
Hvad med mine kolleger i primær sektoren?

Hvordan sikrer vi at alle er med ombord?

Hvordan inddrager vi den viden de har i Kolding?





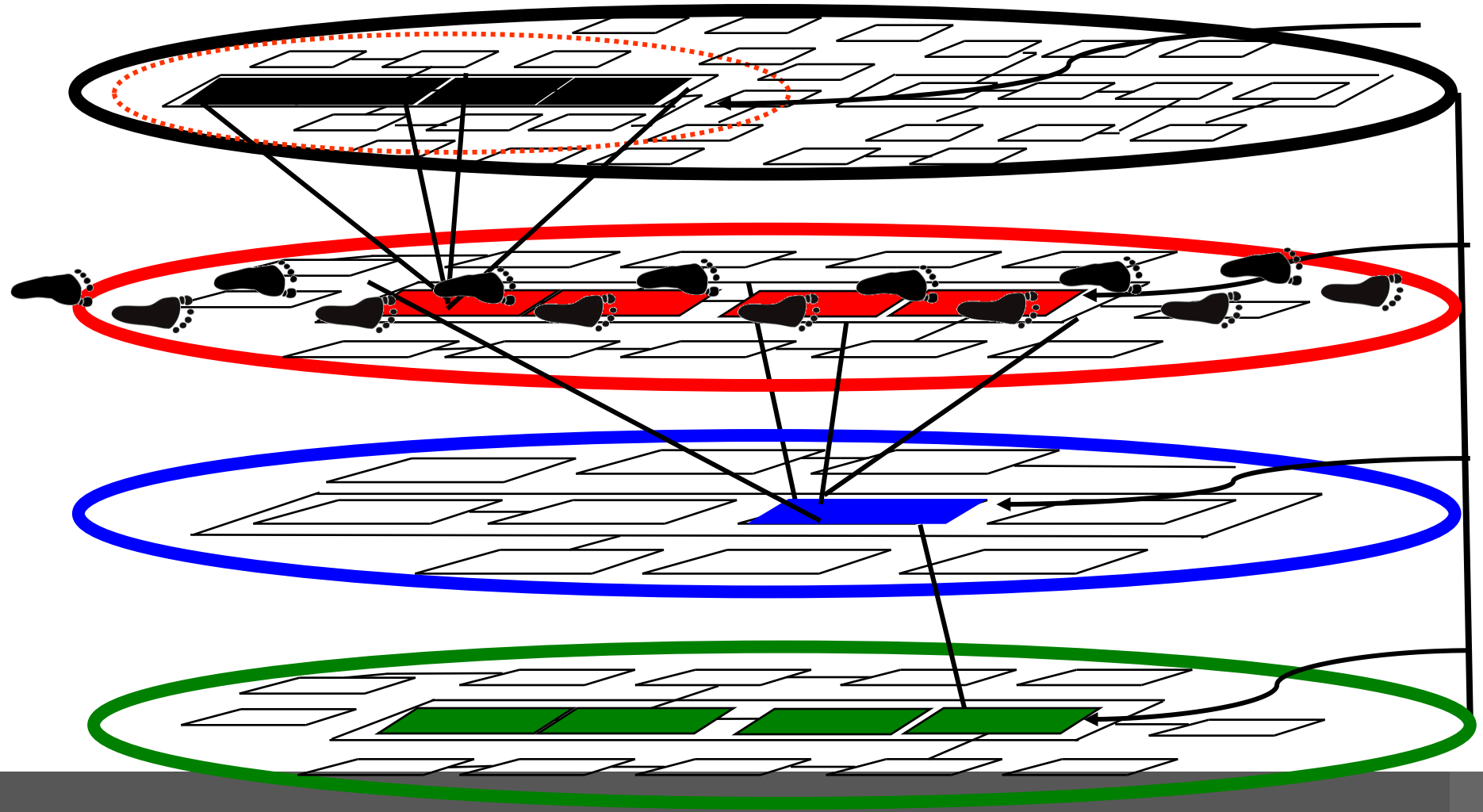


**Microsystem –
Front Lines**

**Mesosystem –
Service Lines &
Care Pathways**

**Macrosystem –
Organizations**

**Metasystem –
Networks &
Registries**



REGION

Steal shamelessly!



Just do it!

