

What if we could help you improve...

THE QUALITY OF YOUR PRODUCTS AND SERVICES,
YOUR CLIENTS' EXPERIENCE & THE WORKING LIFE OF YOUR STAFF



THE DIFFERENCE QUALITY IMPROVEMENT CAN MAKE FOR YOU

QUALITY IMPROVEMENT IS ABOUT:

- > Continually raising the quality of, or adding value to, a product or service
- > Improving your user, customer, or client's experience
- > Improving the working life of your staff who are delivering a service
- > Using company resources more efficiently

BENEFITS OF CONTINUOUS QUALITY IMPROVEMENT (CQI)

Continuous Quality Improvement (CQI) is a systematic approach to achieving ongoing improvements of a product or service. CQI tools will help you identify and define problems, map processes, identify improvement opportunities, implement improvements, and continually monitor results for further improvement opportunities.

Organisations around the world have made big improvements using CQI, we can help you:

- > **Measure your successes** - CQI uses data to measure improvements in processes and outcomes. Monitoring data helps you establish if a change has actually made an improvement, whilst identifying other opportunities.
- > **Improve staff morale** - By focusing on problems in the process, and empowering staff to implement change, you'll improve staff morale.
- > **Improve customer service** - By improving performance and removing problems from the system, customer satisfaction increases.
- > **Increase productivity** - Removing errors from the process results in increased accuracy, more streamlined systems, and less repeat work. Better systems mean increased productivity and more contented staff.
- > **Increase profit** - By reducing waste, increasing productivity, and improving customer satisfaction, your organisation can profit in a number of ways.



IF OVER 1,000 ORGANISATIONS HAVE MADE BIG IMPROVEMENTS, SO CAN YOU.

The Improvement Foundation's reputation for integrity and delivery has been earned through our independent approach and clear understanding of how to add value to the organisations we work with.

We have built lasting relationships between organisations, frontline professionals, service users, and their communities, while at the same time delivering sustainable change.

Our extensive international work in the health and education sectors, and our expertise in the Australian market, consistently enables us to be at the forefront of Quality Improvement training and development.

Improvement Foundation is currently delivering the Australian Primary Care Collaboratives Program. With more than 1000 general practices expected to implement Quality Improvement in their local environment, this program is one of the largest and most successful Quality Improvement programs ever delivered in Australia.

IF THERE'S ONE THING WE BELIEVE IN, IT'S PROFESSIONAL INPUT.

When offering Quality Improvement support to organisations, our methods enable us to successfully work with a wide range of personnel.

We have worked with teams and individuals at all levels, from administration staff through to executives and across a diverse range of groups, including those in education, health care, management, community services and services to Indigenous populations.

We believe involving and engaging local professionals on the frontline is essential to the delivery and sustainability of service improvements.

We have an experienced team of Australian Quality Improvement experts, supported by a local network of leading professional consultants.

IF YOU WANT TO KNOW MORE.

Visit www.improve.org.au to see which of our services may suit your needs and download our program brochures. If you still have some questions, give us a call on 08 8422 7400 or TOLL FREE (within Australia) on 1800 771 522





IF YOU'RE PASSIONATE ABOUT MAKING A DIFFERENCE, WE ARE TOO.

As we are passionate about improving the lives of individuals and communities, we only undertake work that we expect will make a real difference, with a focus on the following areas:

- > Improving access to primary care services
- > Improved care for patients with chronic disease
- > Developing Programs for health service improvement
- > Supporting improvement in Indigenous health
- > Improving health outcomes - across the issues of cancer, cardiovascular disease, obesity, alcohol, and sexual health
- > Reducing health care associated infections
- > Improving mental health services
- > Unique Care: integrated care for people with complex needs
- > Leadership training
- > Raising boys' achievement in schools
- > Quality Improvement training and development for individuals and teams

These Programs can be readily adapted to your specific needs.

IF YOU'RE INTERESTED IN WHAT WE DO.

We provide expertise in applying Quality Improvement techniques, such as Collaborative Methodology, to achieve small and large scale system change.

We help service organisations and their front-line professionals discover and implement their own improvements. The training and support of front-line staff is an important feature of our work, as this approach builds capacity and sustainability within an organisation.

Our workshops bring together experts and those already achieving good results, to ensure individuals and organisations are learning from the best.

IF YOU HAVE A NEED, WE HAVE A SOLUTION.

We tailor Quality Improvement training and programs to suit the needs of individuals and organisations in a way that helps them improve the services they provide to their communities. From government departments, hospitals and pharmacies, to emergency services, community services, and schools, we'll help you develop a culture of continuous Quality Improvement, no matter what line of business you're in.



ABOUT US.

Improvement Foundation works in partnership with organisations, frontline staff and service users in Australia and overseas, to help improve their services, enhancing systems and efficiency.

No matter what your business is, our Quality Improvement programs are tailored to achieve measurable, sustainable results.

Ultimately, by helping to create and embed Continuous Quality Improvement, together we can make a real difference for people and communities.

IF YOU THINK THAT THE RIGHT APPROACH IS IMPORTANT, SO DO WE.

A culture of continuous improvement, learning, participation and partnership is at the heart of everything we do.

Our approach includes a flexible, yet rigorous, focus on improvement science that can be applied to any environment, within a wide range of countries including developing, transitional and developed economies.

Our approach has already been successfully applied to both large-scale and much smaller contexts.

IF THERE'S SOMETHING WE INSIST ON DOING, IT'S MEASURING SUCCESS.

We implement highly effective, systematic methods of measuring Continuous Quality Improvement.

Clients will know when they're making real improvements because we help them track their progress using a number of methods, including online data submission. As clients progress through a program, we support their improvement work by offering feedback and guidance.

We encourage and support people to be innovative and creative, while at the same time, rigorously measuring the impact of their work. Measurement helps us demonstrate value for money and progress, and clients can clearly see the positive impact of their efforts. Organisations that have participated in Improvement Foundation programs internationally, have seen real results, including substantial gains in efficiencies, cost savings, and increased revenue.

**IMPROVEMENT FOUNDATION IS A
NOT-FOR-PROFIT ORGANISATION.**

**WE DEVELOP AND DELIVER
QUALITY IMPROVEMENT
PROGRAMS.**

**OUR PROGRAMS OFFER TAILORED,
EVIDENCE-BASED SUPPORT TO
HELP ORGANISATIONS MAKE
MEASURABLE AND SUSTAINABLE
IMPROVEMENTS.**