



QuISP focuses on the practical application of improvement tools and techniques by working through an organisational issue.

This helps teams make sustainable changes to service delivery and the tools learnt can then be easily applied to other areas.



## APPLY LEARNING IN YOUR WORKPLACE

This Program is designed specifically to help small multidisciplinary teams within an organisation improve what they do.

The training gives participants the skills to drive forward quality improvements in their organisations and assists in developing a culture of continuous quality improvement.

## LEARNING NETWORK ADVANTAGE

As part of a network of professionals you will benefit from fresh thinking, new ideas and will be able to learn from your peers.

### The course will enable you to:

- Effectively build your team
- Focus your new skills on specific issues
- Respond to and implement change more effectively
- Learn about and practice improvement methodologies
- Gain qualification in frontline management.

## HOW IS THE PROGRAM DELIVERED?

Each Program is made up of a number of teams. Each team consists of three people from an organisation with the same team members attending all three workshop events. Teams participating in a Program can all come from the same organisation, or a number of different organisations.

Before starting the Program, an IF facilitator works with each team to identify which organisational issue they would like to focus on. The Program is then run as a series of three one-day workshops over a three month period, delivered by trained facilitators appropriate to the audience.

Following each workshop, teams use 'action periods' to apply the learning to their identified issue within their workplace. Progress is measured and IF facilitators offer support throughout.



## COURSE CONTENT

Throughout QuISP you'll learn to use many highly effective QI tools and techniques to investigate, test and implement quality improvement ideas in your workplace. Participants also benefit from QuISP being aligned to a management qualification. The Program features the following key areas and more:

- The psychology of change
- Spread and sustainability of change
- Model for Improvement
- Analysing information and data
- Measuring improvement
- Process mapping
- Root cause analysis.

## ORGANISATIONS WHO HAVE BENEFITED FROM THE COURSE

The Improvement Foundation has run QuISP more than 170 times within the UK so far and involved over 1,000 participants from a range of organisations, including health services, local government, and the prison service.

Improvement Foundation is now delivering this highly successful Program to Australian organisations with great results.

## WHAT PARTICIPANTS SAID ABOUT QUISP

“This Program has given our team the tools to help us identify improvement opportunities and the skills to be able to generate change and evaluate the process.”

“The tools we learnt about during QuISP can be easily applied to other areas of our work, and other departments within our organisation.”

“Thanks to our involvement in QuISP we now have the skills to plan more effectively, identify risks, and ensure our goals are achieved!”

“At QuISP our team learnt how to identify priorities and then make changes in small, bite sized, chunks. We now focus on our successes!”

## CASE STUDIES

A organisation wanted to improve overall efficiency by educating all staff to follow a consistent process of data cleaning, creating, editing, filing and archiving electronic documentation. By applying tools learnt at QuISP, understanding of the structure of the network drive increased from 62% to 100% and confidence in applying the new process when using the network rose from 0 to 89%.

A Division of General Practice wanted to increase uptake of a Lifestyle Modification Program (LMP). By applying quality improvement tools learned at QuISP the team identified a significant increase (100%) in the uptake of the LMP. In addition to this the Division identified improved teamwork and improved external relationships as other benefits experienced through applying the skills and tools learnt at QuISP

## REGISTERED TRAINING ORGANISATION

IF is a registered training organisation and has aligned QuISP with the Certificate IV in Frontline Management qualification (BSB40807) to help participants enhance their skills in managing people and projects, all with a focus on developing a culture of continuous quality improvement within their organisation.

Participants need to complete all activities and assessments in each of the 10 units to obtain this qualification through QuISP.

A statement of attendance for all participants will be provided upon completion of each workshop event and RACGP PDP allocation is available for participating clinicians.

Application for Recognition of Prior Learning (RPL) is available. For further information about the qualification or RPL please visit [www.improve.org.au/about/RTO.html](http://www.improve.org.au/about/RTO.html)

For more information about the qualification, visit [www.improve.org.au/content/QuISP\\_Cert\\_IV.html](http://www.improve.org.au/content/QuISP_Cert_IV.html)

## WHO CAN PARTICIPATE?

Any organisation that is keen to make improvements within their local setting can apply. It's important that any team joining the Program does so with the appropriate organisational support for their project.

## HOW MUCH DOES QUISP COST, AND WHEN IS THE NEXT QUISP BEING HELD?

The cost of the Program depends on the number of teams an organisation has involved, and how many people make up each team. Workshop fees include course training material, refreshments and lunch. **Early-bird enrolment attracts a 10% discount** if registration and payment is received 30 days prior to the workshop event.

Please contact us, or visit [www.improve.org.au/content/Workshops.html](http://www.improve.org.au/content/Workshops.html), for more information about costs or to find out when we're next running QuISP in your area.