



**QuISP focuses on resolving issues relevant to your organisation – you pick the specific area that you would like to improve and we give you the skills to tackle it.**



### **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 service 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 local problems
- 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 and each team consists of three or four people from an organisation with the same team members attending all 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 Improvement Foundation (Australia) (IFA) facilitator works with each team to establish which organisational problem 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 problem area within their workplace. Progress is measured and IFA facilitators offer support throughout.



## Course content

Throughout QuISP you'll learn to use many simple yet highly effective QI tools and techniques to investigate, test and implement quality improvement ideas in your workplace. Participants also benefit from QuISP being accredited as a nationally recognised training program featuring the following key topic 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 delivered 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 (Australia) 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.”

QuISP participant, Qld.

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

QuISP participant, Qld.

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

QuISP participant, Qld.

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

QuISP participant, Qld.

# Case studies

An 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%.

An organisation 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.

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## Registered Training Organisation accredited

IFA is a registered training organisation and has aligned QuISP with the Certificate IV in Frontline Management (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 will need to complete all activities and assessments in each of the 10 units to obtain the Certificate IV in Frontline Management through QuISP. A statement of attendance for all participants will be provided upon completion of each workshop event.

RACGP QA&CPD points are 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 visit the QuISP pages at [www.improve.org.au/content/QuISP\\_Cert\\_IV](http://www.improve.org.au/content/QuISP_Cert_IV)

## 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](http://www.improve.org.au/content/workshops), for more information about costs or to find out when we're next running QuISP in your area.