

## Quality Improvement Activity – Building Teams

Having an effective team at your practice is a necessary foundation on which to begin any quality improvement work. You will be more successful in implementing change if your whole team is engaged and participates in the journey. Building an effective team will be a process that will be an ongoing evolving journey.

Points to consider:

- Attempting to implement change without building and engaging the whole team is unlikely to lead to substantial change.
- Providing continuous feedback on what the quality improvement team is currently working on will result in less resistance to change, as the whole team will understand the reasons for change.
- By assigning small responsibilities to different staff members, they can take ownership of that task and become more involved and valued by the team.

The lead QI team will work together to share ideas and test changes before implementing them within the whole practice.

The steps suggested in this section are examples only and can be used to assess current communication and feedback procedures at your practice. They can be used for assisting with implementing any other significant changes.

### Tip



For some useful tips and ideas to for building a quality team at your general practice, please review the EMPHN QI training videos:

Building teams: [vimeo.com/307398268/ff47154080](https://vimeo.com/307398268/ff47154080)

Leading and managing change: <https://vimeo.com/307398816/d44105e664>

## Relevance to General Practice - Accreditation reference

<b>RACGP Standards for general practices 5<sup>th</sup> edition</b>
<b>Criterion C3.4 – Practice communication and teamwork</b>
Document all staff and clinic team meetings, encourage involvement and input from all team members.
<b>Quality Improvement Standard 1: Quality Improvement</b>
<b>Criterion QI 1.1 – Quality Improvement activities</b>
At least one person is responsible for leading quality improvement systems and process.
Practice team internally share information about quality improvement and seeks feedback from team.

## Building Teams Activity Example

### Goal: What are we trying to accomplish?

To create a lead team to drive quality improvement activities and embed continuous quality improvement processes by (insert date).

### Measure: How will you know that a change is an improvement?

Select the measure appropriate to your building teams activities:

- Number of times QI is added to the staff monthly meeting agenda.
- Number of hours allocated for protected time for lead team to implement QI activities now (at baseline) and the number after the improvement activity.
- Number of QI team meetings now (at baseline) and the number after the improvement activity.

### Ideas: What changes can we make that will lead to an improvement? – small steps/ideas

#### 1. Assign roles and responsibilities

- Identify the lead team to drive quality improvement (QI) work (e.g. one nurse, GP, admin, PM).
- Allocate protected time for the QI team each month to perform required tasks.
- Assign roles and responsibilities according to staff skill, interest and position. Your practice may need to update or assign new roles and responsibilities across your team in order to participate in QI activities. When people are assigned to roles, it authorises them to carry out certain actions.
- Update all staff position descriptions to include these new roles and responsibilities. Ensure quality improvement roles and training are incorporated into new staff orientation processes.

#### 2. Communicate with the practice team

- Identify the method that will be used to inform and update the practice team on any changes as a result of QI activities that affect different staff at the clinic e.g. staff meetings, email, noticeboard.
- Ensure all staff are advised of the chosen communication method.

#### 3. Undertake regular staff meetings

- Create a monthly schedule of meetings and invite all staff.
- Create/review an agenda for each meeting including an update on quality improvement work.
- Allow for staff to contribute ideas on agenda items.
- Distribute minutes following meetings and ensure staff are aware of any follow up needed.
- Invite guest speakers to staff meetings on priority areas to build staff knowledge and awareness.

#### 4. Review and reflect

Ensure regular review of changes are made to ensure a successful transition to new workflows:

- What is working well and what is not?  
What should we do more/less of?  
Is there anything that we should stop doing?
- Get the team involved in developing and implementing ideas for change related to the QI activities.
- Allow opportunities for staff feedback.



#### Activity Check in

Did you complete this activity? If yes, document your completed activity using a PDSA template