QUALITY IMPROVEMENT MAP FOR IV LINK PROCESS

PLAN

IV link staff/manager/educator to assist area in action planning from CPO's to improve compliance
Canterbury IV Project Team to use quality tools/ methods to analyse causes of non compliance from evaluation streams (CPO's, incident data, other audit/ evaluation results)

Link Staff Tips

Action Planning **should** include:

- Communication to all staff – communication books, email, staff meetings, graph displays, written plan
- Support by manager and senior staff in mandating changes

Action Planning **can** include (e.g.) :

- Spot 'CPO's by **ALL** staff
- Sharing of Patient Stories or accounts – how poor practice affects the patient
- Sharing current incident data
- Education sessions

DO

Identified Solutions put into practice to improve compliance - communicated by Canterbury IV Project leaders
Action planning communication via IV link staff email
Educational aspects – cover in IV study days and email
Formulate next audit indicators and create audit tools for IV link to use - email these with specific instructions for next audit cycle

CHECK

Specific audit cycle tool/s used by IV link staff with communication on what particular indicators to focus on this cycle.
Brainstorm practice issues at IV Study Days with staff to identify indicators we may want to evaluate/improve next cycle

Link Staff Community Communication Plan

- IV link Project Leaders Meeting Minutes distributed to all link staff monthly
- Email direction to Link staff after each meeting on what the audit cycle focus will be for that month and associated links to the CPO tool and database to use
- Canterbury and Divisonal/Hospital CPO audit report distribution 6 monthly
- Shared site to view CPO results and planning
- IV link staff forum/discussion site to share ideas on practice improvement and provide collegial support for activities
- Canterbury wide initiatives - communication 3 mthly on projects, other related audit results, goal directions for communication by link staff

ACT

3 levels of 'Closing the Loop and making Improvements in Practice

- 1st level - IV link to feedback to staff at time of CPO
- 2nd level - IV link to produce results for Managers/ and staff
- 3rd level – Canterbury IV Project team to collate Canterbury Results - CPO's, Brainstorming sessions, Medication errors data, other related divisional or CDHB audit results, surveys

- Above actions become the start of the planning stage