

Who is the ideal participant in the Quality Academy? Am I a good fit for the program?

The Quality Academy is designed to support participants from all sectors of care including primary care and community services, acute care, residential and long-term care, palliative care, mental health and others. Past participants have typically included operational managers and directors, quality improvement consultants and leaders, as well as clinical champions.

While there are many people who would benefit from the Quality Academy, our experience shows that there are some key features that are common to those who get the most out of the program. These are not requirements, but the more that apply, the better the fit:

- **Autonomy to lead a project:** The aim of the Quality Academy is to build participants' capability to lead improvement initiatives. In order to build these skills, participants will work on a project to apply their learning and need the autonomy to be able to test ideas and run PDSA cycles in conjunction with a team.
- **Operational responsibility:** Those with operational roles (Leaders, Managers and Directors, etc.) are often best poised to lead improvements in their area of responsibility, particularly to ensure the necessary resources are made available to support the work.
- **Organizational support:** This is crucial to the success of improvement initiatives. Projects should be aligned with the strategic aims of the organization to help ensure that a project will be supported through to completion.
- **A project that is included within the participant's ongoing work functions:** Projects that are done off the side of the desk are always the first thing to fall off. It may not be the best choice for a participant to plan to do a project that is not considered a part of his or her job.
- **A project that has some level of flexibility:** Ideal projects for the Quality Academy are outcome focused and leave some autonomy for how a team will accomplish that outcome.
- **Basic knowledge of quality improvement:** The Quality Academy is geared to those with some familiarity with health care improvement work. Those who are unfamiliar may have extra reading to catch up.
- **A working knowledge of Excel:** Managing, presenting and understanding data is essential to improvement work, and is taught at the Quality Academy. Those who are unfamiliar with Excel may require additional support to learn these skills prior to attending the Quality Academy in order keep up with the measurement and data components of the curriculum. While instruction for the creation of graphs is given, some basic computing skills are required.
- **Capacity to attend residency and complete required work:** The Quality Academy requires attendance at all classroom and online sessions, as well as the completion of readings, assignments, and project work. It is essential that participants have dedicated time and resources for this work. The amount of time required will vary considerably depending on the participant's project, though it is expected that this will be at least one day per week.

While there is no 'typical' participant in Quality Academy, some of the features above are commonly seen in those who are most successful in the program. **Interested in talking to us about whether Quality Academy would be a good fit? Or discussing potential project ideas? Just let us know - we'd be happy to discuss this with you.**