



## Quality Academy Online FAQs

### Is Quality Academy Online right for me?

Quality Academy Online is designed to support participants from all sectors of care including primary care and community services, acute care, long-term care, palliative care, mental health and others who would like to build their knowledge, skills and confidence to lead improvement initiatives. We strongly encourage health care professionals from across the health system who are leading or will have an opportunity to lead improvement initiatives to apply.

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

Check out this [PDF](#) to learn more about the ideal profile of a Quality Academy Online participant. If you are still unsure if the Quality Academy Online is the right fit, please contact us at [learning@bcpsca.ca](mailto:learning@bcpsca.ca) and we'd be happy to discuss it with you.

### Do I have to work for a health authority to take part in Quality Academy Online?

No. Quality Academy Online is designed for anyone who works in the BC's publicly funded health care system. This includes all health care sectors across the continuum of care.

### I work in a non-clinical role; can I participate in Quality Academy Online?

Yes. People who work in non-clinical roles are invited and encouraged to apply for Quality Academy Online! Policy makers, administrators, human resource and finance professionals working for organizations ranging from residential care facilities to the Ministry of Health Services are all welcome. Everyone has a role to play in improving the quality of health care.

### What is the commitment for this program and how much time will I need to participate?

Participants must attend all Learning Activity Forum sessions in order to complete Quality Academy Online. During these sessions, it is expected that participants will be free from official duties to fully participate, engage and collaborate with others in the cohort to maximize their learning opportunities. As well, participants will require adequate time and support during the six-month program to dedicate to their quality project and other session component activities.





This time will vary depending on the scope of the project chosen; however, experience suggests this is at least one day per week. Quality Academy Online is made up of 28 sessions where participants will spend approximately 115 hours engaging in pre-forum lessons, learning activity forums, project work, measurement coaching, and mentoring. These sessions are scheduled weekly over the six-month program.

In the case of extraordinary circumstances, such as illness or family emergency, the Leader, Learning & Capability Development will work with participants to work through the material covered in the learning activity forum missed to complete the program. Faculty will not be able to cover material missed for work related reasons.

## Projects

### 1. Do I have to do a project as part of Quality Academy Online?

Yes. All participants must have a quality improvement project as part of Quality Academy Online. Leading a project gives participants the opportunity to apply the skills and knowledge gained from the pre-forum lessons and interactive learning forums in a real-world situation. Graduates then have the confidence to know they can apply the skills from Quality Academy Online once the program ends.

### 2. Does my quality improvement project have to meet certain criteria?

A key component of Quality Academy Online is the leading of a quality project that enables participants to apply the concepts, skills and knowledge gained throughout the program with support from an assigned faculty mentor. Participants are encouraged to begin exploring potential topic areas with their organization during the application process. Projects will be required to meet the following criteria:

- Explicitly address one or more dimension of quality, based upon the BC Health Quality Matrix;
- Relates to the strategic or business plan of the organization;
- Supported by an organizational Executive Sponsor;
- Has a measurable aim statement;
- Progress toward the aim can be made within six months;
- Has the support of a clinical champion (where the project occurs in a clinical area);
- Incorporates the patient perspective; and
- Baseline data is available or can be obtained for the outcome measure





### 3. What size does the quality improvement project have to be?

The scope of the project is flexible and should give you an opportunity to apply the skills and knowledge gained during the program.

Here are a few guiding questions to help you start thinking about potential projects:

1. Think about a typical workday. What frustrates you the most when it comes to delivering care?
2. If you could change one thing about your workday, what would it be?

### 4. Can I be a co-lead on a project?

No. All participants must lead their own projects. With a partner or co-lead, you will only benefit from half of the learning opportunities. However, you will be working with others on your project. As a project lead, you will build a team, drawing in others who are in your area of work to help you in achieving your aim.

### What are the costs associated with the Quality Academy Online?

The BC Patient Safety & Quality Council provides significant funding to support the program as part of its mandate to support education and capacity building for quality across the province. However, a program fee of \$995 plus taxes will be charged for all accepted participants.

### Is the Quality Academy Online accredited by any post secondary educational institutions?

No. Quality Academy Online is currently not accredited by any post-secondary institutions. However, participants will receive a certificate of recognition upon successful completion of Quality Academy Online from the BC Patient Safety & Quality Council.

### Does Quality Academy Online offer CME credits?

No. Quality Academy does not currently offer CME credits.



## How many people can attend Quality Academy Online?

Quality Academy Online is limited to 20 participants per cohort. This ensures that participants are given the support they need to be successful in the program and allows for an engaging and interactive learning environment for discussion and debate during virtual learning activities. Potential participants are encouraged to apply early to ensure a spot in the upcoming cohort and encouraged to inquire about any internal procedures required within their own organizations as a part of the application process (for instance, most Health Authorities have an internal process for coordinating the application and approval process).

## Can I come to one specific session of Quality Academy Online?

No. Participants must attend all sessions in order to complete Quality Academy Online. During sessions, it is expected that participants will have time set aside in their workday to attend live sessions and to complete pre-session and post-session activities to maximize their learning. As well, participants will require adequate time and support during the six-month program to dedicate to their quality project and learning sessions. This time will vary depending on the scope of the project chosen; however, experience suggests this is at least one day per week.

Unfortunately, we are unable to accommodate additional attendees for individual sessions and therefore anyone who attends a session must be a participant in the program.

## Who are the Quality Academy Online faculty?

The Quality Academy Online faculty are drawn from across BC as experts in improving health care quality. This is a diverse group that will provide a variety of unique perspectives and cover a comprehensive curriculum giving participants the skills, knowledge and confidence to lead improvement initiatives.

## I have applied to the Quality Academy Online but haven't heard anything. Was my application received?

You should receive a confirmation email once you have submitted both the Quality Academy Online Application Form and the Executive Sponsor Form. If you have not received this, please contact us at [learning@bcpsqc.ca](mailto:learning@bcpsqc.ca).





## Quality Academy Online

BC PATIENT SAFETY & QUALITY COUNCIL

Applicants who are accepted to Quality Academy Online will receive additional instructions after the application deadline.

