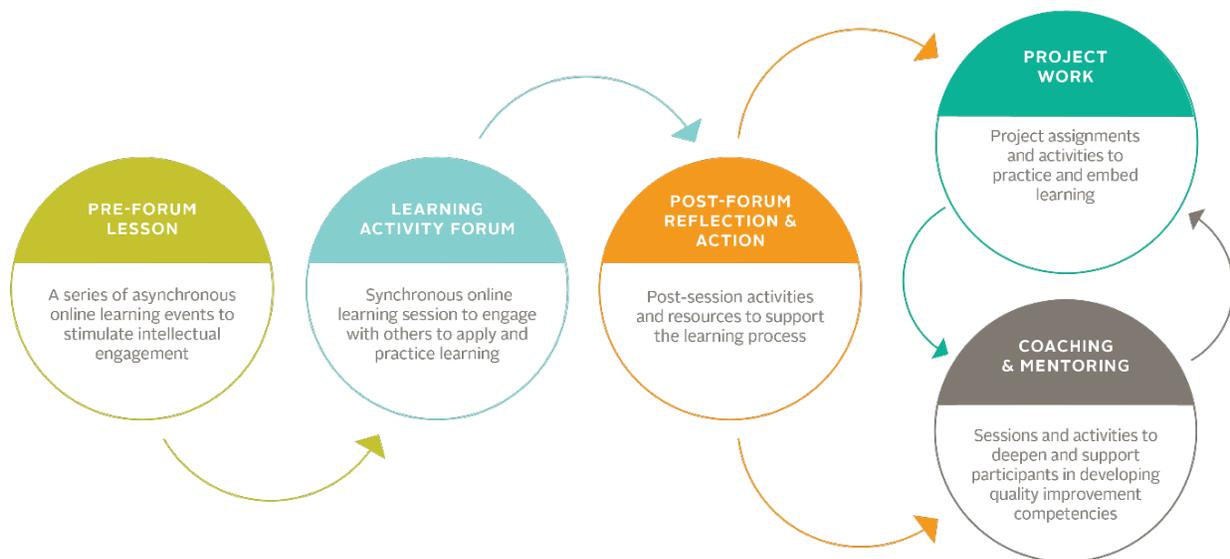# Quality Academy Online

A broad base of individuals with the capability to lead improvement is vital to advancing quality in the health system. Quality Academy Online is a professional development program that prepares participants to champion and lead quality and safety initiatives within their organizations. Participants come from health organizations and sectors across the province.

Adapted from our Quality Academy program, Quality Academy Online provides the same comprehensive curriculum in a virtual learning space. Participants will spend approximately 115 hours engaging in pre-forum lessons, interactive forums, project work, measurement coaching and mentoring over the course of the program

QUALITY ACADEMY ONLINE FRAMEWORK

There are five key components to the Quality Academy Online program:

i. **Pre-forum lessons** – a series of online learning events to stimulate intellectual engagement. This may include short videos, articles, presentations and/or reviewing key concepts.

ii. **Learning activity forums** – a series of live online learning sessions to engage with others to apply and practice learning.

iii. **Post-work reflection & action** – a series of post-session activities and resources to support the learning process.

iv. **Coaching and mentoring sessions** – each participant will have a mentor to support their learning and project progress. Participants will connect regularly with their mentor during the

program through progress reports, written feedback and online meetings. In addition, measurement coaching will be provided for participants as extra support in this topic areas.

v. **Quality improvement project** – participants will select a project to lead in their organization for the duration of the program and present it at the Capstone.

QUALITY ACADEMY ONLINE CURRICULUM

The curriculum is designed to support participants in developing six key quality improvement competencies:

Improving Quality and Safety
- Demonstrate an integrative thinking approach to quality improvement
- Recognize opportunities for improvement and generate creative ideas for change
- Utilize a systematic process to test changes and guide implementation
- Apply various improvement frameworks to plan, assess and evaluate quality improvement

Process and Systems Thinking
- Recognize the impact of complexity and systems thinking on quality improvement initiatives
- Define human factors and apply principles of human factors to improvement work
- Leverage the characteristics of resiliency and reliability in the health care system to support improvement

Engaging Others
- Collaborate with appropriate stakeholders to gain support for quality improvement initiatives
- Value and utilize patient, family and clinician experience in system re-design and improvement
- Utilize coaching, mentoring, teaching and facilitation techniques to engage others in quality improvement
- Inspire enthusiasm for quality improvement

Leading Change
- Provide leadership to support quality improvement projects
- Manage a project to completion, achieving project goal(s) in an effective and efficient manner
- Utilize a coaching approach to assist others to overcome challenges by identifying the best possible solution

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Measurement and Using Data

- Design an appropriate measurement plan to guide and assess improvement
- Use data to inform decisions and guide efforts to improve quality
- Analyze the relationship between cost and quality
- Apply techniques to identify unintended variation

Innovation, Spread and Sustainability

- Develop and implement innovative ideas to improve quality
- Recognize the role culture in quality improvement and safety in health care
- Incorporate sustainability into planning quality improvement initiatives
- Utilize effective strategies to spread improvement

For full program details, please visit the Quality Academy Online website.