Am I a good fit for the program?

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. The program is geared towards 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 Online program, 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 Online program 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, 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 their job.

A project that has some level of flexibility: Ideal projects for Quality Academy Online are outcome focused and leave some autonomy for how a team will accomplish that outcome.

Basic knowledge of quality improvement: Quality Academy Online 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 Quality Academy Online. Those who are unfamiliar with Excel may require additional support to learn these skills prior to attending Quality Academy Online 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 Online program requires attendance at all 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, some of the features above are commonly seen in those who are most successful in the program.

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