Aligning Continuing Competence and Quality Improvement
Background

Physiotherapy Alberta

- Dual mandate organization
- Existing Continuing Competence (CC) program
- Interest in aligning CC with QI efforts
- New quality improvement (QI) focus
Existing CC Program

- Competence Development
  - Self-assessment (against competencies)
  - Patient Care Reflection (clinicians)
  - Written Learning Plan
  - Impact of Learning
  - Continuing Professional Development

- Competence Assessment
  - Examination
  - Review of Reflective Practice Records
  - Interviews
  - Any Other Type Of Evaluation

- Practice Visits

- Individually or for a group
QI Activity Pillars

Knowledge Mobilization
- Linking Members, Public & Stakeholders to Physiotherapy Practice Resources

Practice Improvement Accelerator
- Facilitating Access to Practice Assessment & Enhancement Supports

Quality Project Collaborator
- Promoting Quality Improvement Projects

Change Leader
- Provincial Policy Change Leadership
Desired Model…

**Regulatory (CC)**
- Competence Development & Assessment (CPD)

**Quality**
- Learning/KT
- Practice Review & Improvement
- Reflective Practice
- Clinical Innovation Projects
- Virtual Mentorship
Knowledge Mobilization

- Linking Members, Public & Stakeholders to Physiotherapy Practice Resources
- Member Generated Areas of Interest
- Website and Portal
- E-learning and Formative Assessment
- Member Shared Practice Enhancement Tools, Applications & Technologies
The XChange
Focused on Practice Excellence
Evidence supporting the role of physiotherapists in primary care & chronic disease management…

Evidence briefings that support the impact of physiotherapy services on individual patient experience and outcome, population health, & health care costs:

| Arthritis (knee) | Joint arthroplasty (TKR & THR) |
| Cancer survivorship | Home-based rehabilitation |
| Cardiovascular rehabilitation | Management of low back pain |
| Chronic pulmonary rehabilitation | Lymphoedema |
| Chronic disease prevention, treatment and self management (i.e., promoting health literacy) | Multiple sclerosis |
| Critical care/intensive care | Musculoskeletal disorders |
| Cystic fibrosis | Occupational health |
| Dementia care | Parkinson’s |
| Diabetes | Pediatrics (acute & chronic conditions) |
| Emergency department - assessment of mobility and function & discharge planning | Rehabilitation |
| Fragility, fractures and falls | Stroke rehabilitation |
| | Urinary incontinence |
| | Vestibular rehabilitation |

= PA has tools  ★ = CPA has tools  ★ ★ = AREA FOR DEVELOPMENT  ★ ★ = CSP has tools
QI Activity Pillars – Practice Improvement Accelerator

Practice Improvement Accelerator
Facilitating Access to Practice Assessment & Enhancement Supports

Reflective Practice & Practice Review Tools
Mentored Networks
Professional Networking Technologies
Patient Videos
## Individual Practitioner Reports

<table>
<thead>
<tr>
<th>QUALITY DIMENSIONS:</th>
<th>EFFICIENT</th>
<th>SAFE</th>
<th>APPROPRIATE</th>
<th>ACCESSIBLE</th>
<th>ACCEPTABLE</th>
<th>EFFECTIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>SELECTED MEASURE:</td>
<td>(Length of Stay - LOS) (Note 1)</td>
<td>OR &quot;Time Out&quot; (Note 2)</td>
<td>% of Patients Mobilized Day 0 (Note 3)</td>
<td>Time to Surgery (T0 - T2) (Note 4)</td>
<td>Patient Satisfaction (H-CAHPS Pain Control Responses) (Note 5)</td>
<td>Date of Discharge/ Predicted date (Note 6)</td>
</tr>
<tr>
<td>TARGETED IDEAL (Level 10):</td>
<td>Full compliance to established standards; non-negotiable</td>
<td>Ideal target based on what can realistically be achieved in two years; negotiable</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERFORMANCE LEVEL:</th>
<th>10 (Targeted ideal)</th>
<th>9</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>4</th>
<th>3 (&quot;AS IS&quot; at Start)</th>
<th>2</th>
<th>1</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>4.2 days or less</td>
<td>4.3</td>
<td>4.5</td>
<td>4.7</td>
<td>4.9</td>
<td>5.1</td>
<td>5.3</td>
<td>5.5</td>
<td>5.7</td>
<td>5.9</td>
</tr>
<tr>
<td></td>
<td>100% compliance</td>
<td>95%</td>
<td>90%</td>
<td>85%</td>
<td>80%</td>
<td>70%</td>
<td>65%</td>
<td>Current Compliance 60%</td>
<td>55%</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td>100%</td>
<td>90%</td>
<td>82%</td>
<td>75%</td>
<td>68%</td>
<td>61%</td>
<td>54%</td>
<td>47%</td>
<td>40%</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>400 days or less</td>
<td>450 Days</td>
<td>500 Days</td>
<td>550 Days</td>
<td>600 Days</td>
<td>675 Days</td>
<td>775 Days</td>
<td>896 Days</td>
<td>1000 Days</td>
<td>1200 Days</td>
</tr>
<tr>
<td></td>
<td>90% or higher for &quot;Always&quot; Score</td>
<td>88%</td>
<td>86%</td>
<td>85%</td>
<td>82%</td>
<td>79%</td>
<td>76%</td>
<td>83.5% for &quot;Always&quot; Score (See Note 5)</td>
<td>60%</td>
<td>55%</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>0.5%</td>
<td>1%</td>
<td>2%</td>
<td>4%</td>
<td>6%</td>
<td>8%</td>
<td>10%</td>
<td>12%</td>
<td>15%</td>
</tr>
</tbody>
</table>

| WEIGHTING (%) | 20 | 15 | 20 | 10 | 15 | 20 | = 100 (%) |
Are Your Patients Too Exhausted to Get Better?

The Switch Recently I was listening to Karim Khan's 2012 IFOMPT keynote on the impact of low fitness within society. During the talk he introduced a book on change called....

Read More

Where Do You Go For Some Paradigm Shifting?

As I sit down to write this blog entry about paradigm shifting within physiotherapy, I realize that I need to ask the question: How comfortable am I at being stretched....

Read More

The Power of Community: Connecting Canadian PTs

Engaging communities seem to be increasingly popular and important. In our busy lives we often can't see what's happening outside our own world. For me, as a physiotherapy student, the power of community is now realize...
Welcome to the forums at ignitephysio.ca

Welcome to forums at ignitephysio.ca

Please sign-up to join discussions on a variety of physiotherapy topics.

All Discussions

- **Does anyone know of a good outcome measure database to use in the clinic?**
  - Latest by Sandra Voth 7 days ago (Replies 3)

- **How long and often do you ask a patient to stretch for?**
  - Started by Alana about a month ago (Replies 0)

- **I am looking for some great relaxation apps to use**
  - Latest by Bai about a month ago (Replies 1)

- **Clinical prediction rules for lumbar spine**
  - Latest by Alana 2 months ago (Replies 2)

- **Looking at some clinics and not sure about pay level. Help!**
  - Latest by John 2 months ago (Replies 2)

- **Here are some great anatomy apps I use**
  - Latest by Candace 2 months ago (Replies 1)

- **Cultural barriers with practice**
  - Latest by Alana 2 months ago (Replies 2)

- **Physios to be highlighted on ignitephysio?**
  - Latest by John 2 months ago (Replies 1)

- **Getting Started**
  - Started by Admin 3 months ago (Replies 0)
Q1 Activity Pillars – Quality Project Collaborator

Promoting Quality Improvement Projects

Patient Safety

Primary Care Projects

Transitions in Care Project

Clinical Innovations Grant
Patient Safety: Every Person, Every Time
Desired Model…

- Regulatory (CC)
  - Continuing Professional Development

- Quality
  - Learning/KT
  - Practice Review & Improvement
  - Reflective Practice Program
  - Collaborative Projects
  - Virtual Mentor Review Program
<table>
<thead>
<tr>
<th>Member Feedback on Reflective Practice</th>
<th>Private sector</th>
<th>Public sector</th>
<th>Clinician</th>
<th>Admin / Manager</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promotes self-reflection</td>
<td>57.0</td>
<td>58.2</td>
<td>58.2</td>
<td>52.7</td>
<td>57.5</td>
</tr>
<tr>
<td>Encourages appropriate learning</td>
<td>44.2</td>
<td>42.9</td>
<td>42.8</td>
<td>45.9</td>
<td>42.3</td>
</tr>
<tr>
<td>Enhances competence</td>
<td>32.3</td>
<td>28.7</td>
<td>30.9</td>
<td>24.3</td>
<td>29.8</td>
</tr>
<tr>
<td>Improves the quality of services to patients</td>
<td>32.0</td>
<td>25.0</td>
<td>28.3</td>
<td>21.6</td>
<td>27.4</td>
</tr>
</tbody>
</table>
Audit 2015

- 100 members audited
- Majority acceptable: many provided with feedback on minor deficiencies
- 5% required to re-submit
- Very few were exceptional

General Observations

- Self-assessments were generally comprehensive
- Learning Planning and Tracking was not well done
- Assessment of Learning was not well done
- Patient Care Reflection exercise was well done
How will we know if we have the right model?

- Meets regulatory requirements
- Meets public & system expectations
- Members self-refer
- Queue to access mentors & practice coaches
- Member & mentor/coach stories & feedback
- Members engaged re continued process and tool developments
- Sustainable strategy from a resourcing perspective in the long term - allows for other Quality XChange investments
Critical Indicators & Success Factors for Quality Exchange

Coordinating the QI Approach with Regulatory Functions

Facilitating Intra and Inter Professional Communications

Responding to the Increasing Demand for Quality Resources & Tools

Linking Quality Initiatives to Practice-based Needs

Broadening the Quality Scope of PA

Promoting the Value of Quality Initiatives

Building a Collaborative Approach

Promoting Real Time Access to QI Resources

Creating Appropriate Enablers & Incentives for Participation
Future State

- Build on what is relevant to members and of benefit to the public
- Make any program flexible by offering a menu of activities
- Focus on QI with CC as a component but less visible (we can sell QI, not so much CC)
- Consider 20-60-20 rule: help members move to the top
- Use technology as an enabler: manage their QI/CC information, gamification strategies
- Keep value added parts of the Reflective Practice Review
- Leverage our One Member-One Record technology
small actions \[x\] lots of people = BIG CHANGE