

C19 Quality improvement in allied health professions

Leader/s: Evers, A.

Objective and rationale:

This workshop will provide an overview of quality improvement policies, instruments and approaches that have been developed in the Netherlands and elsewhere specifically for the allied health professionals (including, among others: physiotherapists, dieticians, speech therapist, occupational therapists, exercise therapists, podiatrists, orthoptists and radiology assistants). Intended for all allied health professionals, the workshop deals with implementation of quality improvement, but aspects of measuring performance, empowering consumers, collaboration and teamwork are also been touched upon.

Participants at the workshop will be informed of quality improvement policies and programs that could be initiated by their professional associations, as well as equipped with a tool box for implementing improvement in their own work place. Attention will also be paid to realising improvements in a multi-disciplinary care teams and shared care.

Outline for Workshop content:

The workshop will present ten years of experience in supporting quality improvement in allied health professions. This is a joint endeavour between 10 allied health professional associations, the Dutch Institute for Healthcare Improvement – CBO, the Dutch Allied Health Institute – NPi, the Netherlands Institute of Primary Care – NIVEL, the Federation of Patient / Consumer Organizations – NPCF and the University of Nijmegen – HAN. Three consecutive three year programs, financed by the Ministry of Health and the Sick-fund Council, dealt with development, stimulation and implementation of quality improvement among allied health professionals.

More than 50 projects have been developed, around 8 program themes. These include: guidelines/standards/protocols, professional codes of conduct, classification systems, reporting in the patient dossier, implementation of quality systems, peer-review (visitatie), accreditation of education/training and quality criteria from the patient perspective. Each allied health association was able to select topics and projects that fitted their interests and available means. Approaches selected for each of the themes will be presented and illustrated with improvement actions as developed by specific professional associations in the Netherlands. Selected results will exemplify achieved change.

A basic tool-kit for quality improvement in allied health will be offered and participants will have an opportunity, in a structured discussion, to comment on its completeness and implementation potential. The discussion will deal with issues relevant for a professional organization (association), for implementing improvement actions at the work place and for achieving improvement in a multidisciplinary team. Special attention will be devoted to improving cooperation between the allied health practice and other care providers (on the primary and hospital level), as well as to improvement relevant for and empowerment of the service consumer.

Dutch experiences and lessons learned in implementing this program will be shared, and the future developments in the field (including further implementation of instruments and measuring systems developed) discussed.

Leadership:

Anja Evers is the director of the IMPACT (quality improvement for health professionals) program at CBO – Dutch Institute for Healthcare Improvement

To be announced; representative of one of the allied health professional associations participating in the program