

Quality Academy

At the core of advancing quality is ensuring that there is a broad base of individuals who have both the capacity and capability to lead improvement. Quality Academy is a professional development program that provides learners with the capability to effectively lead quality initiatives within their organizations.

Delivered over a six-month period, Quality Academy consists of three in-person residency sessions and a mix of online classes and learning activities. Learners apply their skills and knowledge with an improvement project and are supported by instructors and mentors throughout the program.

QUALITY ACADEMY FRAMEWORK

The Quality Academy curriculum is learner-centred and aligned with principles of adult learning. It is designed for learners to apply the content for their diverse roles in healthcare. Taught by leading experts, learners will be exposed to a diverse collection of tools, techniques, and frameworks for quality improvement. The content and format provide opportunities to develop skills and knowledge of various quality improvement tools and methods, and also critical thinking and leadership skills. Both are needed to strategically use opportunities and tools to improve the quality of care. This includes applying their skills and knowledge with an improvement project and are supported by instructors and mentors throughout the program. In turn, the program also prepares learners to teach and advise others on quality improvement work.

Our Quality Academy program consists of the following activities:

- **Residency Sessions** – Three in-person sessions to learn about quality improvement competencies and engage with others to apply and practice learning.
- **Synchronous Online Classes** – A series of educational classes held between residency sessions to build on the content from the residencies and provide additional learning.
- **Coaching & Mentoring** – a program mentor to connect with learners regularly through progress reports, written feedback and one-on-one and group meetings (online). In addition, learners will receive measurement coaching for extra support in this topic area.

- **Project Assignments and Learning Activities** – learners will complete a series of activities to supplement the classes and project work, including documenting outcomes and success indicators.
- **Learning Management System** – Learners will have access to our Learning Management System with dedicated learning materials for Quality Academy. This resource will be available during the program and six months afterwards.
- **Networking** – One of the most valuable experiences from the program is the interactions with peers, instructors, and mentors. During both formal and informal learning activities, learners will form a valuable network of leaders in quality improvement.

QUALITY ACADEMY CURRICULUM

The aim of Quality Academy is to provide learners with the capability to effectively lead quality initiatives, including teaching and advising others in the process of improving health care quality. The curriculum focuses on these 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

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 website](#).