

CCITP, the Qatari experience of engaging clinicians in clinical quality

PROBLEM: Majority of HMC Clinicians (85%) felt that clinicians should be involved in, and often lead, clinical quality improvement (CQI) efforts. Yet Only 15% of them felt they had the proper training and experience to participate and lead CQI.

AIM: "To raise the percentage of clinicians confident in participating in and leading CQI projects within their areas of service across different departments and hospitals by 10% for every cycle, each over 4 months"

CCITP's primary objectives were defined qualitatively. The program sought to:

- Teach the basics of clinical quality and process improvement to clinicians and apply to a real life departmental problem.
- Create a cadre of enthusiastic and knowledgeable CQI champions/coaches throughout the corporation,

Several secondary objectives also:

- Launch and sustain CQI projects in various departments and hospitals of the corporation
- Involve residents in CQI projects, helping to fulfill (ACGME) requirements
- Prepare HMC to deliver the program independently of support from PHI

TEAM:

- More than 35 coaching clinicians from different clinical departments

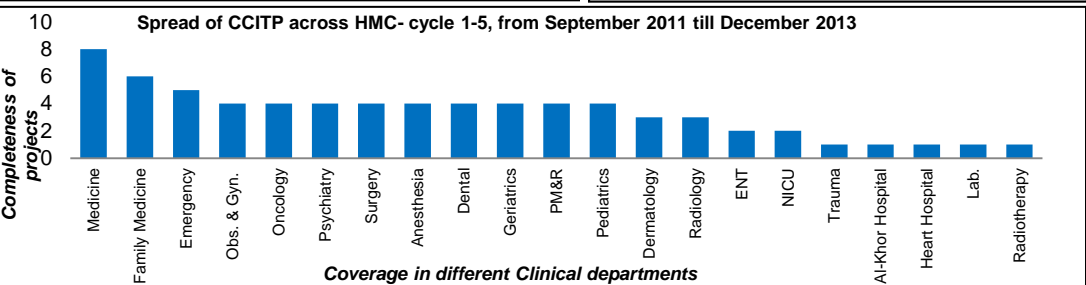
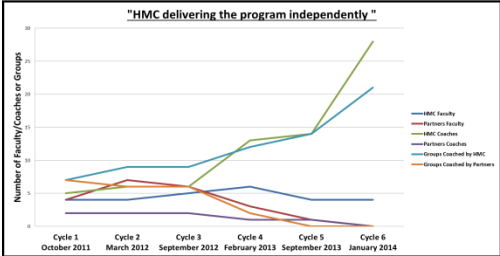
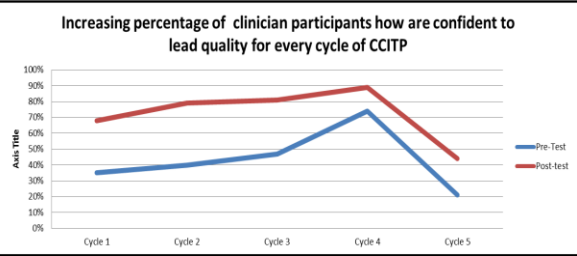
PROJECT SPONSOR

- Prof. Mike Richmond
- Dr. Abdullatif Al-Khal

INTERVENTION: The CCITP had three distinct facets:

- Classroom Sessions: Four 2 day modules, over four months, taught CQI tools and topics through interactive case studies and group activities
- Project Work: Each course participant worked in teams on a short-term CQI project throughout the CCITP in their own department, applying and reinforcing the QI topics learned in the classroom and also directly improving patient care and satisfaction
- Mentorship: Each group was assisted by a trained and dedicated coach who provided personalized guidance throughout the course duration.

RESULTS:



CONCLUSIONS:

- 5 cycles of CCITP were successfully delivered over the past 2 years with a plan for 2 more cycles during 2014
- % clinicians confident in participating/leading CQI projects was raised up to 89% (with average increase of 29% from baseline confidence for all 5 cycles)
- 70% of participants indicated an interest in becoming a future project coach and more than 35 coaching clinicians were trained to sustain the program internally.

NEXT STEPS:

- Broadening the scope longitudinally to train non physicians staff (nursing & pharmacy)
- Broadening the scope horizontally to train clinicians on more intensive quality and coaching concepts