

Ciheb Nigeria CQI Curriculum (overview)

Objectives

1. Describe the fundamental concepts of quality and quality management.
2. Implement a functional and active CQI team in the HIV clinic.
3. Devise priority improvement strategies through QI methodology and implementing small tests of change.
4. Demonstrate strategies for medical documentation use and improvement.
5. Analyze and interpret collected data and use it for benchmarking.

Main Goal: After completing the curriculum, trainees should be able to:

1. Demonstrate the knowledge and skills necessary to effectively participate as a contributing member of a CQI effort and function in a leadership capacity for a CQI effort as needed.
2. Demonstrate an appreciation for the issues surrounding the quality movement in healthcare and contributions that CQI can make to the healthcare system and its customers.
3. Demonstrate knowledge in continuous assessment and tracking progress toward achieving specific health objectives through the four layers of input indicators, output indicators, outcome indicators, and impact indicators.

Skill Areas

- Basic quality terminology.
- Foundations of quality.
- Evolution of the quality movement in healthcare.
- Issues affecting CQI efforts in healthcare.
- Change models.
- Structural components of CQI.
- Benchmarking and indicators monitoring.
- Quality tools.
- Presenting data.

Objective 1: Describe the fundamental concepts of quality and quality management

Training topic: Quality improvement

- *Knowledge*
 - Define quality and discuss standards of care in Nigeria.
 - Define the principles of CQI for the HIV clinic in Nigeria.
 - Describe the purposes and intentions of the CQI program for the HIV clinic in Nigeria.
- *Skills*
 - Educate all staff members of the HIV clinic on the principles and importance of CQI.
- *Attitude*
 - Demonstrates flexibility and openness to the possibility of multiple appropriate alternatives.
 - Shows humility and realistic self-appraisal.
 - Shows integrity and honesty.
 - Dedicated to providing quality services.
 - Dedicated to pursuing self-improvement.
 - Communicates openly and without judgment with co-workers.
 - Openness to change.
 - Openness to working in a team.
 - Shows respect to all professions that are part of the multidisciplinary team.

Objective 2: Devising priority improvement strategies and implementing small tests of change

Training topic: Quality improvement (overview, principles, models of improvement)

- *Knowledge*
 - Define the principle of small test of change.
 - Discuss steps in creating change in a health system structure.
 - Employ the CQI methodology and tools in healthcare to address gaps.
 - Describe methods to assess challenges, and devise and implement strategies focused on improving aspects of the HIV clinic's performance.
 - Explain how monitoring outcomes is useful in assessing the effectiveness of an intervention.
- *Skills*
 - Educate peers about small test of change and being proactive when they identify a challenge.
 - Encourage the HIV clinic staff to actively participate in identifying and sharing challenges, and in finding potential solutions to improve quality of care.
 - Provide examples of CQI tools and correctly use basic quality terminology to address clinic needs.
 - Ensure follow-up of small changes to evaluate the impact of change and potentially necessary adjustments.
 - Document and share outcomes and results of change trials implemented in the HIV clinic.
- *Attitude*
 - Demonstrates flexibility and openness to the possibility of multiple appropriate alternatives.
 - Shows humility and realistic self-appraisal.
 - Dedicated to providing quality services.
 - Dedicated to pursuing self-improvement.
 - Demonstrates an appreciation for the improvement models in providing an orderly framework for CQI efforts.
 - Communicates openly and without judgment with co-workers.
 - Openness to working in a team.
 - Endorses the goal of ensuring effectiveness by involving top management in change efforts.
 - Shows respect to all professions that are part of the multidisciplinary team.

Objective 3: Implementing a functional and active CQI team/committee in the HIV clinic
Training topic: Quality improvement structures and teams

- *Knowledge*
 - List requirements for establishing a functional CQI team in the HIV clinic.
 - Explain how a quality committee can play an important role in the HIV service.
 - Discuss the main purpose, roles, and activities of the HIV service quality committee.
 - Define the necessary leader, team members, and linkages for a functional quality committee.
 - Define the quality committee's agenda and frequency of meeting for ensuring the best CQI of the HIV clinic.
 - Discuss small test of change and follow up of outcomes.
- *Skills*
 - Educate peers about CQI in the HIV clinic.
 - Draw and implement a functional quality committee structure to support the HIV clinic.
 - Assign specific members for each role, respecting requirements for a functional and dynamic team.
 - Design a meeting calendar with a structured agenda ensuring various issues are addressed by the quality committee.
 - Ensure data analysis, small tests of change, and outcomes follow-up are all integral parts of the quality committee's focus.
- *Attitude*
 - Demonstrates flexibility and openness to the possibility of multiple appropriate alternatives.
 - Demonstrate an appreciation for the issues surrounding the quality movement in healthcare and the contributions that CQI can make to the care system and its customers.
 - Shows humility and realistic self-appraisal.
 - Shows integrity and honesty.
 - Dedicated to providing quality services.
 - Dedicated to pursuing self-improvement and accepts criticism.
 - Communicates openly and without judgment with co-workers.
 - Openness to working in a team.
 - Willingness to work in a multidisciplinary team.

Objective 4: Demonstrate strategies for medical information systems use and improvement

Training topic: Medical records and documentation

- *Knowledge*
 - Define management information systems.
 - Define medical records.
 - Discuss Nigeria National Response Information Management System (NNRIMS) and the patient management monitoring (PMM) forms and registers.
 - Discuss patient flow and documentation.
 - Discuss small test of change and follow up of outcomes for monitoring documentation.
- *Skills*
 - Educate peers about their roles in documentation based on patient flow.
 - Implement patient flow that ensures appropriate documentation within the clinic.
 - Ensure valid and accurate data is collected on HIV care and treatment, as well as on patient outcomes.
 - Assign specific members to various points in the patient flow to serve as an internal validating system.
 - Be able to review patient charts for completion.
 - Ensure data checks and analysis are integrated into routine QI activities.
- *Attitude:*
 - Demonstrates flexibility and openness to the possibility of multiple appropriate alternatives.
 - Demonstrate an appreciation for the issues surrounding the quality movement in healthcare and the contributions that CQI can make to the care system and its customers.
 - Shows humility and realistic self-appraisal.
 - Shows integrity and honesty.
 - Dedicated to providing quality services.
 - Dedicated to pursuing self-improvement and accepts criticism.
 - Communicates openly and without judgment with co-workers.
 - Openness to working in a team.
 - Willingness to work in a multidisciplinary team.

Objective 5: Analyze and interpret collected data and use it for benchmarking

- *Knowledge*
 - Define various sources of data.
 - Define data analysis and benchmarking.
 - Discuss key indicators that can be monitored from data.
 - Describe various methods for analyzing data within the CQI team and HIV clinic.
 - Discuss methods for data presentation and sharing within the HIV clinic.
- *Skills*
 - Educate peers on basic ways of interpreting data.
 - Implement the use of trend analysis for monthly reports.
 - Encourage HIV clinic staff to participate actively in data analysis and benchmarking.
- *Attitude*
 - Demonstrates flexibility and openness to the possibility of multiple appropriate alternatives.
 - Demonstrate an appreciation for the issues surrounding the quality movement in healthcare and the contributions that CQI can make to the care system and its customers.
 - Shows humility and realistic self-appraisal.
 - Shows integrity and honesty
 - Dedicated to providing quality services.
 - Dedicated to pursuing self-improvement and accepts criticism.
 - Communicates openly and without judgment with co-workers.
 - Openness to working in a team.
 - Willingness to work in a multidisciplinary team.