



association of family
health teams of ontario

PROGRAM PLANNING AND QUALITY IMPROVEMENT:
INTRODUCING THE SAPD (STUDY-ACT-PLAN-DO) CYCLE

FREQUENTLY ASKED QUESTIONS

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OVERVIEW

When and where?

- **Date and time:** June 13, 2017 from 10:30 am – 4:00 pm. Please come early; coffee, yummy treats, and comfortable chairs will be available from 9:30-10:30.
- **Location:** [YMCA GTA Central](#), [20 Grosvenor Street, Toronto](#) - Auditorium

WHO IS THIS FOR?

This event was developed especially for people working in QI in primary care, including but not limited to QIDSS, EPEppers, QIDSS-like folks, no matter how much program planning you do (or even WANT to do!). Space is reserved for workers on a first-come, first-served basis. Space permitting, clinicians and EDs will be invited to register after May 15.

IS THERE A COST?

There is a \$25.00 fee, payable by PayPal at registration. This will help to offset the cost of food, venue rental, and materials.

IS TRAVEL SUPPORT PROVIDED?

We ask that your teams cover as much of your travel cost as possible. However, we do have a fund to cover travel costs beyond the first \$25 for QIDS Specialists and QIDSS-like folks if they would be a barrier to attendance. [Complete and submit this form](#) with all receipts by June 20, 2017.

[We have secured a rate of \\$169](#) at a nearby hotel to help keep your costs down.

HOW DO I REGISTER?

- [Please register online here.](#)

HOW DO I CONFIRM THAT I AM REGISTERED?

If you've received a confirmation e-mail, then you are registered for the event. For any further inquiries, please contact [Catherine Macdonald](#).

HOW DO I CHANGE OR CANCEL MY REGISTRATION?

Please email changes or cancellations to [Catherine Macdonald](#). *PLEASE NOTE: We can only issue refunds for cancellations received seven (7) business days before the workshop.*



I HAVE A DIETARY RESTRICTION OR ACCESSIBILITY NEED. CAN YOU ACCOMMODATE ME?

We will do our best. The space is fully wheelchair accessible. Please advise us on the registration form of any dietary, accessibility, or other needs we should be aware of.

Please note that we need to give the caterers two weeks' notice of special dietary needs, and that not all such needs can be accommodated. We will be sure to keep you informed in case this means you need to make special arrangements.

PROGRAM

WHAT IS THE CONTENT OF THE LEARNING EVENT?

We will explore how the universe of QI intersects with the real-world of program planning in team-based primary care and how they both are the better for it.

LEARNING OBJECTIVES:

After this session, participants will be able to apply QI skills and tools to more easily

- Decide on meaningful indicators to evaluate and plan programs (to include in Schedule A of MOHLTC-FHT contracts, for example)
- Find the data to track how well programs are doing on these indicators and plan changes accordingly

SPECIAL ADDED SESSION:

Dedicated time to discuss advocacy and support for QI professionals in primary care

WHAT IS THE STRUCTURE OF THE LEARNING EVENT?

This will be a highly interactive workshop with multiple break-out sessions and hands-on exercises.

HERE IS A PRELIMINARY OUTLINE OF THE DAY'S EVENTS:

- Reintroduce PDSA (Plan-Do-Study-Act) as SAPD (Study-Act-Plan-Do)
- Guided tours of resources for improving quality of and access to EMR data: one stream for those up to their elbows in the EMR and another for those admiring the EMR from a distance!
- Application of SAPD and EMR tools to primary care team program planning topics (each person can attend TWO):
 - a. Medication reconciliation in recently hospitalized patients
 - b. One-time workshops by IHPs
 - c. Acute and episodic services provided by primary care teams
- Assembling our collective wisdom on SAPD and program planning
- "Us"-time: Options for building advocacy and support for QI professionals in primary care



WHAT IS THE SCHEDULE?

Start	Activity	Details
10:30	Introductions	Positioning program planning and QI: PDSA as SAPD
11:00	Improving quality of and access to EMR data	Stream 1 (for those in direct contact with EMR)
		Stream 2 (for those dependent on others for direct contact with EMR)
11:30	Break	
11:45	Examples of program planning challenges in teams	Quick pitches of 3 different programs/services that present program planning challenges: Medication reconciliation after hospital discharge), "one-time workshops" by IHPs and Acute/Episodie service
12:00	SMALL GROUP WORK	Application of program planning and QI tools (e.g. SAPD) to address the challenges in these program areas
13:00	Lunch	
14:00	SMALL GROUP	Debrief learnings and consider applications to other programs (i.e. beyond the examples)
14:15	Full group	Full-group debrief to collect the wisdom of the group for sharing further with others
14:45	"Me" time	QIDSS only: review findings of survey, consider outstanding needs and possible avenues for support, consider positioning of QIDSS (individually and collectively) in how Patients First/sub-region planning unfolds
		Everybody else: consider opportunities for integration and collaboration (individually and collectively) in how Patients First/sub-region planning unfolds
15:30	Closure	Commitments to action

ACCOMMODATION AND DIRECTIONS

WHERE IS THE EVENT TAKING PLACE?

The event will take place in the auditorium of [YMCA GTA Central](#), located at [20 Grosvenor Street](#) in beautiful downtown Toronto. It's a [4-minute walk from the College subway station](#).

IS THERE A DISCOUNTED HOTEL RATE?

Yes, a conference rate of **\$169.00/night** is available at the **Comfort Inn Toronto Downtown** for June 12 and 13. Space is limited and is available on a first-come, first-served basis. **This rate is only available until June 5th, 2017.**

- **How to book:** Each guest is responsible for booking and paying for their own room. To book, please call the reservations desk directly at **416-924-1222** and ask for the **AFHTO Group rate**.
- **Cancellation penalty:** Please cancel at least **48 hours** in advance or you will be charged for one night's stay.
- **Parking:** Parking is available at the hotel for **\$23/day**.
- **Location:** This hotel is conveniently located at [15 Charles St. East](#), just a [10-minute walk from the YMCA](#).

OTHER QUESTIONS

If you have questions that are not answered above, please contact [Catherine Macdonald](#), QIDS Program Assistant at AFHTO, and she will find the answers you need.

ACKNOWLEDGEMENTS

Watch this space for information about our sponsors and supporters.

