


The Clinical microsystem initiative 2008-2010

Centre for Quality
Region of Southern Denmark


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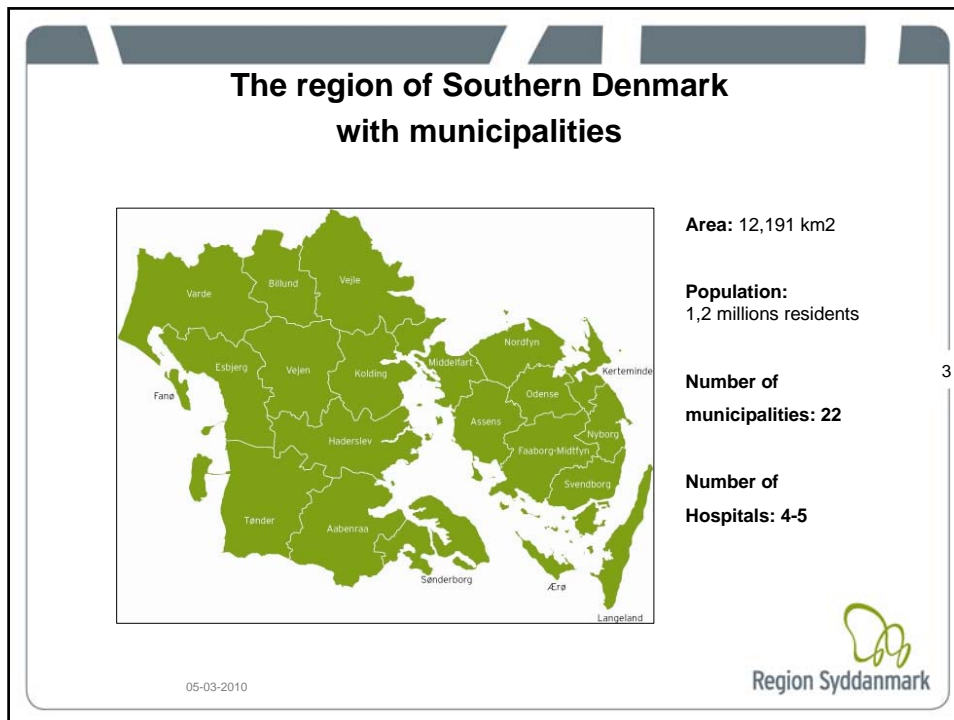
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Region Syddanmark med sygehuse

05-03-2010



Region Syddanmark



- ### The regional microsystem programme
1. Preparation internally in CFQ
 2. Motivation and recruitment of units/teams (microsystems) from interested departments
 3. On site introduction meetings
 4. Inclusion of units/teams in the program
 5. Regional and local education (5P, PDSA, SPC, process analyses, patient involvement etc.)
 6. Interactive network meetings
 7. Production of written information (leaflets, hand-outs etc.)
 8. Provision of local consultancy when needed
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Preparation and recruitment activities

- Literature review and discussion to equip staff in CFQ to run the program
- Allocation of resources internally in CFQ
- Kick off meetings (Jørgen Tholstrup, Göran Hendriks and others)
- Direct contact to medical and surgical departments
- Information on CFQ homepage



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Introduction and inclusion

- Clarification meetings with interested departments/units
 - ✓ General information
 - ✓ Discussions regarding mutual expectations
 - ✓ Discussions about the framework, culture and improvement activities
 - ✓ Discussion about resources, interest and motivation in the team
 - ✓ Discussion about local leadership support
 - ✓ Provisional suggestions on concrete improvement activities
- Making agreements between CFQ and participating departments
- Pointing out contact persons and local coaches



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Education of teams

- Regional “learning seminars”
 - ✓ 5P, process analysis
 - ✓ Value compass and measurements
 - ✓ Patient involvement
- Written information
- Network meetings



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CFQ consultancy and support

- Regular contacts between contact persons and coaches
- Supplementary local education provided by CFQ
- (Limited) provision of practical/economical support (e.g. whiteboards to present data)
- Project management support

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Status February 2010

- 12 clinical microsystems activated since 2008
- No teams has left the program as yet
- Teams have had different conditions and different speed in the process
- 11 teams underwent a provisional evaluation in January 2010
- Further planning of the process after this festival

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