

Falls and Fragility Fracture Audit Programme (FFFAP)

What to know about the Quality Improvement virtual collaboratives, when inviting team members, including patients and carers

We have put together a [guide to involving patients and carers in quality improvement](#). This document is intended to complement the guide and inform some of the specifics around the FFFAP Quality Improvement virtual collaboratives.

What is Quality Improvement?

There is no single definition of quality improvement within healthcare. In general, the term 'quality improvement' refers to the systematic use of methods and tools to try to continuously improve quality of care and outcomes for patients.

The Healthcare Quality Improvement Partnership have a great [introduction to quality improvement](#) short course, which you can access online to gain a better understanding.

While enthusiasm about improving patient care is fundamental to joining a collaborative, you shouldn't worry about not knowing about quality improvement (QI) methodology just yet. You will be taught by an expert faculty throughout the learning sessions and coaching calls on all elements of the model for improvement, which is the methodology we follow.

What is the time commitment?

Although this will vary between teams, the core time commitment will be:

- 3 x 4-hour learning sessions (Unfortunately, due to capacity we are unable to invite more than four team members to each learning session. We recommend that you have a wider improvement team in your organisation, and perhaps consider rotating the team members who attend each learning session, depending on their skillset.)
- We recommend that teams meet every 2 weeks to progress their projects, and make rapid, small changes that will see quick results. The length of these meetings will vary depending on the team and project.
- 3 x 1-hour coaching call with a faculty member.

What will the team be doing?

The team will be:

- Identifying an area to improve based on their services performance (The falls and fragility fracture audit programme can help you with this bit!)
- Learning about different methods and tools to help measure data, understand the problem, test and implement change projects
- Working through different exercises to resolve barriers to this improvement
- Sustaining and promoting improvements made

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