

Assessing Quality Improvement Team Processes: A Meeting Observation and Assessment Tool

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Objectives

- Introduction of **MOAT (Meeting Observation and Assessment Tool)**
- Purpose of Tool
- Methods
- Components
- Selected Preliminary Findings
- Conclusions

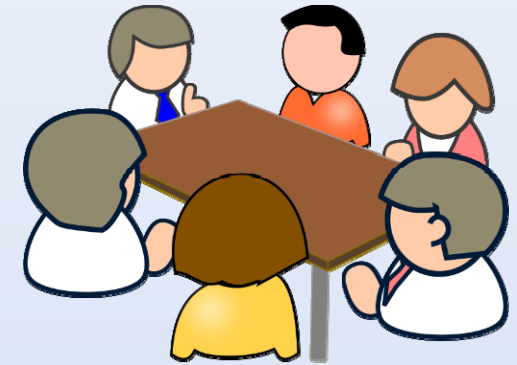
Introduction

- Purpose: to create and pilot-test a tool to assess the effectiveness of quality improvement (QI) team meetings.
- Addresses an important research gap



Purpose of Tool

MOAT can be used to track



- Frequency and efficacy of skills/tools taught by facilitating change, meeting facilitation training and RPI[©] quality improvement training
- Basic teamwork behaviors
- Patient/family engagement and contributions to QI teams

Methods

- Created with inspiration from several sources
 - Training curriculums
 - Internal QI project “tollgate”
 - Team Science and Patient Safety experts
- Measured items using Likert scales, yes/no, observational comments
- Piloted usability via other QI teams
- Modified to improve questions and answer choices

Methods

- Observer attended QI team meetings with MOAT data collection form
- Informal interrater reliability conducted with new observers to achieve 80% concurrence
- Observed 80 meetings with 3 QI teams since April 2017



Meeting Facilitation

Example Content

1. Meeting started on time
2. Meeting ended on time
3. Agenda made
4. Minutes taken/distributed
5. Clear leader of meeting and/or facilitator of the meeting
6. Action items from previous meeting completed

Teamwork Behaviors and QI Curriculum

Example Content

1. Team members speaking up
2. Participation in decision-making
3. Tasks volunteered for and/or delegated
4. Colleague cooperation
5. List of tools
 - Use
 - Proficiency of tool use
 - Mentor coaching of tool
6. Team member cooperation with mentor

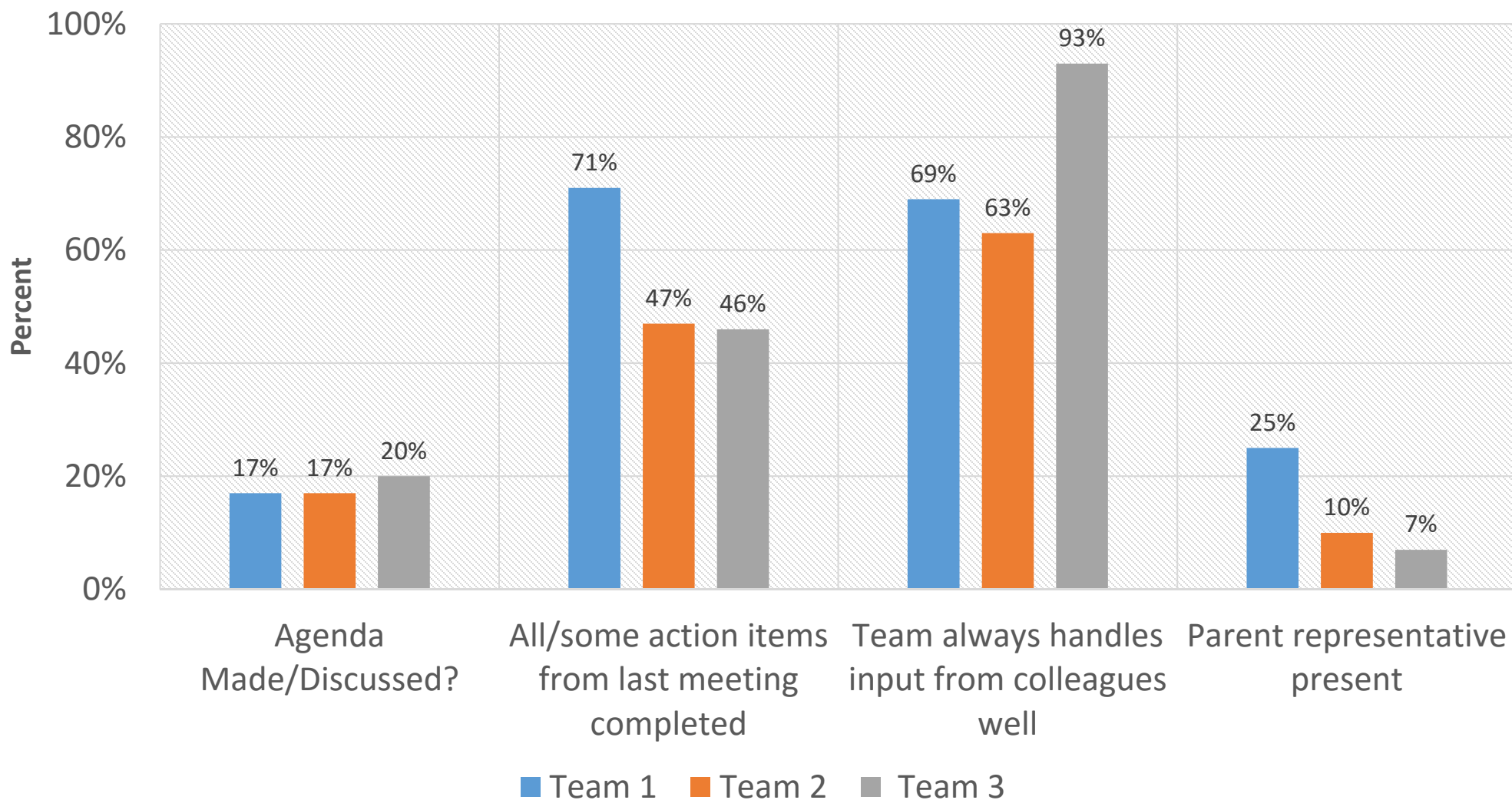
Patient/Family Engagement and Misc.

Example Content

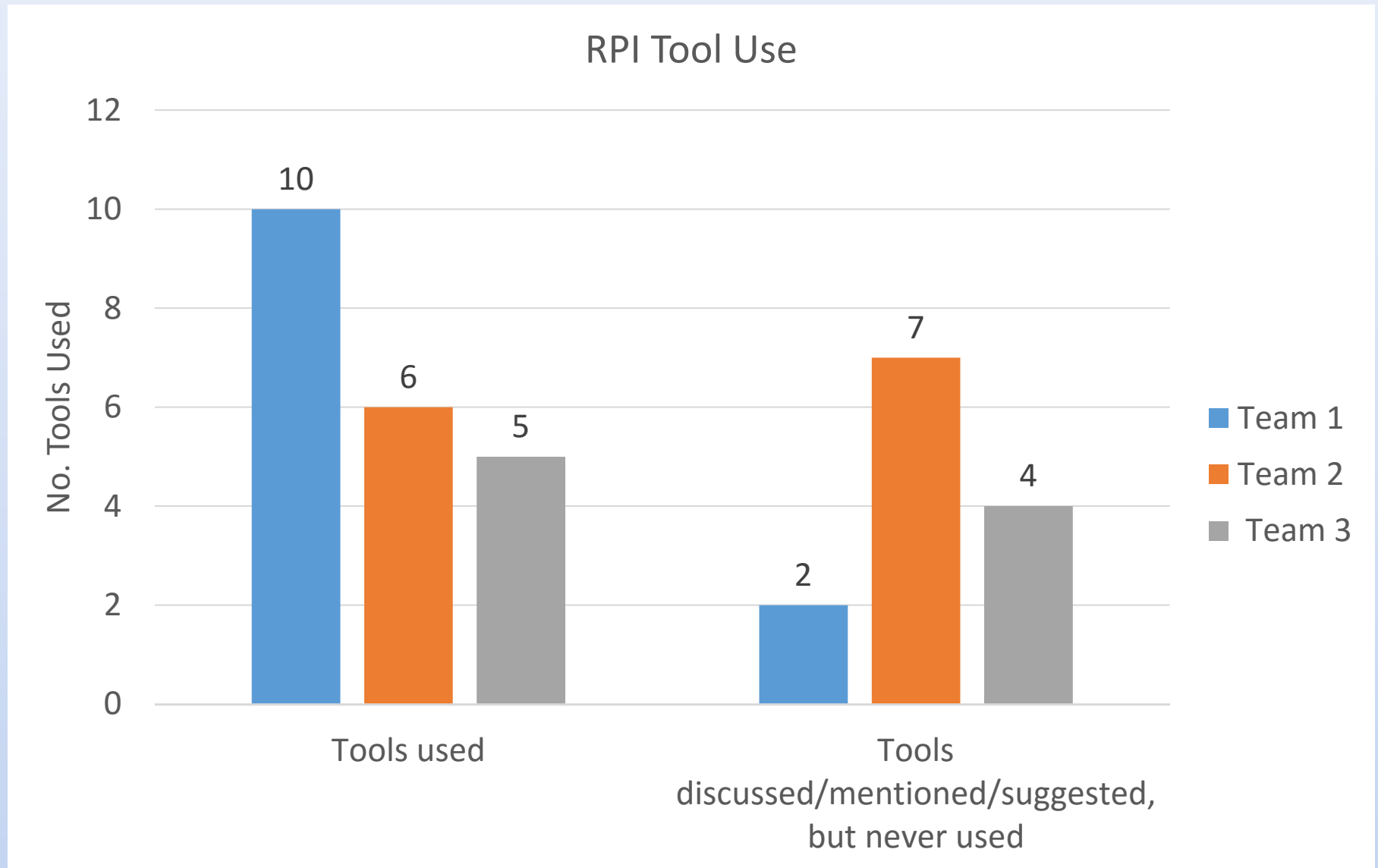
1. Parent representative presence
2. Parent representative contributions
3. Parent opinions sought by team
4. Consideration of parent views/perceptions
5. Barriers
6. Support from unit leadership
7. Reviewer reflections – high level impressions, notes about context, etc

Selected Preliminary Results

MOAT Findings



Selected Preliminary Results



Conclusions

- Implications: Results seem promising but MOAT needs more testing on additional QI teams
- Next steps
 - Linking MOAT results with project outcomes
 - Creating self-assessment tool



Questions or Feedback?



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