



AHQC (SA) 2011 BUSINESS PLAN

No.	Action	Tasks	Lead	By when	Expected Outcome	Status
Professional Development/Education						
1	Annual Professional Development Plan (PDP) in place on topics relevant to target groups, & with special consideration of rural stakeholders needs	Identify key topics, target audience (basic/advanced learners). <i>2007 survey: clinical auditing, quality tools, change management, project management, other quality systems, surveys & effective presentations.</i> <i>2009 Meet & Greet feedback: Clinical quality improvement; Identifying and working with your organisational culture; What an effective system looks like; Quality tools; & Compliance management.</i> <i>Other suggestions: Evidence based strategies for culture change; Marketing; Time/priority management; Convincing others of value of CQ-seminar for all levels staff & what's in it for them; Root cause analysis; Dashboards; & The harmed consumer- personal experience.</i> Final topics: a. Root cause analysis; b. Quality improvement tools and methods; c. Professor Paul Barach	Committee	Jan/Feb	<ul style="list-style-type: none"> List of proposed topics according to target group 	
		Develop draft PDP with topic, frequency, cost (venue, food & presenter), AQHC breakeven point, potential presenters & no. attendees	As above	May	<ul style="list-style-type: none"> Draft PDP 	
		Table draft PDP for approval with Committee	As above	May	<ul style="list-style-type: none"> Final PDP agreed 	
		Schedule sessions with preferred presenter.	Committee	May	<ul style="list-style-type: none"> Session dates agreed & booked 	
		PDP on internet, made available to previous attendees and potential participants (see 2 overleaf)	Matt/Fiona	May	<ul style="list-style-type: none"> PDP available to 100% of target groups Increase in applications to PD sessions 	
		Develop session planning and evaluation tools to support optimise use of committee time.	Beth	June	<ul style="list-style-type: none"> Planning and evaluation tools available. 	
		PDP effectiveness evaluated and results inform 2012 PDP.	Committee	October	<ul style="list-style-type: none"> 100% of planned PD sessions undertaken. Evaluation report on PDP effectiveness. 	
		Undertake credentialing studies + + See AAQHC Critical Path 2010/2011, section 4	Committee	October	<ul style="list-style-type: none"> 100% committee members are credentialed by AQHC 	



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Membership						
2	Consolidate & enhance AHQC profile & membership in rural & metropolitan South Australia	Develop sector & professional body communication pathways & methods e.g. health (acute, primary health), aged care (Peak body SA & local organisations), Disability SA, Families SA, Nurses Board, Allied Health Associations, Medical groups that enables effective communication to base grade staff & experienced quality improvement staff & similar in rural & metropolitan areas. <i>(Resource: Adrienne Copley)</i>	Fiona	April	<ul style="list-style-type: none"> Stakeholder list available Communication Plan developed 	
		Communication Plan implemented according to stakeholder needs. <i>+ See AAQHC Critical Path 2010/2011, points 1.4& 1.8 re membership.</i>	Committee	June	<ul style="list-style-type: none"> 10% increase in membership/PDP attendance during 2011 100% stakeholders receive AQHC information 	
		Explore and implement opportunities to co-badge & / or partner with like organisations <i>+ See AAQHC Critical Path 2010/2011, point 2.2 re strategic alliances + 5.2</i>	Committee	November	<ul style="list-style-type: none"> No. partnered & /or co-badged sessions undertaken No. new members resulting from co-badging/partnering 	
		Identify & promote sponsorship opportunities e.g. annual conference & Murdoch University post grad course.	all	November	<ul style="list-style-type: none"> 100% of sponsorship options marketed One sponsorship provided annually No. new members from sponsorships 	On hold (March 2011)
		Review & clarify AQHC/AAQHC marketing materials to be available / given to session attendees (located in suitcase). To address: membership, credentialing, fact sheets.	Beth	April	<ul style="list-style-type: none"> List of materials for attendees available 	Complete
Information Provision						
3	Provide high quality information to support & extend stakeholders knowledge of quality improvement in healthcare	Develop /source fact sheets on valued topics and place on AQHC (SA) website.	a. Stella & Matt b. Beth, Kim & Pam c. Kim <i>Per action 1 topics</i>	December	<ul style="list-style-type: none"> Fact sheets available on internet –SA page. Annual measure of hits per fact sheet. 	



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Financial						
4	Ensure financial sustainability to enable ongoing support to healthcare stakeholders	Set annual budget (expenditure & income)	Committee	April	<ul style="list-style-type: none"> Annual budget established Each PD session has own cost & profit plan Each session records a 10 % profit Ongoing viability is maintained 	
		Set PD session fees to cover all costs & ensure small profit is made on each occasion	Committee			
		Seek presenters who can provide sessions at no/very limited cost	a. Stella & Matt b. Beth, Kim & Pam c. Kim	May	<ul style="list-style-type: none"> List of preferred presenters 	
Marketing						
5	Provide comprehensive & motivating information materials to consolidate & enhance stakeholders knowledge of AQHC	Promote credentialing to potential applicants	Beth	August	<ul style="list-style-type: none"> 10 % increase in no. SA's who become credentialed 	
		Maximise linkages with AAQHC and other state networks	Beth	Ongoing	<ul style="list-style-type: none"> AAQHC national conference held in SA 	
		Target marketing opportunities to professional organisations	Beth	July & ongoing	<ul style="list-style-type: none"> Letter with PDAC brochure to organisations Take opportunities to insert material into local conference satchels 	
Link to AAQHC						
6	Align and comply with national body requirements	Review and update current Terms of Reference/constitution <i>+ See AAQHC Critical Path 2010/2011, points 6.3 and section 7.</i>	Kim & Pam	October	<ul style="list-style-type: none"> Revised Constitution available for next AGM 	