



PAQS
ASBL

Applying IHI's Breakthrough Collaborative in Belgium

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years of dedication for
**Quality &
Patient Safety**
with **PAQS**



PAQS means

P

- **Plateforme**
- Platform

A

- **Amélioration continue**
- Continuous improvement

Q

- **Qualité des soins**
- Quality of care

S

- **Sécurité des patients**
- Patient Safety



Mission

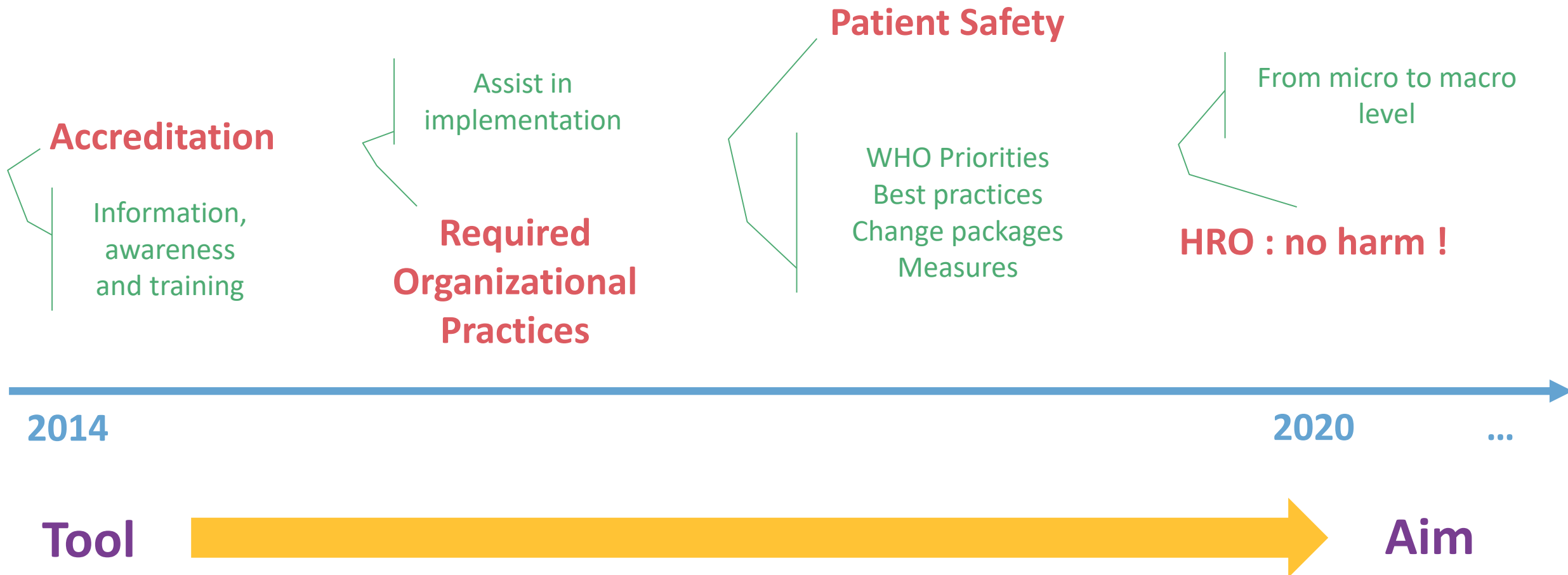
PAQS aims
to promote, support and organize
the development and implementation
of initiatives of continuous quality of care and
patient safety improvement
in Brussels and Walloon healthcare institutions.

Working together





A goal that becomes clearer



Partners & networks

e-santé.brussels 



Advancing Patient Safety and
Healthcare Quality Globally



SOTUGERES
Société Tunisienne de gestion
des risques en établissements de santé



Fédération des hôpitaux vaudois



We are working on...

Patient
identification

Safe surgery

Communication

High risk
medication

Infections

Leadership

Team work

Patients &
Family
involvement

Quality
indicators

Document
management

Violence
prevention

Adverse events



Our activities

Programs

Pilots
Collaboratives
Experiences sharing

Training

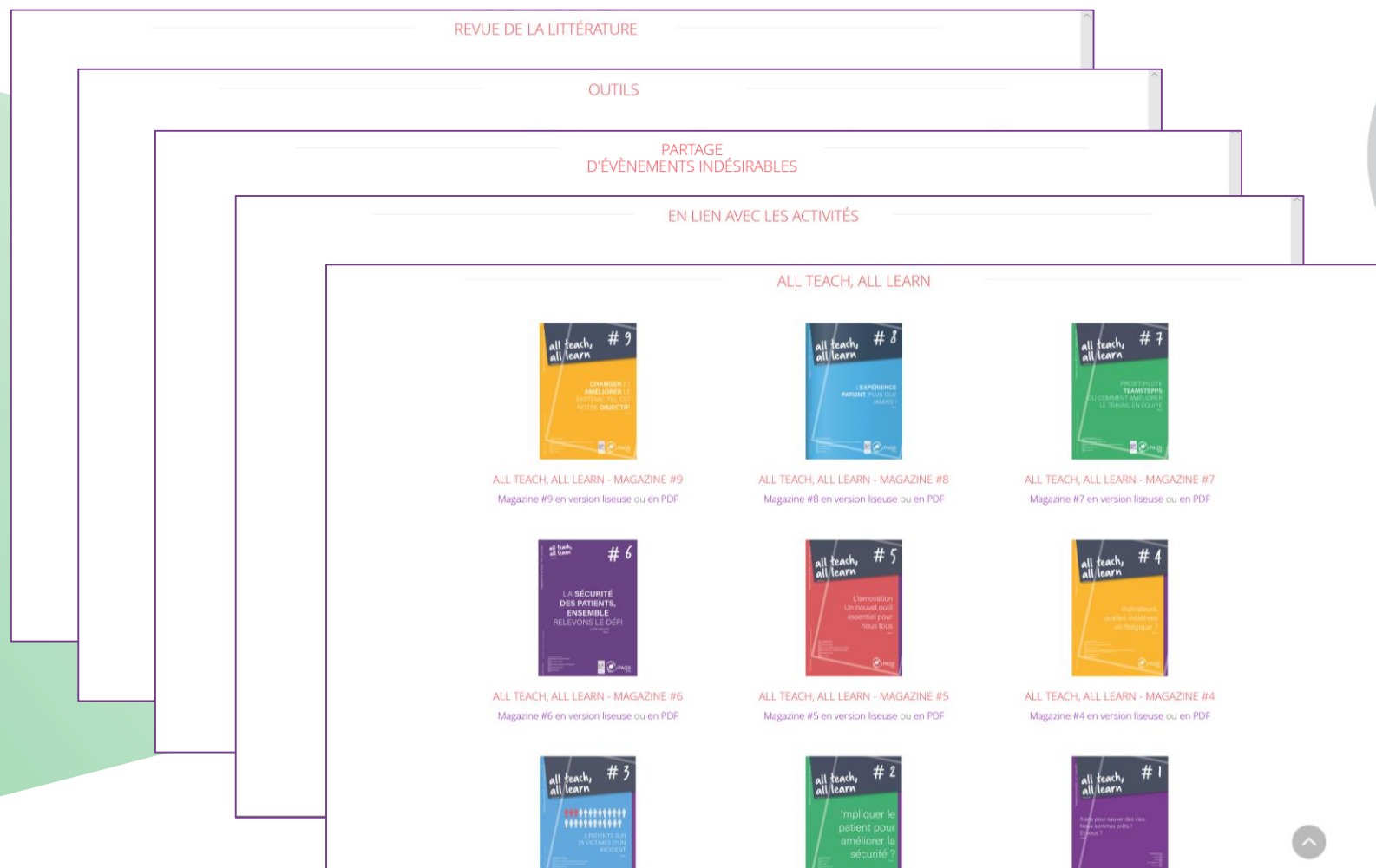
In person
E-learning
Workshops

Resources

Existing
From our programs
R&D

Communication

Providing usefull resources



all teach,
all learn

* inspired by HPI



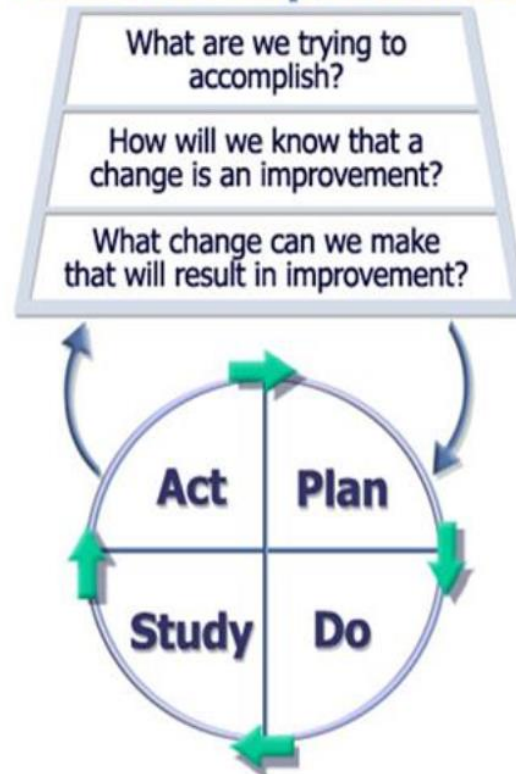
Five years to save lives

Our main Program

Saving lives !



Model for Improvement



DEVELOPED BY ASSOCIATES IN
PROCESS IMPROVEMENT





Collaborative ?

- Shared and dynamic learning system where several teams from different hospitals work together on the same problem in order to quickly achieve improvements in the processes.
- The teams define the same goal, simultaneously test and implement the changes and share their experiences (successes, challenges, failures, etc.).
- Provides fast results, lessons learned and best practices.



How does it work ?

1

Préparation

Définir le domaine d'intérêt du collaboratif

Thème, identification des domaines à problèmes, objectifs d'amélioration

Choix du paquet d'intervention

Pratiques basées sur l'évidence, procédures désirées, indicateurs de processus et des résultats

2

Mise en œuvre : test et institutionnalisation des changements

Les équipes d'amélioration de la qualité des sites testent des améliorations



Documentation régulière et rapportage des changements mise en oeuvre et résultats

Apprentissage mutuelle continu : coaching, réunions périodiques ou ateliers, téléphone, internet, emails...

3

Atelier/ conférence de synthèse pour définir les meilleures pratiques et le paquet de mise en oeuvre amélioré

Maintenir les acquis : pérenniser les améliorations dans le temps

Mettre en oeuvre la stratégie d'extension des améliorations/meilleures pratiques à l'échelle

Institutionnalisation des activités d'amélioration de la qualité pour une amélioration continue.

Preparation:

- Goals definition;
- Implementation Package: List of evidence-based / best practice interventions (these will produce the expected results formulated in Collaborative Improvement Objectives);
- Choice of indicators.

Period of implementation:

- Develop and test changes in the local context to put into practice the interventions included in the "implementation package" promoted by the collaborative.
- Measure the impact of changes (indicators).

Shared learning:

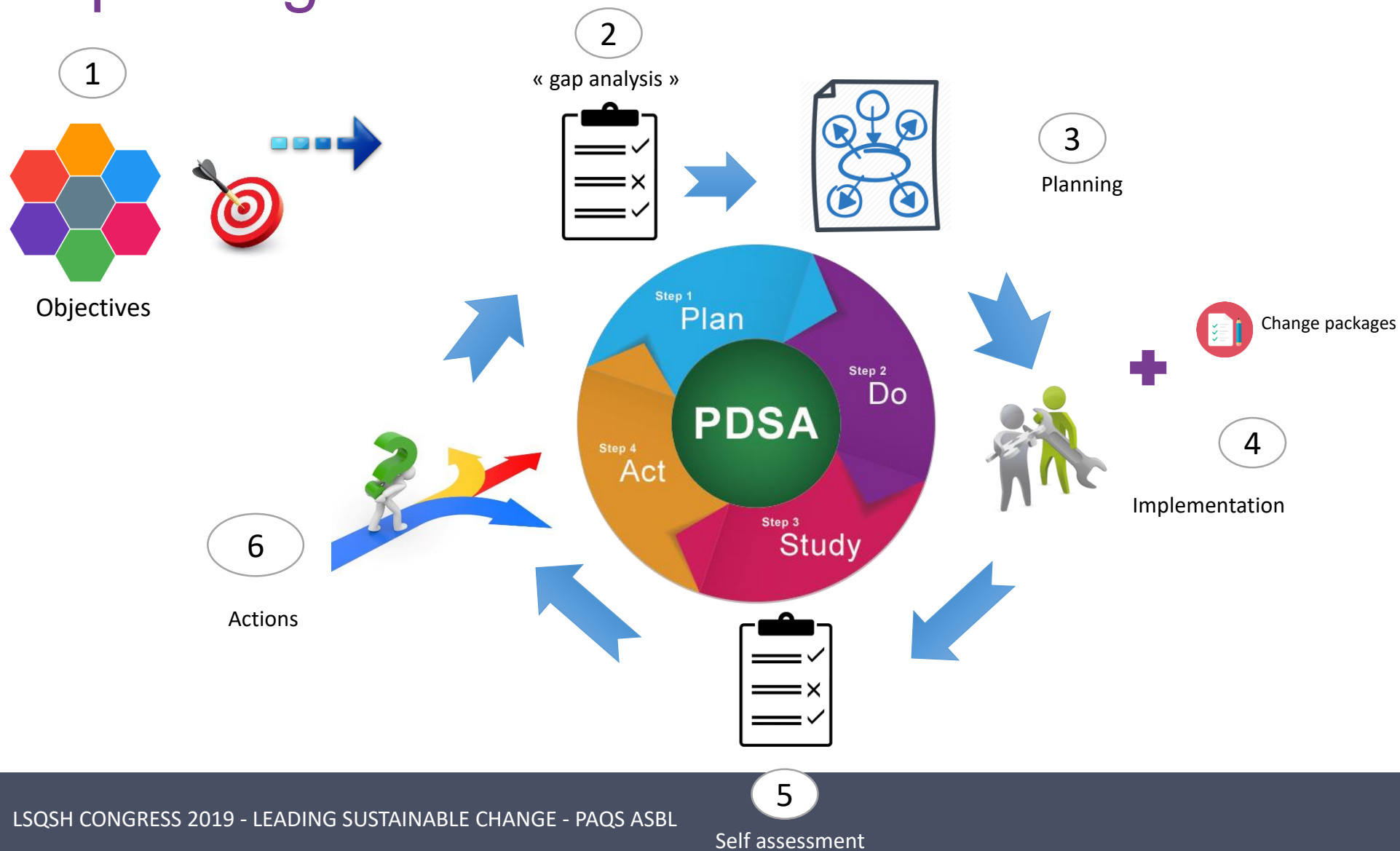
Share test results and solutions to learn from each other through business reports, challenges and lessons learned, presentation of sample layouts, dialogues and informal exchanges.

- Highlighting the best improvement interventions;
- Perpetuate improvements;
- Extension of best practices to other sites.

Adapté de «Breakthrough Series Model» (IHI 1993)



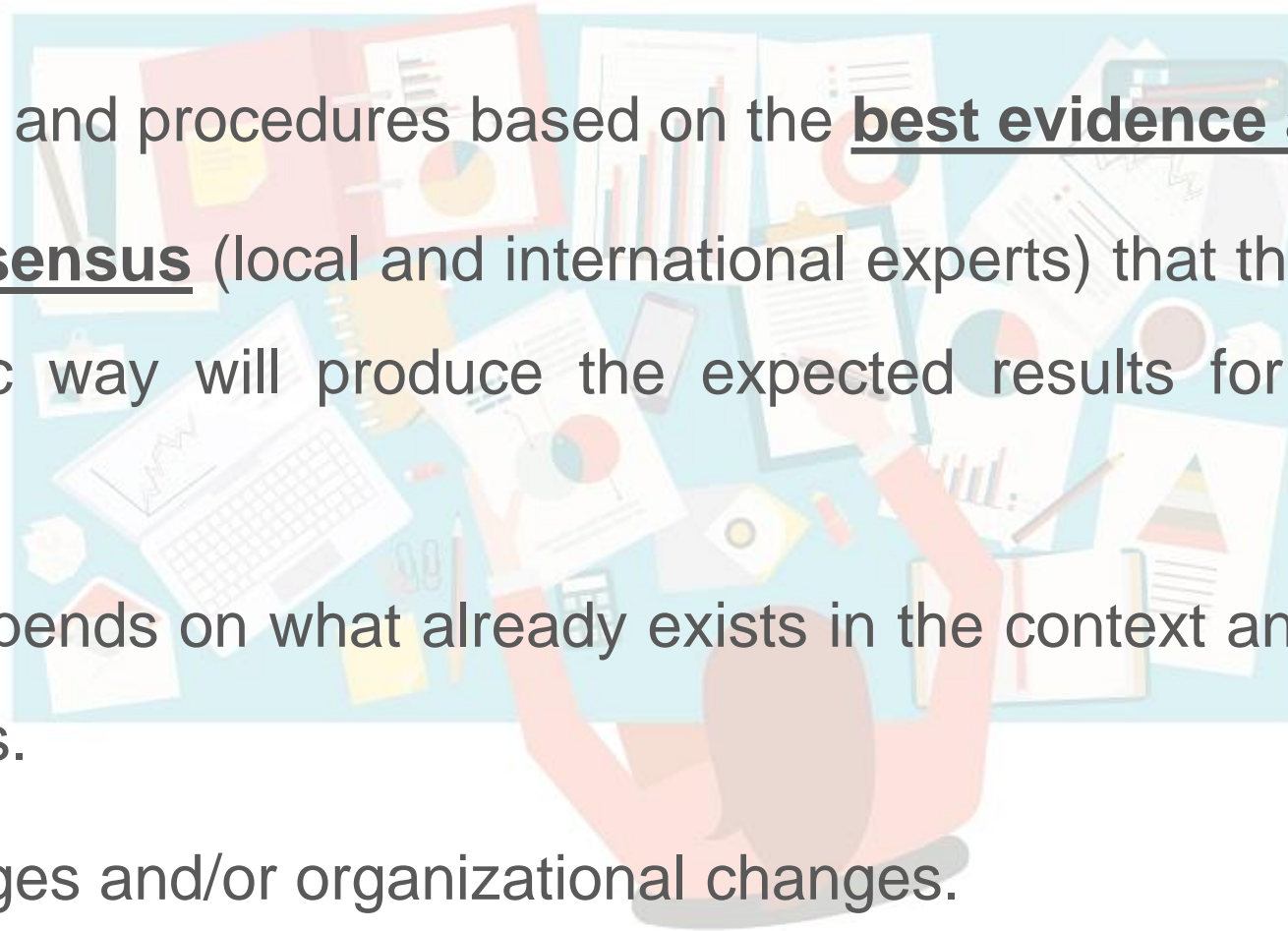
Improving...





« Change Packages »

- Set of practices and procedures based on the **best evidence available**.
- There is a **consensus** (local and international experts) that their implementation in a systematic way will produce the expected results for the improvement objectives.
- The content depends on what already exists in the context and the current level of quality issues.
- Technical changes and/or organizational changes.





Final Package

- The set of changes and improvements that had a strong correlation with the achievement of the objectives of the collaborative.
- Up-to-date procedures and organizational methods: "essential standards" to achieve improvement goals.



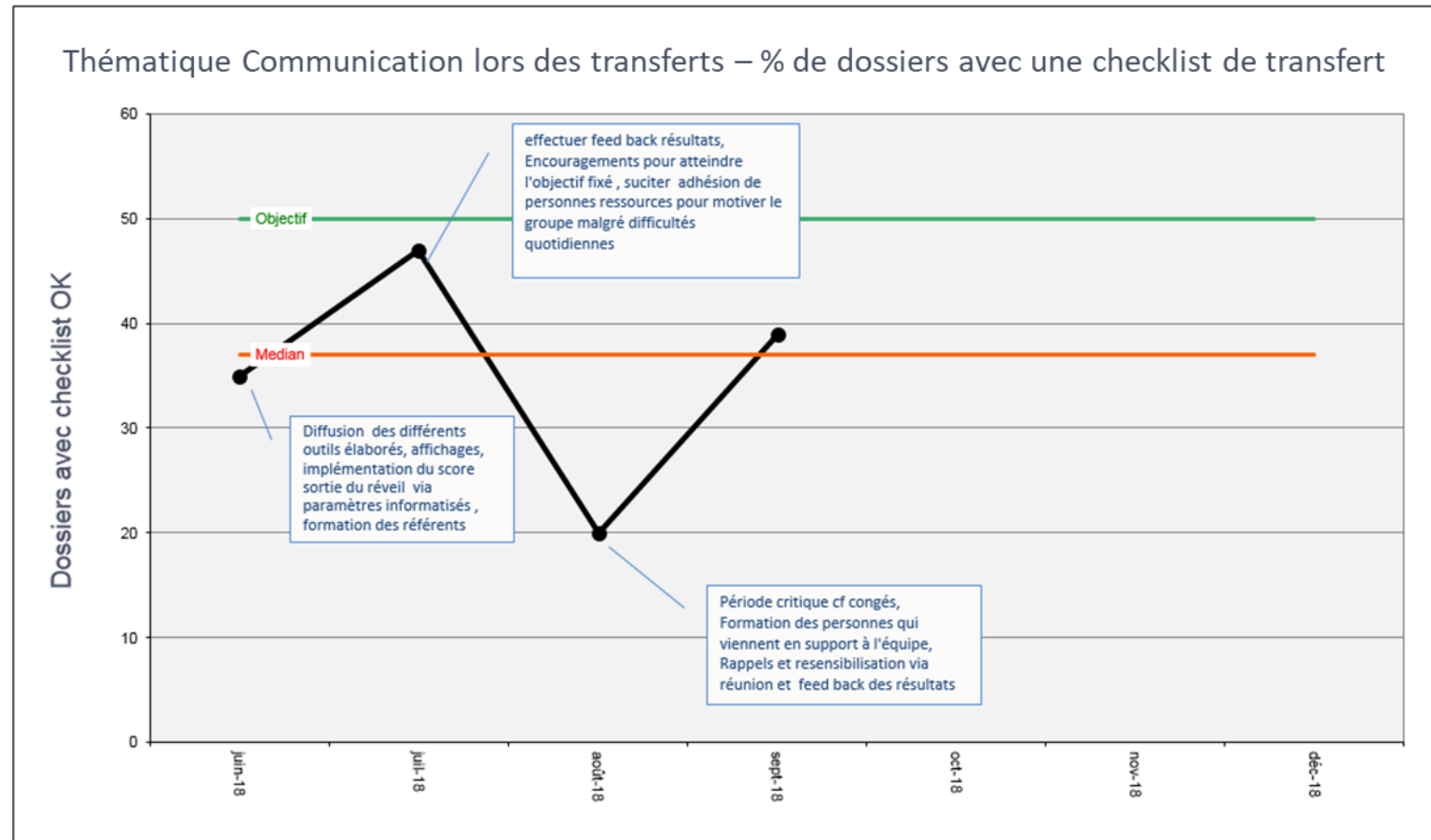
December 2021



HALF WAY
TO THE TOP,
HANG IN
THERE!

Does it work ?

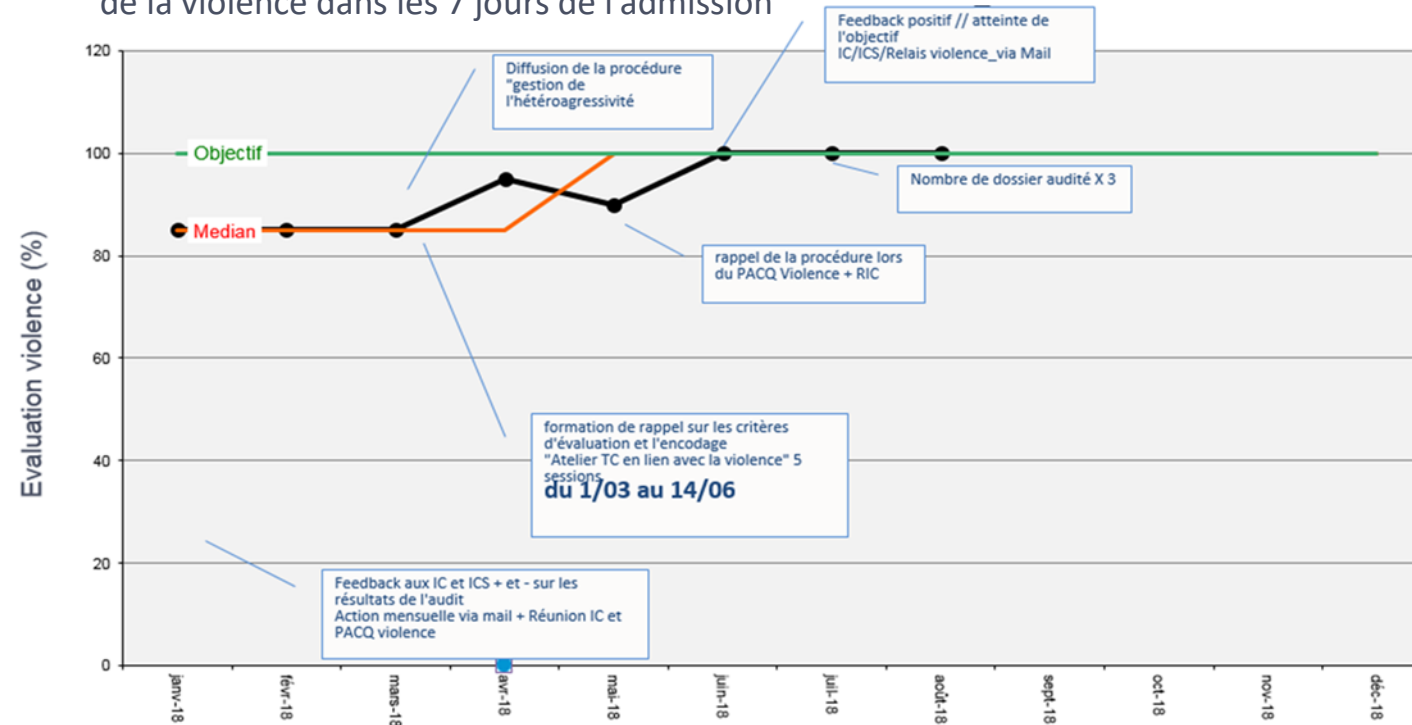
Communication



Violence prevention



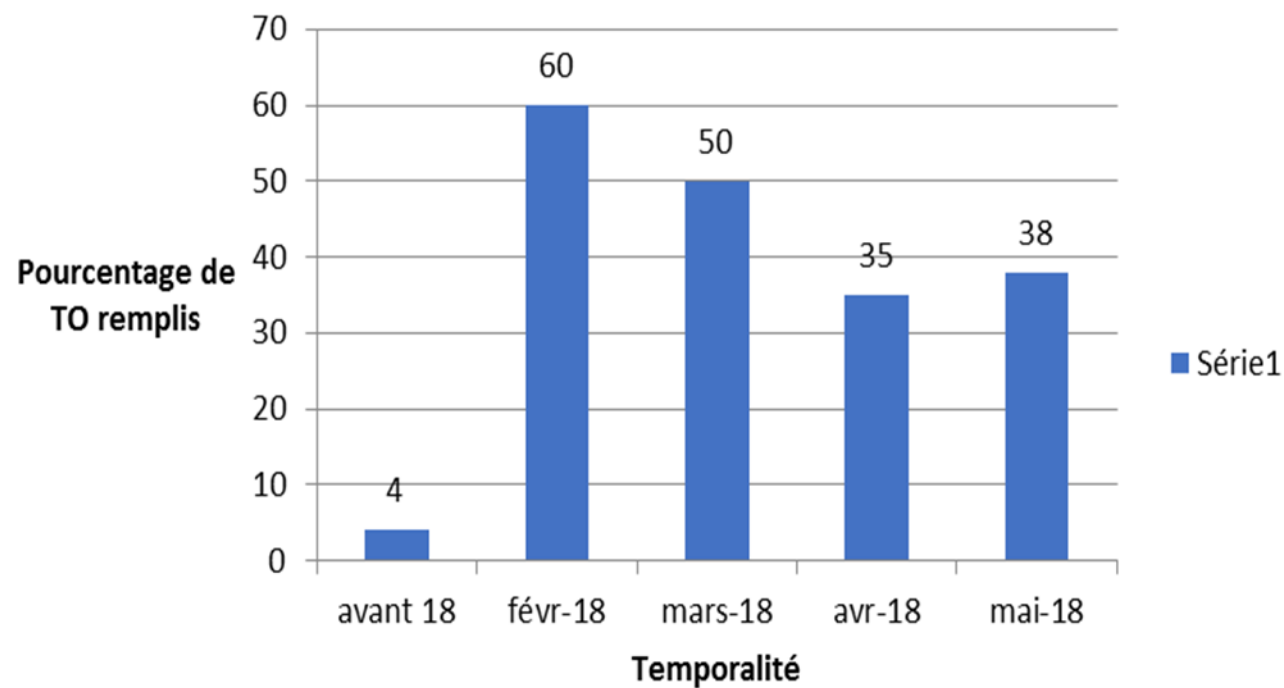
Thématique Prévention de la violence - % de dossiers avec une évaluation primaire de la violence dans les 7 jours de l'admission





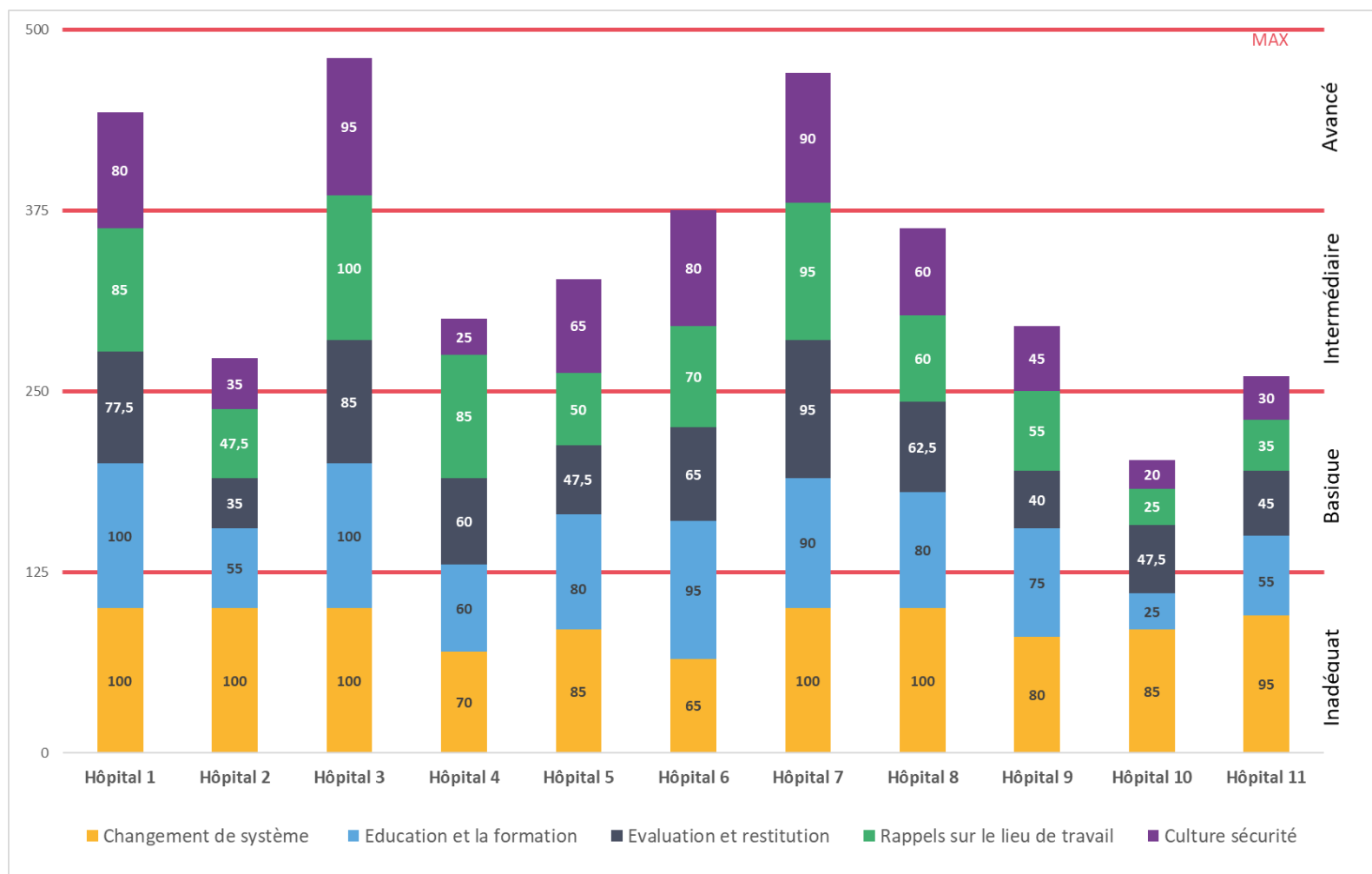
Safe surgery – Time out

Thématique Safe Surgery- % de Time Out complétés et présents dans les dossiers des patients

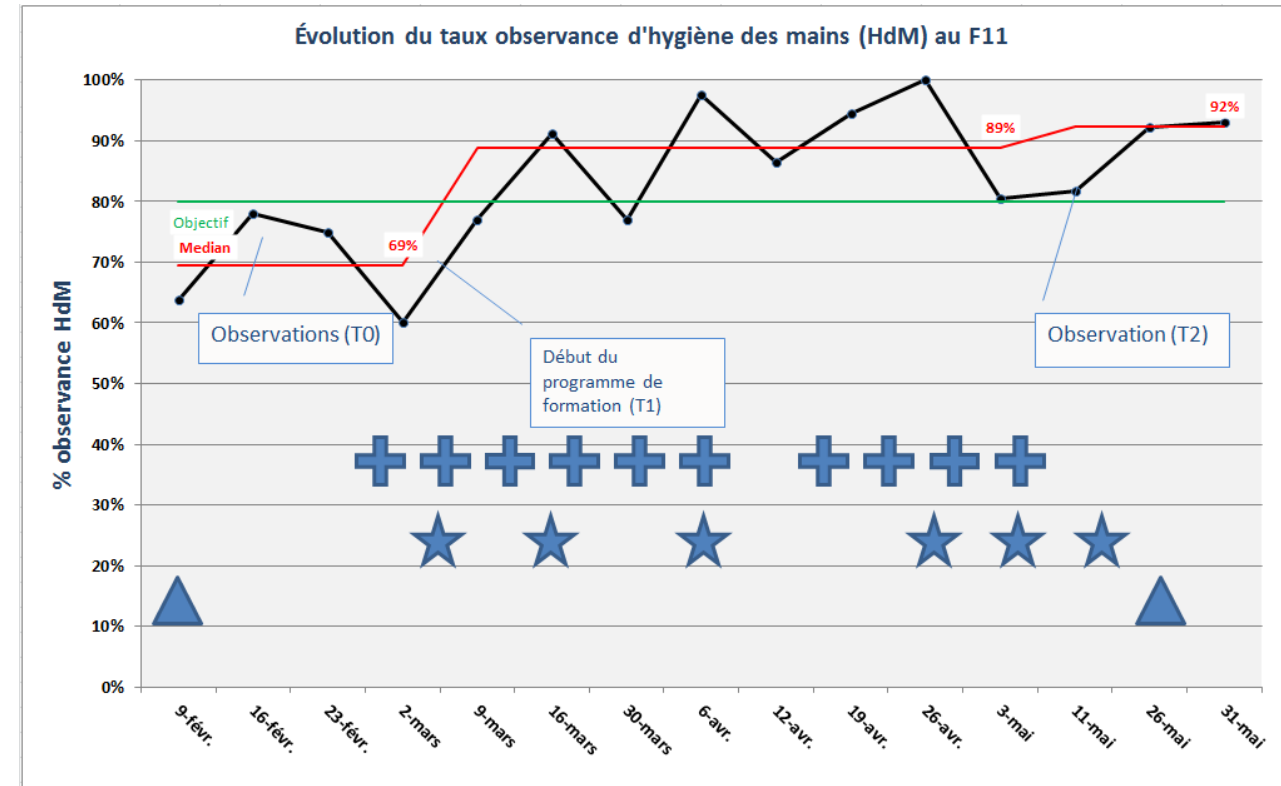
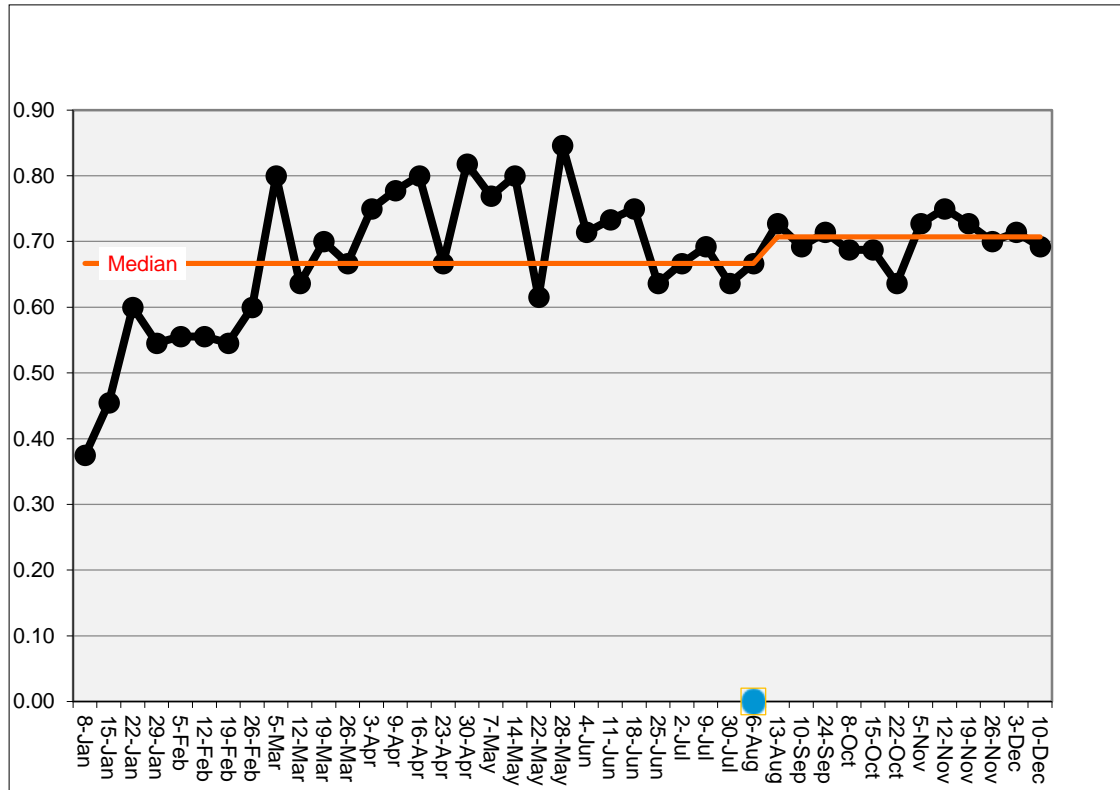




Hand hygiene – self-assessment (WHO)



Hand hygiene



Is it Magic ? Is it Perfect ?



PAQS
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*How can I improve
healthcare today ?*

