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2021-02

First Episode Psychosis Services Fidelity Scale (FEPS-FS 1.0) and Manual
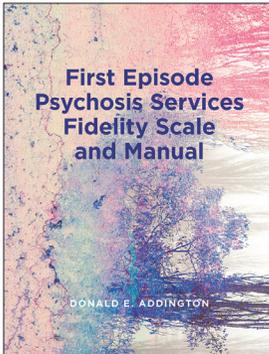
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University of Calgary Press

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FIRST EPISODE PSYCHOSIS SERVICES FIDELITY SCALE AND MANUAL
by Donald E. Addington

ISBN 978-1-77385-209-6

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APPENDIX I: QUALITY IMPROVEMENT STEP-BY-STEP GUIDE

The goal of this fidelity report is to support quality improvement (QI), however sometimes this is easier said than done. To help you on your QI journey we have included some tips and links to resources that you may find helpful.

Step-by-Step Guide:

1. Identify a gap

What is the problem?
Based on the fidelity report, select one gap or opportunity to focus on for improvement.
Other important gaps can be identified for future work.

2. Select a change idea

How can this problem be fixed?
Meet as a team and discuss ideas about how the gap can be improved.
Ideas can be big or small.
There are tools available to help narrow down the gap and brainstorm change ideas (e.g., Fishbone diagram, 5 Why's, Process mapping).

3. Select measures

How do you know if the change worked?
Identify some measures that will tell you if the change has worked.
These can be simple.
Example: If you are trying to increase attendance at a family support group, you can compare attendance numbers before and after you made the change.

4. Make the change

Work with your team members to make the change to your program.

5. Test and refine

Check to see if your change is working and make any refinements needed.
You may do a few testing and refinement cycles—these are also called Plan-Do-Study-Act (PDSA) cycles.

6. Sustainability

Making the change stick.
Think about how you can make sure the new practice will be sustained.
E.g., is ongoing coaching required? Can it be included in training for new staff? Can it be checked with regular audits?

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in an improvement?

Act | Plan

Study | Do