

Habits of Improvers



ACTIVITY

When considering how to build quality improvement capability and capacity within your primary health care service it's worth considering those competencies, skills, attitudes and behaviours you would like staff to embed in day-to-day practice.

In higher performing health care organisations, where quality improvement is engrained in mindsets and operational processes as 'business as usual', these are considered mere 'habits' of improvers.

Reflect on the habits summarised in the figure 1.

Undertake the following activity to identify your team's strengths and opportunities to build habits of improvers in your quality improvement capability and capacity.





Habits of Improvers

Activity

- Think about your practice staff and how the habits of improvers are distributed across your workforce.
- Use the template below to undertake a quick assessment of team strengths.
- Simply write the names or initials of those people within your team that consistently demonstrate this habit.

Habit	Sub habit	Team member	Notes
Learning	<ol style="list-style-type: none">1. Questioning2. Problem Finding and Solving3. Study and Reflection		
Influencing	<ol style="list-style-type: none">1. Empathetic2. Facilitative3. Resolute		
Resilience	<ol style="list-style-type: none">1. Tolerating Uncertainty and Ambiguity2. Calculated Risk Taking3. Optimistic		
Creativity	<ol style="list-style-type: none">1. Generating Ideas2. Critical Thinking3. Team Player		
Systems Thinking	<ol style="list-style-type: none">1. Networking and Connection2. Synthesis3. Accepting Change		



Habits of Improvers

Reflection

Now reflect on your results:

- Who do you think would thrive when conducting quality improvement and be an integral and enthusiastic member of your quality improvement team?
- Where are your team strengths invested? e.g., in your clinical, managerial or administrative teams?
- Are there any gaps? And how will you address them to strengthen your quality improvement capability and capacity?

Document your thoughts in the text box below.



ACTIVITY