

An E-Learning Approach to Improving Primary Care QI Measurement Knowledge and Skill

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INTRODUCTION

The Department of Family and Community Medicine's (DFCM) Quality Improvement (QI) Program has embraced e-learning via development of an online, multi-module series on measurement in QI. The video series offers short, concise training on measurement in primary care quality improvement in an animated, live-draw format.

OBJECTIVE

The objective is to include Internet technology augmenting delivery options within current QI curriculum offerings and with the goal of reaching more learners across the DFCM's fourteen academic sites (thirteen Family Health Teams) and beyond to the broader primary care system.

THEORY OF E-LEARNING

E-learning can be defined as "the use of Internet technologies to deliver a broad array of solutions that enhance knowledge and performance."¹

The VideoScribe software was selected as the platform for the QI measurement modules, utilizing the popular whiteboard format.

While e-learning can stand alone in its facilitation of learning, an emerging opportunity is to make it one element of a whole educational offering. This is described in the continuum as blended or distributed learning (see Figure 1).

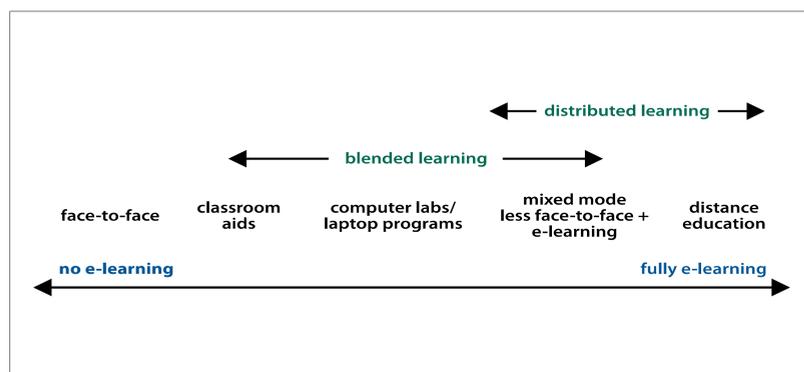


Figure 1. Modes of Delivery: E-Learning as a Continuum.²

MODULE & VIDEO TOPICS

The module topics that focus on primary care application of QI measurement include:

- Introduction to QI Measurement
- Building a QI Measurement Plan
- Sampling for Primary Care QI
- Surveying for Primary Care QI
- Using Run Charts in Primary Care QI



Interviews with team members from the DFCM academic sites demonstrate feasibility, relevance and practicality of measuring for improvement in primary care. Recounting their experiences include:

- Southlake Academic FHT - Dr. David Makary
- South East Toronto FHT - Maureen Gans
- St. Michael's Hospital Academic FHT - Laurie Malone, Dr. Tara Kiran, Samantha Davie, Dr. Margarita Lam-Antoniades
- Women's College Academic FHT - Dr. Susie Kim, Nicole Bourgeois



References:

- Rosenberg M. E-Learning: Strategies for Delivering Knowledge in the Digital Age. New York: McGraw-Hill, 2001.¹
- OECD, 2005 and Bates and Poole, 2003. Modes of Delivery: E-Learning as a Continuum.²

WHAT NEXT?

- In the first month there have been over 1,300 hits with the 'Introduction to Measurement' and 'Sampling' modules receiving the most views.
- The modules are a core element of the Family Medicine resident QI curriculum (see Figure 2 below), and support DFCM faculty and interprofessional team member 'measurement for QI' capacity building.

FM Resident QI Curriculum Map – 2015-16

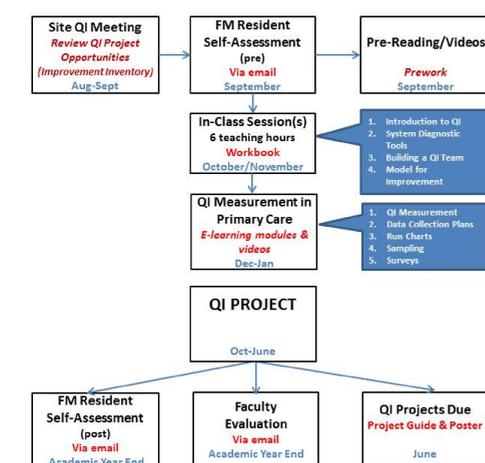


Figure 2. FM Resident QI Curriculum Map – 2015-16

View the full series on the DFCM's YouTube channel:
youtube.com/user/UofTFamilyMedicine



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