# Assessing the maturity of the implementation of the Flanders Quality Model (FlaQuM) co-creation roadmap in hospitals

Fien Claessens<sup>1</sup>, Charlotte Van der Auwera<sup>1</sup>, Deborah Seys<sup>1</sup>, Dirk De Ridder<sup>1,2</sup>, Astrid Van Wilder<sup>1</sup>, Kris Vanhaecht<sup>1,2</sup> on behalf of The FlaQuM Research Group

## **BACKGROUND**

- FlaQuM is an evidence-based quality management system, developed by the University of Leuven, and includes three pillars: (1) a quality vision model, (2) a co-creation roadmap and (3) learning and innovating during inter-hospital collaboratives
- No tool is available to monitor hospitals' quality management systems implementation according to the co-creation roadmap
- To address this gap, we aim to measure the maturity of the implementation of the FlaQuM co-creation roadmap in hospitals

### **METHODS**

• Three-phase, co-design approach with 19 hospitals to develop maturity tools:

PHASE 1: SCOPE	Via the FlaQuM-Consortium consisting of 19 hospitals
PHASE 2: CONTENT VALIDITY	1) Started with a literature review and involvement of content experts
	2) Concept mapping part 1
	3) 20 co-design focus groups with 79 content experts
	4) Concept mapping part 2
	5) Delphi-round to test the content validity index with 19 quality managers
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PHASE 3: TEST	2) Tested the psychometric properties (validity tests)

#### 1) Maturity matrix with 52 sub-components 2) Co-creation scan with 19 statements **Co-creation roadmap with** 6 primary drivers and 19 building blocks [A] scored by professionals, illustrative example: FlaQuM Score 0 (strongly disagree) FlaQuM +3 **Score 10 (strongly agree)** FlaQuM +1 FlaQuM +2 FlaQuM +4 Level Healthcare system and external policy and demands **Quality Context** Organisational characteristics Continuous learning and innovation Quality Culture Just culture Attitudes and commitment Executive and governance support Visible, supportive management and staff members Quality Leadership 8 Personal and clinical leadership Communication and reflection Intervention implementation by adapting quality design Quality Improvemen Teamwork Demonstrate the evolution over time on effectiveness Transparent feedback system **Quality Control** \_egal and technical requirements for nspections, audits and labels Adaptability and fit Involvement of stakeholders

scored by professionals, illustrative example:

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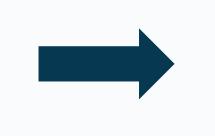
# 19 Flemish hospitals:

Quality Design and Planning

MULTI-CENTRE



Define a shared vision, set the aims, prioritise and focus



The maturity matrix & co-creation scan are responded by 119 healthcare professionals



**Table 1.** Scale-Content Validity index based on Delphi

Primary drivers	S-CVI in terms of relevance	S-CVI in terms of clarity
Quality Design and Planning	98.1%	92.1%
Quality Control	94.7%	93.7%
Quality Improvement	88.4%	87.9%
Quality Leadership	95.9%	92.4%
Quality Culture	91.7%	86.5%
Quality Context	91.0%	85.0%
Overall S-CVI	93.3%	90.0%



**Table 2.** Relationship between maturity matrix and co-creation scan

<b>Primary drivers</b>	Building blocks	Spearman's ρ	P-value
and Planning	1. Define a shared vision, set the aims, priorities and focus	0.291	0.001*
	2. Involvement of stakeholders	0.286	0.002*
	3. Adaptability and fit	0.397	<.001*
	4. Legal and technical requirements for inspections, audits and labels	0.368	<.001*
Quality Control	5. Monitoring system	0.341	<.001*
	6. Transparent feedback system	0.328	<.001*
	7. Demonstrate evolution over time on effectiveness & prioritise new challenges	0.446	<.001*
Improvement	8. Evidence-based interventions	0.259	0.004*
	9. Teamwork	0.321	<.001*
	10. Intervention implementation by adapting quality design	0.108	0.241
	11. Communication and reflection	0.357	<.001*
Quality Leadership	12. Personal and clinical leadership	0.163	0.076
	13. Visible, supportive management and staff members	0.351	<.001*
	14. Executive and governance support	0.446	<.001*
Quality Culture	15. Attitudes and commitment	0.382	<.001*
	16. Just culture	0.253	0.005*
	17. Continuous learning and innovation	0.325	<.001*
CHIMITY CANTEST	18. Organisational characteristics	0.299	0.001*
	19. Healthcare system and external policy and demands	0.165	0.073
* = P<0.05			

# **CONCLUSION & IMPLICATIONS**

- Measuring the implementation of the FlaQuM co-creation roadmap and monitoring its maturity over time should be feasible by using these comprehensive maturity tools, i.e., the maturity matrix and co-creation scan, in hospitals
- Results of both tools should be able to describe the current state of hospitals' implementation of the co-creation roadmap as basis for strategic improvement plans and next steps
- Future research will focus on the benefits of implementing maturity tools in terms of maturity improvement and benefits for patients, processes and structures



