



# MEERQAT

Quality Assessment Tools

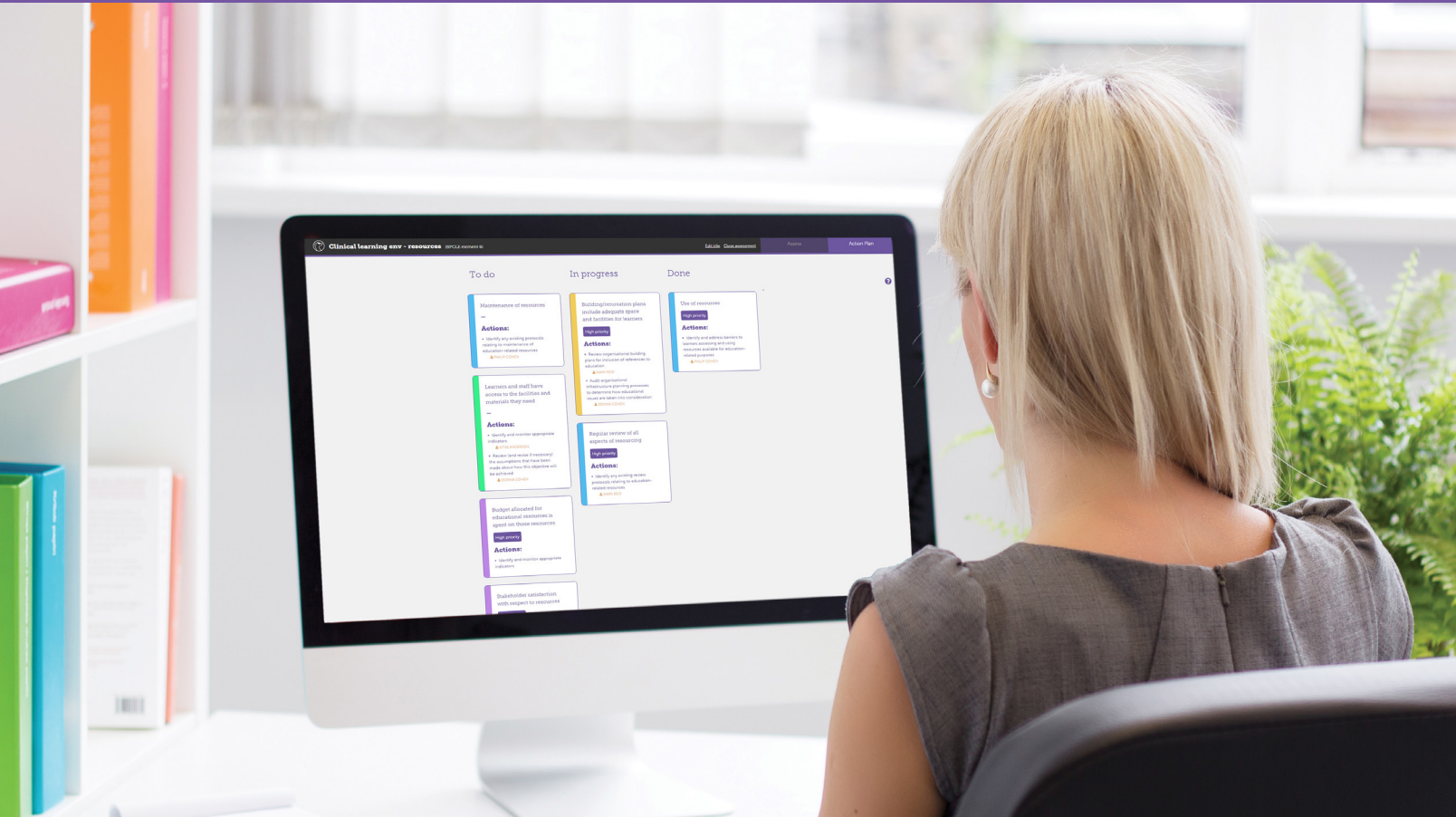
## Capture the wisdom of your workforce



### At last, a quality improvement tool teams love to use

The key to improvement is learning and the key to learning is the ability to transform raw experience into insights. Structured conversations powered by MEERQAT enable this transformation. MEERQAT is an easy-to-use quality improvement tool that helps teams reflect on what they do, what works, what doesn't and why.

[meerqat.com.au](http://meerqat.com.au)



## What is MEERQAT?

At the heart of MEERQAT are program logic models, theory of change models and other process maps. These reveal how inputs link to activities, outputs and outcomes, and ultimately to objectives.

MEERQAT brings an exciting new dimension to all forms of process maps by converting them into interactive *basemaps*. Using MEERQAT, a team can collaboratively evaluate its programs and processes to identify areas requiring attention. This information is then used to plan for quality improvement.

## Who is MEERQAT for?

MEERQAT can be used by any organisation – private or public, big or small – to evaluate and improve the quality and efficiency of its programs and processes.

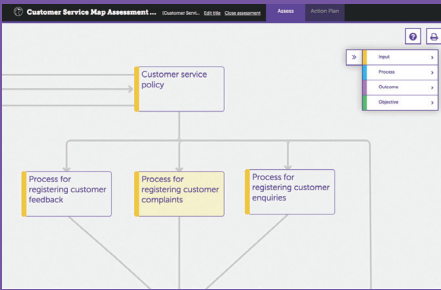
## How does MEERQAT help?

MEERQAT guides organisations over the four hurdles of quality improvement:

- Distinguishing real problems from “squeaky wheels”
- Engaging staff meaningfully in quality improvement activities
- Translating evaluation outcomes into efficient and effective quality improvement action plans
- Keeping track of progress on the quality improvement journey

# How does MEERQAT work?

## 1 START WITH A BASEMAP



Select one of the basemaps in our Library, or use our **Basemap Builder** to create a new basemap or adapt an existing basemap. The MEERQAT team is also available to assist you in creating basemaps customised for your requirements.

## 2 COMPLETE A TEAM-BASED ASSESSMENT

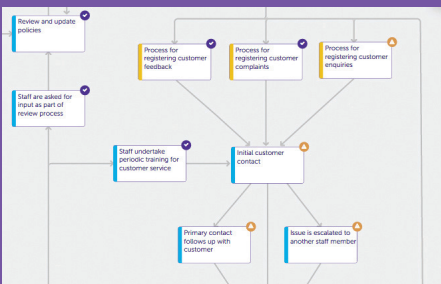
Work with your team members to rate how well each item in the map is being achieved, drawing on the first-hand knowledge and experience of staff. Include notes and attach documents to add to the evidence base for team ratings.

This process helps team members share their knowledge about important aspects of the system and learn about each other's contribution. At the same time, managers are informed about the day-to-day realities of conducting that process.

The screenshot shows the assessment interface for 'Process for registering customer complaints'. It features a rating scale with options: 'Strongly agree', 'Agree', 'Neither agree nor disagree', 'Disagree', and 'Strongly disagree'. A 'Total ratings: 6' indicator is visible at the bottom. The interface also includes 'Back to Map' and 'Next' buttons.

## 3 REVIEW THE BIG PICTURE

This is where the great value of MEERQAT becomes evident. Item ratings are displayed visually in the map. The completed map gives you a view of the health of the entire process, highlighting the areas most in need of attention.



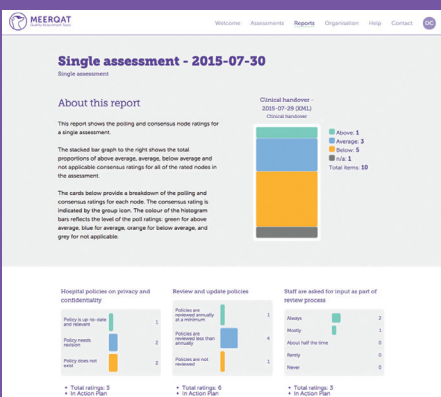
## 4 DEVELOP AN ACTION PLAN

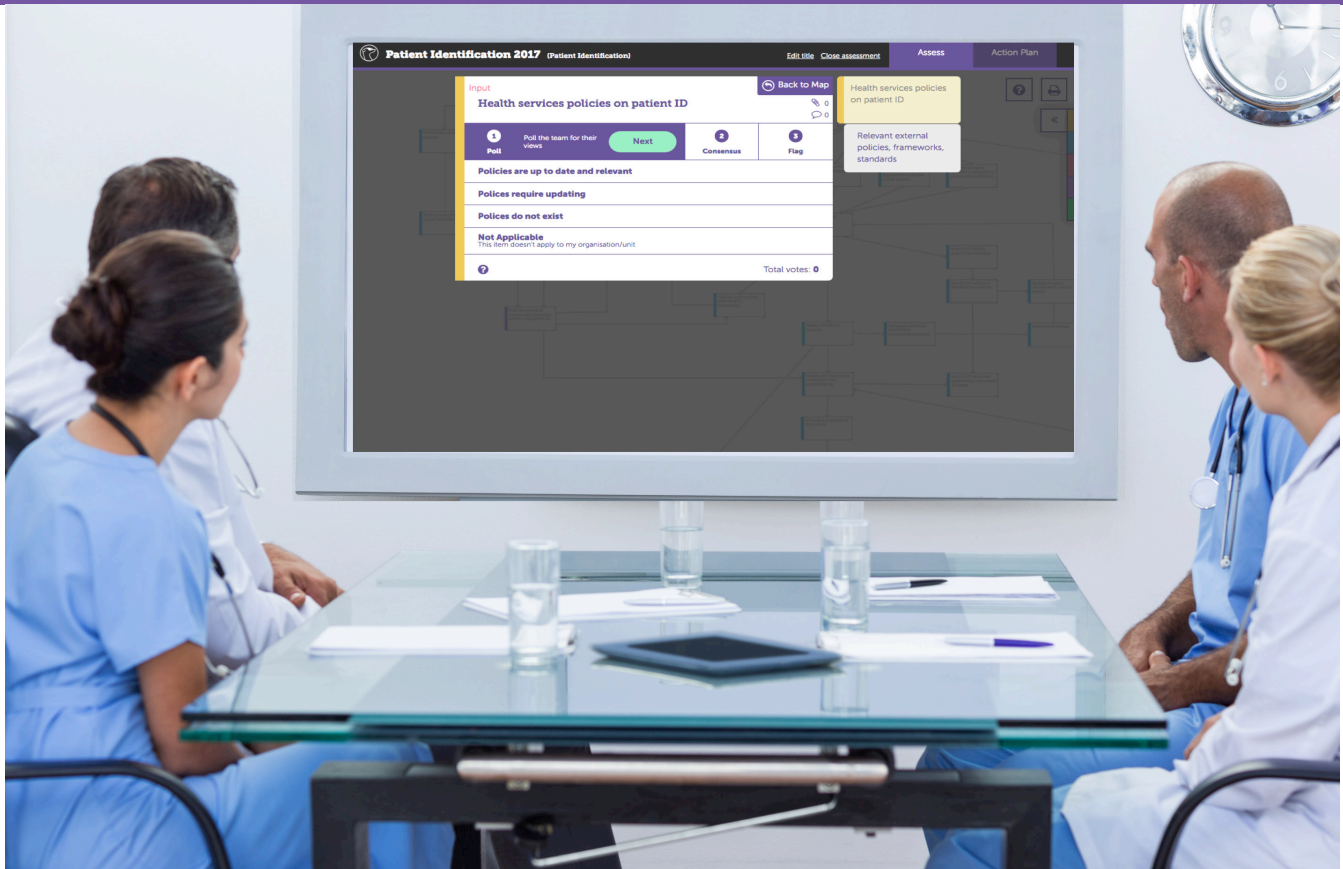
Based on each assessed item in a map, MEERQAT generates a range of suggested actions for how problem areas can be improved. This forms the basis of an evidence-based quality improvement action plan that you then tailor to your priorities and needs.

The screenshot shows an action plan for 'Process for registering customer enquiries'. It lists several actions: 'Identify issues that need to be addressed', 'Implement any necessary hardware or software solutions', and 'Educate staff'. The action plan is organized into 'To do', 'In progress', and 'Done' sections.

## 5 CREATE INFORMATIVE REPORTS

Using MEERQAT's reporting function, you can compare assessments to show improvements over time. You can also compare assessments from different organisational units for the same process.





## Subscriptions

A range of annual subscription plans for MEERQAT is available. All plans can be tailored to meet your specific needs and include the following features:

- ✓ Unlimited users
- ✓ Unlimited use of the Basemap Builder
- ✓ Access to any basemap in the general library
- ✓ Downloadable and printable reports
- ✓ Access to online support
- ✓ Secure data protection
- ✓ No software install
- ✓ Free application upgrades

## Our clients include...

- Asylum Seeker Resource Centre
- Cabrini Malvern Cardiac Catheterisation Laboratory
- Community Child Care Association Inc
- Dept of Fire and Emergency Services (WA)
- Dept of Health & Human Services, Victoria
- Epworth Health
- Home Nursing Solutions (SA)
- North Queensland Dry Tropics
- Rural Community Intern Training Program
- Victorian Hospitals Industrial Association
- WorkSafe Victoria

