



Institute for
Healthcare
Improvement

Breakthrough Series College Informational Call



June 8, 2016

The IHI BTS College Team



Kelly McCutcheon
Adams, LICSW, Director



Sandy Murray, MA,
Improvement Advisor



Sue Butts-Dion,
Improvement
Advisor



Lauren Showalter,
Program and
Event Manager



Session Objectives

- Share information about the objectives, curriculum, and experience of participating in the College
- Ensure a match between your expectations and program design
- Answer any questions that you may have



Agenda for Today's Call

- Purpose and objectives of the College
- How to get the most out of your College experience
- Draft program agenda
 - Curriculum
 - Director and Improvement Advisor sessions
- Preparation for the College
- Questions



WebEx Quick Reference

- Please use chat to “**All Participants**” for questions
- For technology issues only, please chat to “**Host**”

Raise your hand

Select Chat recipient

Enter Text

Participants

Speaking:

Panelists: 1

Terina Keller (Host)

Attendees:

Morgen Palfrey (me)

Chat

Send to: Host

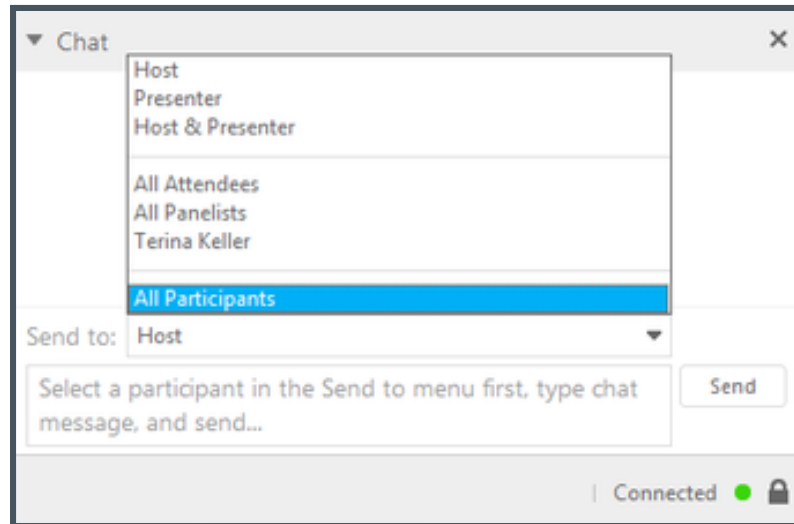
Select a participant in the Send to menu first, type chat message, and send...

Send



When Chatting...

Please send your message to
All Participants



Chat

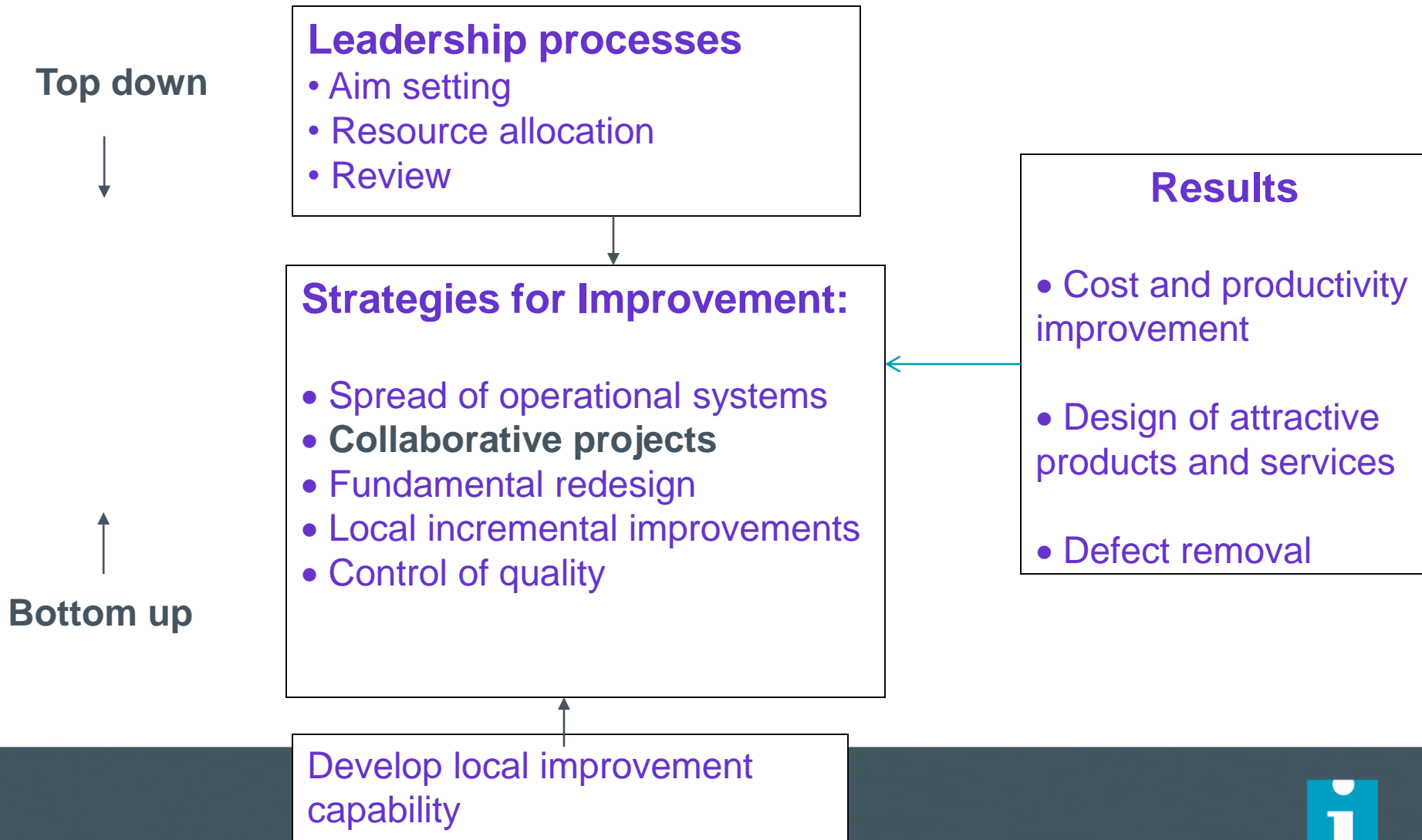
What questions do you want answered before the end of this call?



Please send your message to *All Participants*



An Integrated Approach To Improvement



The IHI Breakthrough Series

An improvement method that relies on spread and adaptation of existing knowledge to multiple settings to accomplish a common aim.



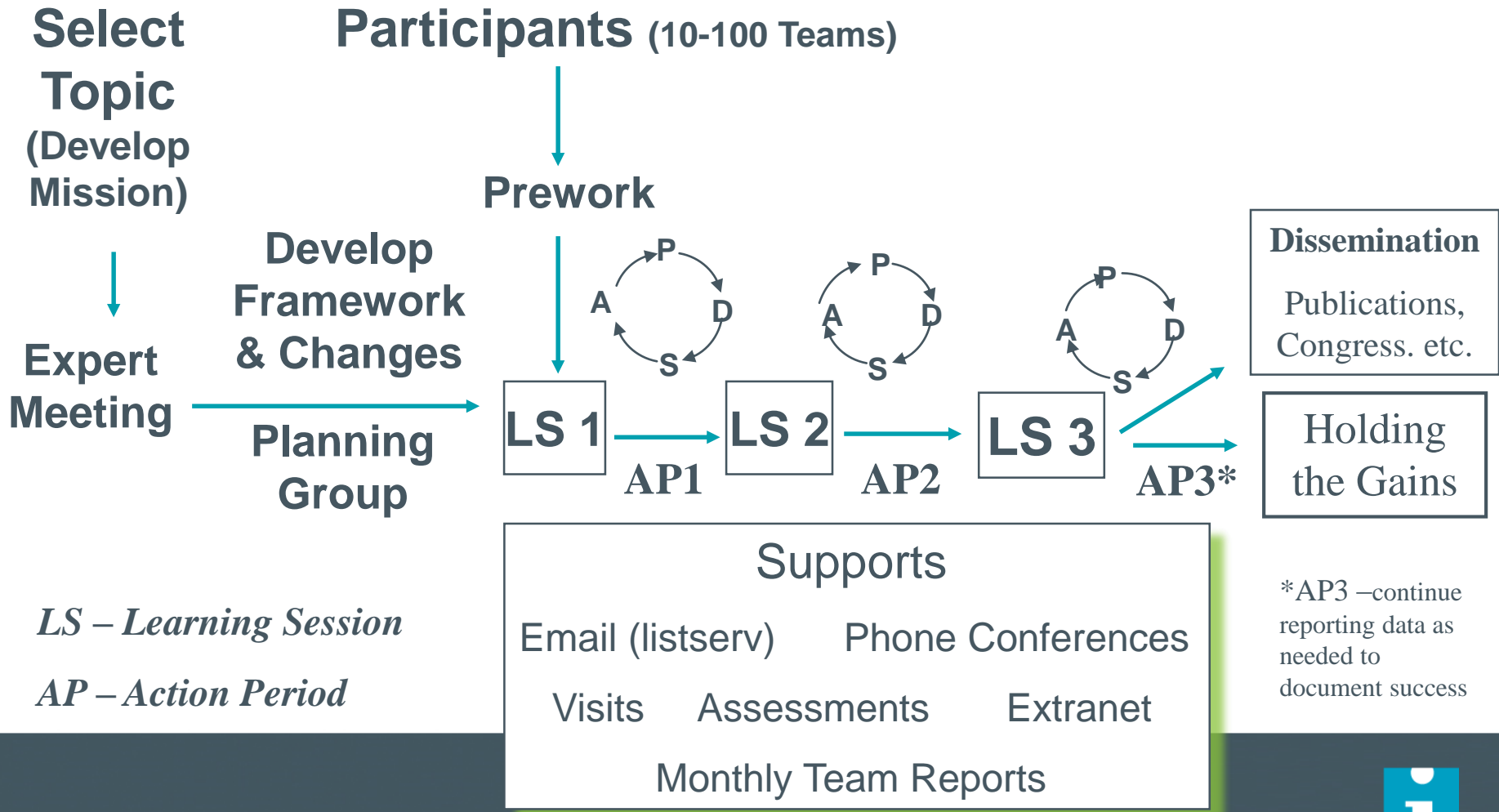
The IHI Breakthrough Series is Not:

- Research for new clinical knowledge
- Single-setting (single team) focus
- Small changes to existing systems
- A benchmarking project
- A consulting engagement
- An ongoing (no end date) learning community



IHI Breakthrough Series

(6 to 18 Months Time Frame)



IHI Goals for a BTS

- Achieve results
 - Improve patient or client satisfaction by 30%
 - Reducing waits and delays by 50%
 - Reducing costs in ICU by 25%
 - Reducing exacerbations for patients with CHF by 50%
- Accelerate improvement-get results faster!
- Define, document, and disseminate good ideas
- Build clinical leaders of change



BTS College

- Apply basic elements of the BTS Methodology to your own topic
- Understand key roles – Director, Improvement Advisor, Faculty
- Enhance understanding of and ability to teach the Model for Improvement
- Anticipate challenges and solutions
- Develop your collaborative plans



Successful College Experience

- Have a topic – or potential topic – in mind
- Send the right people: Typically both Director and Improvement Advisor
- Start to identify potential participants in your collaborative
- Come prepared to learn and share your experience and plans



BTS College History

- First BTS Collaborative held in 1995
- First BTS College held in Spring of 2001
- 800+ alumni representing 129+ different organizations
- Over 17 countries have been represented at the College including: Australia, Brazil, Canada, Denmark, France, Mexico, New Zealand, Puerto Rico, Rwanda, Russia, Sweden, Malawi, South Africa, Spain, Taiwan, & United Kingdom



Attendee Profile

- Types of organizations:
 - Hospitals and health systems
 - Education
 - Public Health Agencies
 - International agencies and departments
 - U.S. national and state agencies and departments
- Variety of settings:
 - Inpatient healthcare
 - Outpatient and community-based healthcare
 - Social service settings
 - Education
 - Prison



Examples of topics

- Chronic illness care
- Access to care
- Nosocomial Infections
- Hospital Flow
- ADD and ADHD
- Primary school education
- Organ Donation
- Patient Experience
- Foster care and other social service issues



Program Content

- Collaboratives: How and why they work
- Topic Selection: Picking a ripe topic
- Developing key technical content
- Preparing teams to participate
- Teaching the Model for Improvement
- Designing and running Learning Sessions
- Supporting Teams during Action Periods
- Planning for the spread of collaborative results



Director Curriculum

- Based on Director role - content includes:
 - Coordinate and lead faculty and staff collaborative team
 - Lead and facilitate recruitment and team preparation
 - Design and run Learning Sessions
 - Plan and carry out effective Action Periods
 - Trouble shoot and problem solve



Improvement Advisor Curriculum

- Based around the BTS framework the IA will learn about:
 - Key IA input to Collaborative Mission statement
 - Methods for creating/structuring useful Collaborative change package
 - Creating the Collaborative measurement package
 - Linkage to goals
 - Mix of outcome, process, balancing measures
 - Methods for teaching Collaborative participants the Model for Improvement
- In addition IAs will learn some:
 - Tips/lessons learned for Expert Meetings
 - Tips for input to pre-work
 - About the role of the IA in faculty support



Improvement Advisor Curriculum

- Also includes:

- Deming's System of Profound Knowledge
- Research compared to Improvement
- Use of data in improvement
 - Which statistics to plot
 - Graphical display of collaborative data: minimum standards and use of time series
 - Sampling
 - Improving degree of belief in our data
 - Special and common cause variation



BTS College Agenda

Day 1:

Topic Selection
Collaborative Overview
Model for Improvement



Day 2:

Technical Content
Preparing for Collaborative
Teaching the Model for
Improvement
Learning Sessions

Day 3:

Learning Sessions/Action Periods
Science of Improvement
Problem Solving and Planning



Post Session-Webex:

Holding the Gains and
Spreading Improvement



BTS College Enrollment

- Prework and participation in a pre-college call
- Attendance at the three day College session
- Membership in the BTS College Network
- Access to the College Extranet and monthly calls
- Membership to the College e-mail distribution group
- Guidance for all the materials needed to launch and support a Collaborative



Enrollment

- October 18-20, 2016
- IHI office in Cambridge, MA
- \$4,795 per person
- \$4,075 group rate
(3 or more people from the same org.)
- Limited scholarships and special discounts are available

The screenshot shows the IHI website interface. At the top, there is a navigation bar with the IHI logo and the tagline "Improving Health and Health Care Worldwide". Below this is a search bar and a main navigation menu with categories: ABOUT US, TOPICS, EDUCATION, RESOURCES, REGIONS, and ENGAGE WITH IHI. The breadcrumb trail indicates the current page is "Home / Education / In-Person Training / Breakthrough Series College / Breakthrough Series College October 2016 / Fees".

The main content area is titled "In-Person Training" and "Breakthrough Series College". It features a circular image of a person and a large blue "ENROLL" button. Below the image, the "Fees" section is highlighted, showing a regular rate of \$4,795 per person. A "PLEASE NOTE" section explains that organizations are encouraged to send at least two representatives to the program. At the bottom right, there is a "GSA Contract Holder" logo and a note about a 15% discount.

<http://www.ihl.org/education/InPersonTraining/BreakthroughSeriesCollege/October-2016-BTS-College/Pages/enrollment.aspx>



Additional Contact Information

- Content and program design; Director content:
 - Kelly McCutcheon Adams
(kmccutcheonadams@ihi.org)
- For Improvement Advisor content:
 - Sandy Murray (ctconcept@comcast.net)
- Registration, prework and logistics:
 - Lauren Showalter (lshowalter@ihi.org)

