QI Practicum
Moving from Theory to Action
Info Call
Our time today…

• Who is on the call today?
• Introductions
• Program Design & Curriculum
  – Aim & Design
  – Lessons Overview
  – 1:1 Coaching
  – Choosing a project
  – Community
• Expectations
• FAQs, Q&A
Where are you joining us from today?

... Chat in your name and organization
Now that we know a little about you, here is the IHI team…

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Improvement Advisor

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Program Assistant  
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Program Design & Curriculum
Aim and objectives of the program:

To deepen your improvement knowledge by *moving from theory to action* by applying QI tools and methods to a problem in your work over 9 weeks.

- Describe and use foundational frameworks for improvement.
- Formalize plans to improve something meaningful in your local setting.
- Conduct and learn from small tests of change.
- Collect and analyze data about your system.
- Plan for the long-term sustainability of improvements.
QI Practicum: Moving from Theory to Action
Program design and key dates

Support

Leveraging Resources: LMS, QI Workbook, IHI Toolkit
Community: Facebook Community & All Learner Calls
Coaching From: IHI Faculty
## QI Practicum Roadmap

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| 1   | Foundational Frameworks for Improvement         | • Describe the Will, Ideas, and Execution Framework.  
• Explain the Lens of Profound Knowledge.  
• Understand the components of the Model for Improvement.  
• Build an improvement team with clearly defined roles. |
| 2   | Formalizing Your Improvement Plans              | • Write an effective aim statement for a QI project.  
• Establish a family of measures, including outcome, process, and balancing measures.  
• Create a data collection plan.  
• Use a driver diagram to identify changes to test. |
| 3   | Learning from Tests of Change                   | • Explain the reason for testing an idea for change on a small scale.  
• Use PDSA (Plan-Do-Study-Act) to plan and run a test.  
• Use a PDSA template to help you organize and learn from test cycles. |
| 4   | Getting More from Your Data                     | • Plot your improvement data over time by drawing a run chart.  
• Apply four rules to identify non-random variation in the data on a run chart.  
• Describe the difference between common cause and special cause variation. |
| 5   | Looking Ahead: Implementation and Sustainability| • Understand when a change is ready to move from testing to implementation.  
• Learn strategies for sustaining improvements in your organization.  
• Learn strategies for spreading improvement. |
Optional 1:1 coaching

• Offered throughout the 9 weeks
• 15- or 30-minute time slots with the faculty
• Learners can select a time that works for them based on faculty availability
• Available on a first-come, first-serve basis.
• Some information about the question or topic to be discussed can be shared in advance
• Sharing screens video functionality available
• Good opportunity for:
  • Getting clarity on content in the lessons or calls
  • Feedback on your project
  • Support on barriers to progress
Choosing a project

• Identify a problem you are looking to improve. Could be a…
  – Process in your system
  – Health outcome
  – Experience of patients or staff

• Patient/Customer centered (you could be the customer!)

• Within your control and/or daily work

• Data available already or easy to capture

• Strategically aligned (ideally)
Facebook Community (optional)

IHI Group: Quality Improvement Practicum

- Closed group
- About
- Discussion
- Announcements
- Members
- Events
- Photos
- Files
- Moderate Group

Quality Improvement Practicum

Online Course Begins Sept. 2019
Expectations
Expectations: Your learning

• Curriculum
  – Review the lessons on time
  – Complete assignments and adapt as necessary for your project
  – Post on the Facebook Community
  – Manage your own learning

• All Learner Calls
  – Join all learner calls (will also be recorded)
  – Be present

• 1:1 Coaching
  – Come on time and prepared with a question or discussion topic for faculty input

• Share your work
  – Consider how/where you might share this work with colleagues or others

• Provide feedback on the program
Expectations: *project + applied learning*

• Focus on something in your daily work and/or within your control
• Able and willing to take risks in service of learning
• Use tools and worksheets that work for you and the work
• Support and share with other learners
• Give us feedback on what you are learning and how we can improve

• What we *don’t* expect:
  – Organizing a big team
  – Getting results
What are the course requirements?

- Complete the 5 online learning modules (45 min each)
- Identify a QI project and complete the Action Activity that include:
  - Identify stakeholders/team members
  - Complete a driver diagram
  - Write a project charter
  - Complete at least 2 PDSAs
  - Draw a run chart
  - Create a visual management board
- Complete the post-course evaluation
What does the course look like?

QI 301: IHI Quality Improvement Practicum: Moving from Theory to Action

Lesson 1: Foundational Frameworks for Improvement

Contents:
- The Science of Improvement
- Will, Ideas, and Execution
- Appreciation of Systems
- System of Profound Knowledge
- Model for Improvement
  - Building Your QI Team
  - Building Teamwork
  - *ACTIONS ASSIGNMENT*
  - Additional Resources (Optional)
  - Feedback

Complete Lesson
- Complete Lesson

Model for Improvement

This simple but powerful method for change begins with three guiding questions:
FAQs

• How will you hear from IHI during the course?
  – We will send emails on a weekly basis
• What if I can’t make an All Learner Call?
  – Calls will be recorded and shared following the live calls
• What is the expected time commitment?
  – 2-4 hours per week
• When do the courses become available and for how long?
  – Each lesson will be available for 2 weeks before the next opens
  – All lessons will be available until after the last call (July 21, 2020)
• What is the cost?
  – $549 per person
  – There’s a 15% discount per person for groups of 10 or more
  – Limited number of need-based discounts are available. Applications are required
• Does this course offer CEUs? (see next slide)
Continuing Education Credits

• This course has been accredited for 9 credits for physicians and CPPS recertification. There is also a general certificate available.
• Complete all course requirements as outlined on slide 21
• Instructions on how to claim credits will be sent out once the course concludes.
Questions?

- Raise your hand
- Use the chat
- Be sure to chat to “all participants”
Next Steps:

• Visit www.ihi.org/QI to learn more about the course and enroll
• If you have any questions, please email QIPcourse@ihi.org
Model for Improvement: teach back and tips

Aim Statement

Family of Measures

Change Ideas

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act

Plan

Study

Do