

QI Practicum

Moving from Theory to Action

Info Call



February 4, 2020

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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Program Design & Curriculum



Aim and objectives of the program:

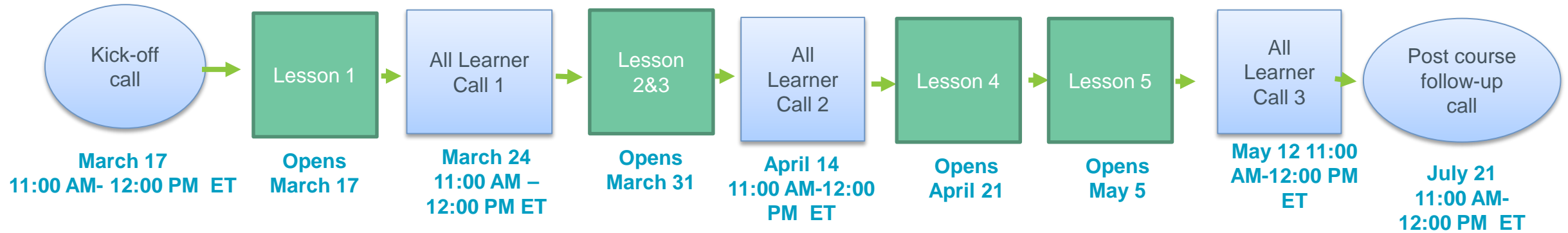
To deepen your improvement knowledge by *moving from theory to action* by applying QI tools and methods to a problem in your work over 9 weeks.

- 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

	Week										
Program Activities	1	2	3	4	5	6	7	8	9	(10 weeks)	19
Lesson 1	■	■									
Lesson 2			■	■	■						
Lesson 3			■	■	■						
Lesson 4						■	■				
Lesson 5								■	■		
All Learner Calls	■	■			■				■		■
1:1 Coaching		■	■	■	■	■	■	■			
Facebook/learning community	■	■	■	■	■	■	■	■	■		■



Lessons Overview

No.	Lesson Name	Objectives
1	Foundational Frameworks for Improvement	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)*

The image shows a screenshot of a Facebook group page. On the left is a navigation menu with the following items: 'IHI Group: Quality Improvement Practicum', 'Closed group' (with a lock icon), 'About', 'Discussion', 'Announcements', 'Members', 'Events', 'Photos', 'Files', and 'Moderate Group'. The main content area features a large blue circle with the text 'Quality Improvement Practicum' and a smaller green circle with the text 'Online Course Begins Sept. 2019'. The background of the main area is a photograph of two healthcare professionals, a woman in blue scrubs and a man in a white lab coat, talking. At the bottom of the main area are four buttons: 'Joined' with a dropdown arrow, 'Notifications' with a checkmark icon, 'Share' with a share icon, and 'More' with a three-dot icon.



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?

Courses Certificates

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

Courses Certificates

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

This course will support you and your team in identifying, setting up, managing, and planning improvement projects. In lectures, IHI faculty will explain how to use the Model for Improvement, various QI tools and frameworks, and the improvement journey, from start to sustainability.

The estimated time to complete this course is 3 hours 45 minutes.

Type of Activity: Knowledge
Release Date: 11/23/2018
Last Updated Date: 11/23/2018
 ☆☆☆☆☆ (0)

View Next Uncompleted Lesson

Lessons

- Lesson 1: Foundational Frameworks for Improvement
- Lesson 2: Formalizing Your Improvement Plans
- Lesson 3: Learning from Tests of Change

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
- *ACTION ASSIGNMENT*
- Additional Resources (Optional)
- Feedback

Complete Lesson

Complete Lesson

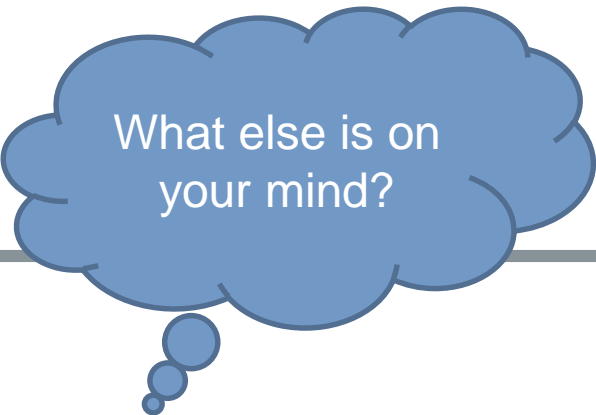
Model for Improvement

← 5 of 11 →

Without further ado, the Model for Improvement:¹

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

FAQs



What else is on your mind?

- 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.

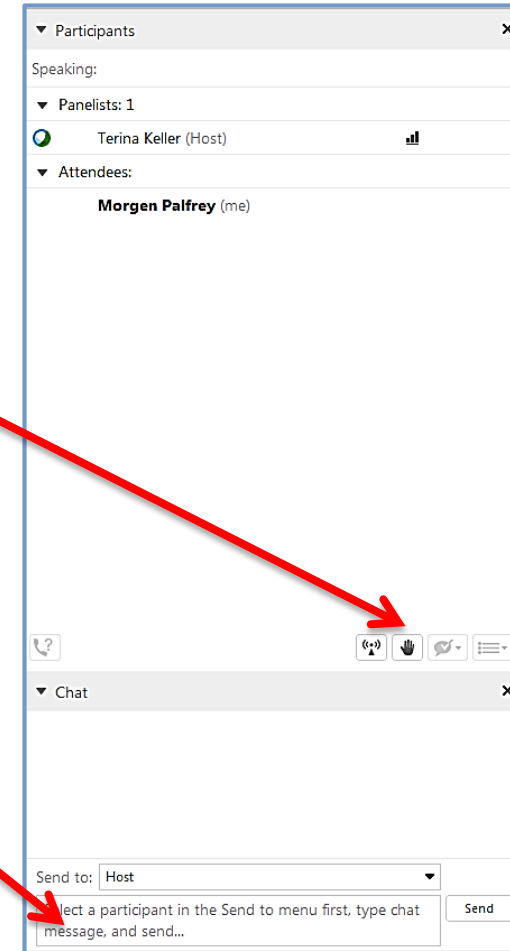


Questions?

Raise your hand

Use the chat

Be sure to chat to “all participants”



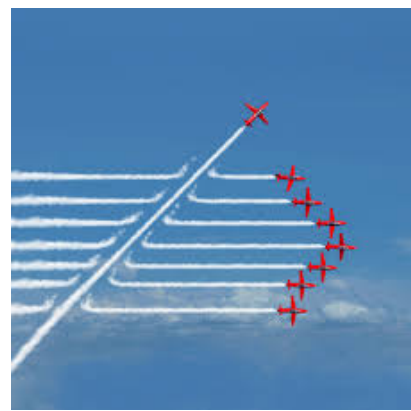
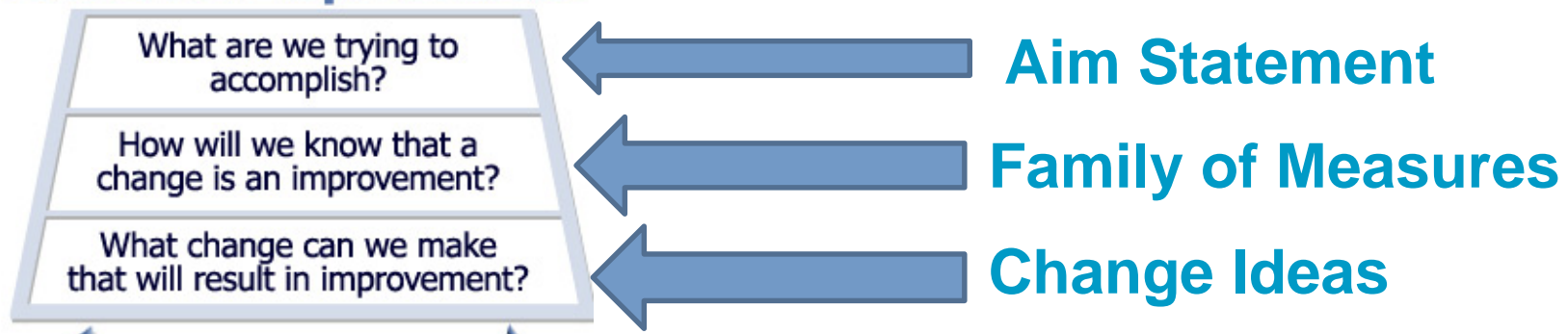
Next Steps:

- Visit www.ihl.org/QI to learn more about the course and enroll
- If you have any questions, please email QIPcourse@ihl.org



Model for Improvement: teach back and tips

Model for Improvement



Langley, J. et al. The Improvement Guide. Jossey-Bass Publishers, 2009.

