

Quality Improvement Basics: Course Overview

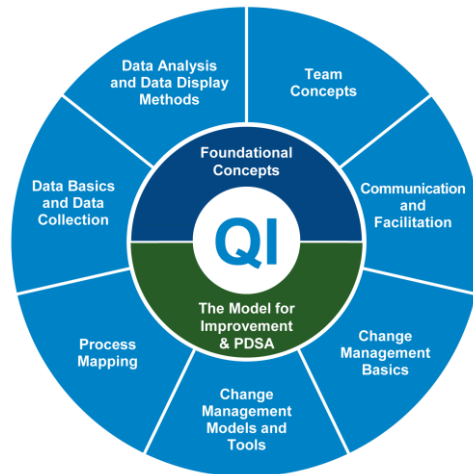


QI Basics Course Modules

- Quality Improvement: Foundational Concepts
- Team Concepts
- Communication and Facilitation
- Change Management Basics
- Change Management Models and Tools
- The Model for Improvement and PDSA
- Process Mapping
- Data Basics and Data Collection
- Data Analysis and Data Display Methods
- Pulling it all Together



Quality Improvement Success



Quality Improvement: The Foundation

- What is quality improvement (QI)?
- Applying QI to your work

Teams Concepts

- Team basics and team effectiveness
- Create your QI project charter
- Building your QI team



Communication and Facilitation

- Team Communication
- Facilitation techniques to overcome challenges



Change Management Basics

- Define change management
- Anticipating and fostering culture change
- Appreciate the impact of change on individuals



Change Management Models and Tools

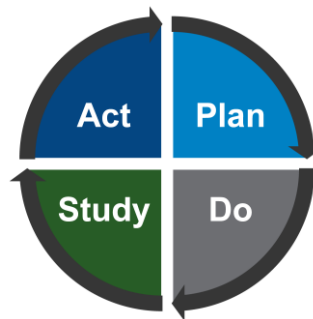
- The Equilibrium Model of Change and the Force Field analysis
- The Eight Steps to Change
- The SWITCH Model
- Key lessons and celebrating success



The Model for Improvement and PDSA

- Common quality improvement methodologies
- Root cause analysis
- The Model for Improvement:
 - Using the Plan Do Study Act (PDSA) Tool

What are we trying to accomplish?
How will we know that change is an improvement?
What change can we make that will result in an improvement?



Process Mapping

- What is process mapping
- How process maps support QI
- The basics to create a process map
- Review a sample process map

Data Basics and Data Collection

- Using data basics
- Qualitative vs. quantitative data
- Select or create appropriate measures
- Data collection methods



Data Analysis and Data Display Methods

- Conducting data analysis
- Displaying your data: charts, graphs and tables



Pulling It All Together

- Brief review of all the quality improvement (QI) components
- Example: A QI Story
- Conclusion of the QI Basics Course and tips for going forward

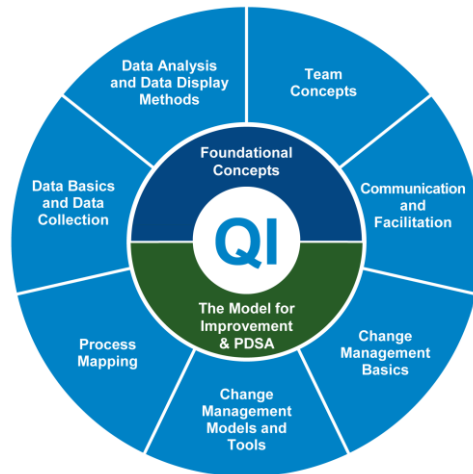


QI Tools and Templates

- Project Charter
- Work Plan
- PICK Prioritization Matrix
- Team Roles and Responsibilities
- Communication Plan
- Force Field Analysis
- 5 Whys Worksheet
- PDSA Worksheet
- Measures Collection and Monitoring Plan
- Data Collection Plan



Quality Improvement Success



Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.

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