QI Basics

**Sample Syllabus**

Email Address: [Insert email address]

Course Website: <http://www.stratishealth.org/expertise/quality/QIBasics.html>

**Overview**

In support of the Health Resources and Services Administration (HRSA) Federal Office of Rural Health Policy (FORHP), the Rural Quality Improvement Technical Assistance Center (RQITA) at Stratis Health has developed a series of Quality Improvement Basics education modules. The module content, including video recordings, templates, and examples will cover such topics as convening and facilitating a quality improvement team, the model for improvement, Plan-Do-Study-Act, process mapping, root cause analysis, change management, and data analysis.

[Insert name of organization] will be convening a peer sharing cohort available only to Quality Grantees focused on the Quality Improvement Basics course. Participants will meet four times over the course of [number of] weeks to participate in facilitated networking discussions regarding application of the module concepts in their own settings and to problem solve experiences or anticipated barriers.

Participants will be expected to complete review of a given set of modules before each meeting (roughly two hours of outside work) and come prepared to discuss what they learned, share examples, and pose questions to the group.

The cohort will meet virtually/in person four times for one hour:

* Day, Month Date | XX:XX p.m. – XX:XX p.m. XT
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* Day, Month Date | XX:XX p.m. – XX:XX p.m. XT

Include a statement about where/how you will meet.

An outline and discussion questions for each session follows.

**Session 1**

Day, Month Date | XX:XX p.m. – XX:XX p.m. XT

**Pre-Work**

Review the following [*QI Basics Modules*](http://www.stratishealth.org/expertise/quality/QIBasics.html) and associated documents:

|  |  |
| --- | --- |
| **Modules** | **Tools and Resources** |
| Quality Improvement Basics Course: OverviewQuality Improvement Foundational Concepts | PICK Prioritization Matrix |

Come prepared to discuss:

* A brief overview of your organization and your role
* Your experience with quality improvement
* Does your organization have a specific approach to quality improvement? (e.g., PDSA, Model for Improvement, Lean Six Sigma, etc.)
* Reactions and questions regarding the *Quality Improvement Foundational Concepts* module

**Session 2**

Day, Month Date | XX:XX p.m. – XX:XX p.m. XT

**Pre-Work**

Review the following [*QI Basics Modules*](http://www.stratishealth.org/expertise/quality/QIBasics.html) and associated documents:

|  |  |
| --- | --- |
| **Modules** | **Tools and Resources** |
| Team Concepts Communication and Facilitation Change Management BasicsChange Management Models and Tools | Project CharterWork PlanTeam Roles and ResponsibilitiesCommunication PlanForce Field Analysis |

Come prepared to discuss:

* How is the quality program at your organization organized as far as the team, communication, and facilitation? What is something new you might try based on your learnings from the *Team Concepts* and *Communication and Facilitation* modules?
* Review the *Individuals as Adopters of Change* slide at the end of the *Change Management Basics* module. Reflect on where you fall as an individual and where your organization falls as a whole.
* Think of an example of a transition or change at work that was managed well. Think of one that was managed poorly. In both cases:
	+ Consider the driving and restraining forces at work using the *Force Field Analysis*.
	+ Consider how communication (or lack thereof) played a role in the experience and outcomes.

**Session 3**

Day, Month Date | XX:XX p.m. – XX:XX p.m. XT

**Pre-Work**

Review the following [*QI Basics Modules*](http://www.stratishealth.org/expertise/quality/QIBasics.html) and associated documents:

|  |  |
| --- | --- |
| **Modules** | **Tools and Resources** |
| The Model for Improvement and PDSAProcess Mapping | 5 Whys WorksheetPDSA Worksheet |

Come prepared to discuss:

* Does your organization have a specific approach to quality improvement? (e.g., PDSA, Model for Improvement, Lean Six Sigma, etc.)
* Think about previous quality projects you’ve participated in. Did they utilize the PDSA model? If not, how do you think the PDSA model could have been applied?
* What obstacles or barriers (real or perceived) do you think might stand in the way of utilizing PDSA for your quality projects?
* Do you have an example of a time that process mapping was used in a quality improvement project at your organization?

**Session 4**

Day, Month Date | XX:XX p.m. – XX:XX p.m. XT

**Pre-Work**

Review the following [*QI Basics Modules*](http://www.stratishealth.org/expertise/quality/QIBasics.html) and associated documents:

|  |  |
| --- | --- |
| **Modules** | **Tools and Resources** |
| Data Basics and Data CollectionData Analysis and Data Display MethodsPulling it all Together | Data Collection PlanMeasure Collection and Monitoring Plan |

Come prepared to discuss:

* How does your organization manage data collection, analysis, and sharing?
* Think about the go-to person for data at your organization. What skills or knowledge do they have?
* Think of a data visualization example from a quality project you participated in. What story were you trying to tell and who was your audience? What kind of visualization did you use? What tools did you use?
* Reflect on the example project in the *Pulling it all Together* module. What questions do you have about the application of the various models and tools?
* Think of an example of a project you are planning or working on. What do you think your biggest challenges will be? What tools from this course would be helpful?

**Need more information?**

Contact [insert name], [insert email address]