

Transcript - Rural EMS Quality Improvement Basics - Level 3-Improvement Leader

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Welcome to Rural EMS QI Basics Level 3: Improvement Leader.

Slide 1

This portion of the Rural EMS QI Basics course is designed to prepare you to be a local improvement leader or be considered an improvement coach. Of course, seeking out this training is just the first step in your journey towards developing knowledge as a quality improvement expert. Getting to conduct your quality improvement projects and then assisting others with theirs is where you can set yourself apart.

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We will further explore the importance of teams and communication in this work, providing some tools and templates that will support establishing a common understanding of the purpose of your QI projects, who is responsible for what, and keeping all invested parties up to date.

We'll also take a deep dive into the importance of organizational culture and change management.

From there we'll explore additional tools and concepts to aid in QI, including how to prioritize your projects, conducting a root cause analysis, and process mapping.

Finally, analyzing the data collected in an improvement project will provide us with a deeper understanding of the issues. This course will not turn you into a statistical wizard. Still, it does give some of the essential pieces needed to confidently evaluate your data, create visual representations of it through graphs and charts, and then tell this story to other interested parties, whether they be colleagues, elected officials, community members, or those from the health care community.

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