

Curriculum

PAC³ QI Education Course

2024-2025 Course – Group 4

Location: Zoom

Dates: The class consists of monthly 90-minute sessions at 2pm ET/1pm CT/12pm MT/11am PT on: July 29, August 28, September 23, October 28, November 25, January 27 and February 24.

IHI Open School:

- Please create an account [here](#) if you do not already have one.
- You can find instructions [here](#) for how to join your subscription. The access code will be: 67962.

Provided Text:

- [The Health Care Data Guide](#); Provost & Murray
- [The Improvement Guide: A Practical Approach to Enhancing Organizational Performance](#); Langley, Moen, Norman, Provost

This course will require you to come with a local project idea and will largely be self-study. Participants will be required to present at each of 6 monthly class and the PAC³ QI specialist and clinical leader will moderate these discussions and offer guidance. Your local mentor should be available to answer questions and support you between classes, and PAC³'s QI specialist is available to answer questions. Participants will present projects at the Spring 2025 PAC³ conference.

[The Health Care Data Guide](#) and [The Improvement Guide](#) will be mailed to you and will be required reading.

Course date	Pre-work: IHI Open School & Presentation	Pre-work: Reading	Class plan
Course Kickoff Orientation Monday, July 29	Determine project focus and local sponsor Initial Coach Introduction Calls Watch the following PAC ³ Videos: <ul style="list-style-type: none"> Intro & Welcome Video Building your team and engaging stakeholders 		Individual coaching session: focus on project scope and local support
Class 1 – August 28	<p>Pre-work: IHI Open School</p> QI 101: Introduction to Health Care Improvement <ul style="list-style-type: none"> Lesson 3: Changing systems with the science of improvement QI 102: How to improve with the Model for Improvement <ul style="list-style-type: none"> Lesson 1: An overview of the MFI Lesson 2: Setting an Aim Lesson 3: Choosing Measures QI 105: Leading Quality Improvement <ul style="list-style-type: none"> Lesson 1: The Phases of a Quality Improvement project Watch the following videos: <ul style="list-style-type: none"> PAC³ Video on Stakeholder analysis, SMART Aims and Key Driver Diagrams Watch: Driver Diagrams IHI - Institute for Healthcare Improvement Watch the PAC³ Video on Establishing Measures (note that this is a PowerPoint and you will need to play it in presentation mode in order to hear the recording) <p>Pre-work: Presentation</p> <ul style="list-style-type: none"> Download and complete Stakeholder Analysis Download and fill in QI team matrix: IHI Tool_QITeamMemberMatrixWorksheet.pdf Download and complete presentation template, send to pac3@childrens.com by August 23 	<p><u>Health Care Data Guide (2nd Edition):</u> Chapter 2 - Data for QI</p> <p><u>Improvement Guide:</u> Chapter 2 – Skills to Support Improvement (Entire Chapter) Chapter 4 – The Science of Improvement (Optional to Support Lesson 3 Video)</p>	Present project ideas and draft SMART aims <i>Clinical Leader: TBD</i>
Class 2 – September 23	<p>Pre-work: IHI Open School</p> QI 104: Interpreting Data: Run charts, control charts, and other measurement tools <ul style="list-style-type: none"> Lesson 1: How to display data on a run chart QI 105: Leading Quality Improvement	<p><u>Health Care Data Guide (2nd Edition):</u> Chapter 2 – Sampling Chapter 3 – Intro to Run Charts</p>	Present SMART aim, KDD, Stakeholder analysis <i>Clinical Leader: TBD</i>

	<ul style="list-style-type: none"> Lesson 2: Change Psychology and the human side of quality improvement <p>Pre-work: Presentation</p> <ul style="list-style-type: none"> Start your Key Driver by downloading the IHI template: QIToolkit_DriverDiagram .pdf Complete presentation template, send to pac3@childrens.com by September 16 	<p><u>Improvement Guide:</u> Chapter 5 – Using the Model for Improvement (Entire Chapter)</p>	
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<p>Class 3 – October 28</p>	<p>Pre-work: IHI Open School QI 102: How to improve with the Model for Improvement</p> <ul style="list-style-type: none"> Lesson 4: Developing Changes Lesson 5: Testing Changes <p>Q 103: Testing & Measuring Changes with PDSA cycles</p> <ul style="list-style-type: none"> Lesson 1: How to Define Measures & collect data Lesson 2: How to use data for improvement Lesson 3: How to build your degree of belief over time <p>Pre-work: Presentation</p> <ul style="list-style-type: none"> Watch: How Do You Use a Driver Diagram? IHI - Institute for Healthcare Improvement Run at least one PDSA; meet with your team at least once Complete presentation template, send to pac3@childrens.com by October 21 	<p><u>Health Care Data Guide (2nd Edition):</u> Chapter 3 – Run Chart Interpretation & advanced considerations</p> <p><u>Improvement Guide:</u> Chapter 6 – Developing a change (Entire Chapter) Chapter 7 – Testing a change (Entire Chapter)</p>	<p>Present PDSAs and updated run charts</p> <p><i>Clinical Leader: TBD</i></p>
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<p>Class 4 – November 18</p>	<p>Pre-work: IHI Open School QI 104: Interpreting Data: Run charts, control charts, and other measurement tools</p> <ul style="list-style-type: none"> Lesson 2: How to learn from run charts and control charts Lesson 3: Histograms, Pareto charts, and scatter plots <p>L 101: Introduction to Healthcare Leadership</p> <ul style="list-style-type: none"> Lesson 1: What makes a leader? Lesson 2: Practical skills for leading teams <p>Pre-work: Presentation</p> <ul style="list-style-type: none"> Watch the PAC³ Video - Interpreting Data Run Charts, Control Charts, and Other Tools Run at least one PDSA; meet with your team at least once Create a histogram, Pareto chart or scatter plot Complete presentation template, send to pac3@childrens.com by November 13 	<p><u>Health Care Data Guide (2nd Edition):</u> Chapter 4 – Introduction to Shewart (Control) Charts</p>	<p>Present run/control charts</p> <p><i>Clinical Leader: TBD</i></p>
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December	Bring questions and barriers to discuss with QI coaches		Individual coaching session: focus on project progress and barriers
Class 5 – January 27	<p>Pre-work: IHI Open School QI 105: Leading Quality Improvement</p> <ul style="list-style-type: none"> Lesson 3: Working with Interdisciplinary Team Members <p>Pre-work: Presentation</p> <ul style="list-style-type: none"> Watch the PAC³ Video – Approaching Barriers and Challenges in your QI work Run at least one PDSA; meet with your team at least once Complete presentation template, send to pac3@childrens.com by January 20 	<p><u>Health Care Data Guide (2nd Edition):</u> Chapter 4 – Stratification, Interpretation Charts & Selecting a Shewart Chart Chapter 5</p> <p><u>Improvement Guide:</u> Chapter 8 – Implementing a Change Chapter 11 – Improving Large or Complex Systems</p>	<p>Present progress: lessons learned, challenges</p> <p><i>Clinical Leader: TBD</i></p>
Class 6 – February 24	<p>Pre-work: Presentation</p> <ul style="list-style-type: none"> Watch: Sustaining Improvement IHI - Institute for Healthcare Improvement Read: IHISustainingImprovementWhitePaper.pdf Watch the PAC³ Video on Spread & Sustain Run at least one PDSA; meet with your team at least once Complete presentation template, send to pac3@childrens.com by February 18 	<p><u>Health Care Data Guide</u> Chapter 12 – Learning from Patient Feedback to Improve Care</p> <p><u>Improvement Guide:</u> Chapter 9 – Spreading Improvements (Entire Chapter)</p>	<p>Present progress, next steps Sustain/Spread</p> <p><i>Clinical Leader: TBD</i></p>