

Curriculum

PAC³ QI Education Course – Updated 8/16/24

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 18, 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 provided to you via email.

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
<p>Course Kickoff Orientation Monday, July 29</p>	<p>Determine project focus and local sponsor Initial Coach Introduction Calls Watch the following PAC³ Videos:</p> <ul style="list-style-type: none"> • Intro & Welcome Video • Building your team and engaging stakeholders <p>Pre-work: Presentation:</p> <ul style="list-style-type: none"> • Download and complete presentation template, send to breck.gamel@childrens.com by July 29 		<p>QI Topics of Focus:</p> <ul style="list-style-type: none"> • Defining your Problem • Scoping your project • Responsibilities of local sponsor • Anticipating Barriers • Building your team <p>Individual coaching session: focus on project scope and local support</p>
<p>Class 1 Wednesday Aug 28</p>	<p>Pre-work: IHI Open School</p> <ul style="list-style-type: none"> • QI 101: Introduction to Health Care Improvement • QI 102: How to improve with the Model for Improvement <p>Watch the following videos:</p> <ul style="list-style-type: none"> • PAC³ Video on Stakeholder analysis, SMART Aims and Key Driver Diagrams • Driver Diagrams IHI - Institute for Healthcare Improvement • 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 QI Team Member Matrix Worksheet.pdf • Download and complete presentation template, send to breck.gamel@childrens.com by August 23 	<p>Health Care Data Guide (2nd Edition): Chapter 2 - Data for QI</p> <p>Improvement Guide: Chapter 2 – Skills to Support Improvement (Entire Chapter) Chapter 4 – The Science of Improvement (Optional to Support Lesson 3 Video)</p>	<p>QI Focus:</p> <ul style="list-style-type: none"> • Model for Improvement • Setting an AIM/SMART AIM • Establishing Measures • Building a Team/Stakeholder Analysis <p>Present project ideas and draft SMART aims</p> <p><i>Clinical Leader: Tara Cosgrove</i></p>

<p>Class 2 Wednesday, Sept 23</p>	<p>Pre-work: IHI Open School</p> <ul style="list-style-type: none"> • QI 103: Testing and Measuring Changes with PDSA Cycles <p>Pre-work: Presentation</p> <ul style="list-style-type: none"> • Start your process map by downloading the IHI template: QIToolkit_Flowchart.pdf • Complete presentation template, send to breck.gamel@childrens.com by September 16 	<p><u>Health Care Data Guide (2nd Edition):</u> Chapter 2 – Sampling Chapter 3 – Intro to Run Charts</p> <p><u>Improvement Guide:</u> Chapter 5 – Using the Model for Improvement (Entire Chapter)</p>	<p>QI Topics of Focus:</p> <ul style="list-style-type: none"> • How to Define Measures & collect data • How to use data for improvement • Flowcharts/Process Maps • PDSAs <p>Present SMART aim, KDD, Stakeholder analysis <i>Clinical Leader: Mary McLellan</i></p>
<p>Class 3 Monday, Oct 28</p>	<p>Pre-work:</p> <ul style="list-style-type: none"> • QI 104: Interpreting Data: Run Charts, Control Charts, and Other Measurement Tools <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 breck.gamel@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>QI Topics of Focus:</p> <ul style="list-style-type: none"> • Interpreting Data: Run charts, control charts, and other measurement tools • Key Driver Diagrams • Run Charts <p>Present PDSAs and updated KDD <i>Clinical Leader: Jessica Coyler</i></p>
<p>Class 4 Monday, Nov 18</p>	<p>Pre-work: IHI Open School</p> <ul style="list-style-type: none"> • QI 105: Leading Quality Improvement <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 breck.gamel@childrens.com by November 13 	<p><u>Health Care Data Guide (2nd Edition):</u> Chapter 4 – Introduction to Shewart (Control) Charts</p>	<p>QI Topics of Focus:</p> <ul style="list-style-type: none"> • Interpreting Data: Run charts, control charts, and other measurement tools • Histograms, Pareto charts, and scatter plots • sFMEA • Identifying Special Cause <p>Present run/control charts <i>Clinical Leader: Adam Ware</i></p>

December	Bring questions and barriers to discuss with QI Coaches		Individual coaching session: focus on project progress and barriers
Class 5 Monday, Jan 27	<p>Pre-work: IHI Open School</p> <ul style="list-style-type: none"> L 101: Introduction to Healthcare Leadership <p>Pre-work: Presentation</p> <ul style="list-style-type: none"> Watch the PAC³ Video – Approaching Barriers and Challenges in your QI work Meet with your group to discuss and review data thurs far Complete presentation template, send to breck.gamel@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>QI Topics of Focus:</p> <ul style="list-style-type: none"> Barriers and Challenges Stratification Interpretation Charts & Selecting a Shewart Chart Levels of reliability <p>Present progress: lessons learned, challenges</p> <p><i>Clinical Leader: Mira Trivedi</i></p>
Class 6 Monday, Feb 24	<p>Pre-work: Presentation</p> <ul style="list-style-type: none"> Watch: Sustaining Improvement IHI - Institute for Healthcare Improvement Read: IHI Sustaining Improvement White Paper.pdf Watch the PAC3 Video on Spread & Sustain Complete presentation template, send to breck.gamel@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>QI Topics of Focus:</p> <ul style="list-style-type: none"> Spreading and Sustaining Improvement Learning from Patient Feedback to Improve Care <p>Present progress, next steps Sustain/Spread</p> <p><i>Clinical Leader: Colleen Pater</i></p>