

Quality Improvement Change Agents Program

Register at <https://www.surveymonkey.com/r/F687QQL>

The Institute for High Quality Care invites organizations to nominate one staff member to participate in the newly developed **QI Change Agents Program**, launching September 26, 2018. This 5-month program will coach individuals on the strategies and skillsets needed to become a QI/PI champion – or change agent – within their clinic. Organizations will engage in 6 x half-day, focused learning labs that address key topic areas to support current and future QI endeavors. Attendees from select clinic organizations will have the opportunity to dive deeper into improvement frameworks and case studies and explore how these strategies can be effectively applied in a community clinic setting. The QI Change Agents program aims to enhance quality improvement capacity and empower participants with the knowledge and skills required to not only design an improvement project, but to manage and lead QI/PI efforts in their organizations.

QI Change Agents Program

<i>September 26, 2018</i>	Problem Assessment & Theory of Change
<i>October 3, 2018</i>	Project Design
<i>November 1, 2018</i>	Project Management
<i>November 15, 2018</i>	Improvement Science
<i>January 16, 2019</i>	Facilitating Change – Part 1
<i>January 31, 2019</i>	Facilitating Change – Part 2

Where

8:30am-12:30pm
The California Endowment - Suite C
1000 N Alameda St
Los Angeles, 90012

Eligibility

Non-profit health care organizations in Los Angeles County that support the safety net: FQHC's, look-alikes, free clinics, public hospitals and health systems.

Who Should Attend

Individuals who could be future QI/PI Champions, or change agents, at your clinic (care team members, administrators, front line staff, etc.)

Why

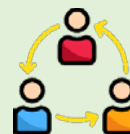
Improving care delivery requires more than just a dedicated team or department – it takes staff from across the organization to champion these efforts. This FREE program will build your team's bench strength by empowering your future QI champions with the knowledge, tools, and skills needed to facilitate and lead clinic-wide improvement efforts. Participants in the QI Change Agents Program will be prepared to lead improvement efforts from beginning to end, facilitate effective team meetings, manage multiple projects processes, and be an effective communicator and facilitator of change in their clinic organizations.



Receive a Certificate of Completion



Build and Learn from a Network of QI Colleagues



Gain Change Management & Communication Skills



Session Overview and Calendar

2018 (Sessions will be 8:30am-12:30pm)

September
26th

Session 1: Problem Assessment & Theory of Change

Explore tools and strategies to help you better understand the current state, identify and analyze problems, and document your theory of change using the driver diagram tool

October
3rd

Session 2: Project Design

Review key elements of project design, including defining aims and goals, measurement to inform change, building effective teams, and action planning

November
1st

Session 3: Project Management

Build project management skills by reviewing strategies to facilitate effective meetings, setting internal deadlines, and developing status updates and progress reports

November
15th

Session 4: Improvement Science

Learn strategies to test, pilot, and implement changes, along with techniques to standardize your project changes/processes

2019 (Sessions will be 8:30am-12:30pm)

January
16th

Session 5: Facilitating Change – Part 1

Review effective strategies to engage and manage stakeholders, communication and key messaging, and how to properly delegate tasks and motivate others

January
31st

Session 6: Facilitating Change – Part 2

Build your coaching skills and learn strategies and techniques to overcome resistance to change and other challenging situations