

# Fundamentals in Quality Improvement Short-Course Launching in October 2018

## IHQC's Fundamentals in QI Program includes:

- Two in-person trainings to explore QI tools
- Mid-program webinar
- Up to two 30-minute coaching calls w/ IHQC Staff
- Access to IHQC's QI/PI templates and tools

**Just \$149**

If You Register By Oct 2

[CLICK HERE TO ENROLL](#)

**Join this 8-week program where participants will attend two 1-day workshops and learn how to apply quality and process improvement strategies back at their clinic**

IHQC's Fundamentals in Quality Improvement (QI) program provides high-level training in quality and process improvement (PI) science, project management, systems change, using data for improvement, and change management. Participants apply these skills by completing a short, self-defined QI/PI project. Sample improvement projects implemented include decreasing patient wait times and no show rates, improving cancer screening and immunization rates, and improving care coordination and referral tracking. Please note - The Fundamentals in QI program is designed for individuals and/or teams who are new to quality improvement as well as those looking for a way to jump-start an improvement effort.

## Why Participate?



### Knowledge Sharing

Attend two workshops and a webinar where you'll learn from experts in the field about QI/PI tools and strategies



### Coaching & Access to Improvement Tools

Sign up for up to two 30-minute coaching calls with IHQC staff to review your project plan, change ideas, or next steps. And you'll get access to IHQC's library of improvement tools and templates



### Implement Your Own Improvement Project

Apply these tools and strategies in your own improvement project at your organization



### Peer-to-Peer Exchange of Ideas

Share lessons learned and best practices with your colleagues and peers from other organizations

## TIMELINE

October 22, 2018

Workshop #1

The California Endowment  
Downtown Los Angeles

November 13, 2018

Mid-Program Webinar

December 14, 2018

Workshop #2

## TOPICS COVERED

Topics typically include problem identification and assessment, workflow mapping, measurement for improvement, project design and logic modeling, small tests of change, communications, and change management.

# Sample Improvement Project from a Fundamentals Team

**Project:** Improving Case Management and Referral Coordination

**Aim Statement:** “By improving communication, reducing barriers, and implementing a comprehensive case management program, we will decrease the delay in scheduling specialists’ referrals.”

**Measures:**

1. The number of days to process referral requests (time from referral request to when patient is notified of specialist appointment.)
2. Time to referral completion (# of days from initial referral request to completion of appointment with specialist).

**Results & Lessons Learned:** This alumni clinic team analyzed their process flows and communication barriers between case managers, providers and patients. They implemented small, but effective improvements that fostered collaboration between management, case managers, and front desk staff. They improved their referral processing times and created an environment that supported the input of the front line staff.

## Example Project Outcomes from Fundamentals in QI Participants:

- **Decrease no-show rates** - from 22% to 10% by implementing reminder calls
- **Decrease cycle time** - by 54% through improved communication and information exchange
- **Increase % of diabetic patients with up-to-date lab** - by 22% through reminder letters and dedicating staff time to do patient calls
- **Improve eligibility and enrollment process** – by implementing standardized eligibility tools, decreasing cycle times and improving front-office communication

## WHO SHOULD ATTEND?

Health care staff (providers, nurses, MA’s, other care team members, project managers, and administrators) interested in learning about improvement tools/strategies and testing ways to improve care at your organization

## ELIGIBILITY

Individuals **and/or** teams from non-profit health care providers supporting the safety net in LA County (FQHC’s, look-alikes, free clinics, public hospitals and health systems)

## QUESTIONS?

## CONTACT IHQC

1000 N. Alameda St. Suite 240  
Los Angeles, CA 90012

[www.IHQC.org](http://www.IHQC.org)

[info@ihqc.org](mailto:info@ihqc.org) 213.346.3205

*“I definitely use [all the tools we were given] and if I used them before in different ways I use them now even more. I felt like I was given so much information and different ways of making sure that I accomplish my goals every day. I would definitely recommend this program.”*

## Feedback from Our Alumni

*“The fact that we’re required to undertake a small quality improvement project made it better. Most courses are just theoretical.”*

*“We can share with other clinics and learn from them, ask questions, what do you think about this or that. It was amazing the projects that other people did. We decided to try some of the projects that we saw other clinics do.”*