2020 QI Summit Series: Innovation Exchange
Information Packet *(updated 10/30/2020)*

IHQC and CCALAC are excited to announce the return of the **QI Summit Series Innovation Exchange**. This is a unique opportunity for non-profit safety net health care providers and staff (FQHC's, look-alikes, free clinics, public hospitals, and county-based health systems) to showcase their quality and process improvement projects, and exchange promising practices with their colleagues. The past several months have been turbulent in many respects, therefore, clinics are encouraged to highlight changes implemented quickly to help their organization gain stability, or share how they have adapted to continue their improvement efforts. Details for submitting a poster are described in this packet.

Due to COVID-19 restrictions, the Innovation Exchange will follow a new virtual format this year.

9/8/20 – 11/9/20	**Poster Submission Period** Posters will be accepted on a rolling basis, and will be featured online at www.2020innovationexchange.com.
11/10/20 – 12/11/20	**Virtual Poster Walk and Judges' Review Period** Community members view posters online, and the judging panel will score posters for awards.
12/16/20	**Networking Event and Awards Ceremony** Join a virtual networking event featuring facilitated breakout discussions around poster themes and an award ceremony. Register via Eventbrite.

Poster Awards

Thanks to the generous sponsorship of Cedars-Sinai, five awards* will be presented at the Networking Event and Awards Ceremony. All awards will be determined by a panel of impartial judges from multiple organizations. View the 2019 Innovation Exchange winners at the Innovation Exchange Website.

$1,000	**One (1) Cedars-Sinai Health Impact Award** - Project demonstrates outstanding achievements in addressing equitable access, patient experience, and the social factors that impact health.
$500	**Three (3) Summit Series Themed Awards** - Project demonstrates linkages to the themes from the Summit Series webinars: **Strategic Realignment** - Poster features a new strategic approach developed by the organizations in direct response to COVID-19. **Data Display** - Poster includes a data display that effectively enhances the story of the team's improvement journey. **Telehealth** - Poster demonstrates a project focused on patient experience via telehealth/telemedicine.
$500	**One (1) Creative Innovation Award** - Poster highlights changes or PDSAs that demonstrate highly creative, "out of the box" idea(s).

*Award eligibility is reserved for non-profit health care providers based in Los Angeles County that support the safety net: FQHC's, look-alikes, free clinics, public hospitals, and county-based health systems.

Poster Submission Instructions

Step 1: Select a project or recent change you implemented to feature in your poster.
Your poster should feature a recent improvement effort that focuses on at least one of the following themes/categories:
- ➢ Population Health (chronic care, cancer screenings, etc.)
- ➢ Operational Changes for COVID-19 Response
- ➢ Operational Efficiency and Improving Value
- ➢ Building our Improvement Systems and Infrastructure
- ➢ Addressing the Social Determinants of Health and/or Health Equity
- ➢ Patient Experience
- ➢ Telemedicine and Telehealth

Step 2: Use the recommended PowerPoint template to create your poster, and record an optional video (3-5 minutes).
- ➢ The posters are formatted in "Portrait Orientation" with dimensions of 24in. W x 36in. H.
- ➢ Please submit your poster as a PowerPoint or PDF file, and your video as an .mp4 file, if you choose to include one.

Step 3: Complete the "Poster Submission Form."

Step 4: Email info@IHQC.org with your submission materials, no later than 6:00pm, November 9.
Please include your "Poster Submission Form," poster, video, and any tools you would like to share.

Step 5: Accepted posters will be notified within 7 days after submission.
You will also receive your poster's URL to share with your colleagues.

Step 6: Virtual Poster Walk and Judges' Review Period
- ➢ View your colleagues' poster submissions at www.2020innovationexchange.com, and collect any ideas that you would be interested in applying at your organization.

Step 7: Celebrate on December 16, 2020!
- ➢ Join a virtual networking event and awards ceremony on December 16, 2020 to conclude the 2020 QI Summit Series. Engage with your colleagues across the safety net in facilitated breakout discussion around Summit Series themes and poster topics. Register for the session via Eventbrite.
- ➢ The event will conclude with an awards presentation.

Poster and Data Display

- Use clear language and avoid acronyms in your title, legend, and labels
  - o Minimum font size of 18 can help audience read from a distance
  - o Sans-serif fonts are best
  - o Avoid all caps
- Adding team pictures, photos of templates/tools, and data displays can make your poster more engaging and interesting
- Avoid color combinations that make the text difficult to read
  - o Use color meaningfully, e.g., only use color when needed to communicate something about the data.
  - o For categorical data, avoid using too many different colors - no more than 6 colors is best; 12 colors max
  - o For sequential data, don't use rainbows, use white to highly saturated.
- When displaying data, axes should be clearly labeled and divided into equal portions.
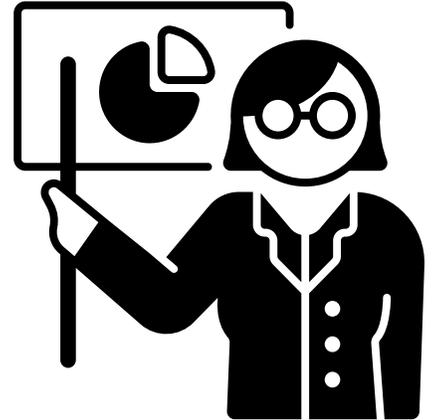
Video Presentation

- PowerPoint has a built-in recording function that can allow you to record your video very easily. You may also use other apps on your computer or smartphone, as long as the submitted file is in a .mp4 format.
- A webinar-style video that covers a high-level synopsis of your project can be appropriate for this submission, but we encourage creativity in your submission!
- Do a test run to check the audio. There is nothing worse than flawlessly recording a full video, only to discover that you have no audio. Run a few audio checks before you get started on your final cut.
- Ensure that your recording environment is quiet and free of distractions. Constant pinging and buzzing throughout your video can cause distractions for both you and the viewer.
- Having and practicing a script before recording your video can ensure a fluid presentation that emphasizes the important parts of your poster.

Topics:
1. What are the benefits of submitting a poster?
2. What content should I include in my poster?
3. What content should I include in my video vignette?
4. How will poster submissions be evaluated?
5. Do I have to pay for the December 16 event?
6. What if I want to learn more about another organization's poster? Can I connect with other project leads?
7. How do I know if my poster submission is eligible for an award?
8. How many projects can my organization submit?
9. I still have more questions…who should I contact?

1. **What are the benefits of submitting a poster?**

   Submitting a poster and video vignette will give your quality and process improvement teams opportunities to:
   - ❑ **Celebrate successes** you have made in improving clinical outcomes, patient experience, etc.
   - ❑ **Share and exchange tools, templates, and resources** you've created to bolster your QI/PI work.
   - ❑ **Pose questions** to your colleagues throughout Los Angeles and beyond
   - ❑ Glean **new ideas and inspiration** from other promising practices
   - ❑ Request a **printed copy of your poster** to display at your organization
   - ❑ Be eligible for **monetary awards!**

2. **What content should I include in my poster?**

   Start with the provided PowerPoint template, and complete the provided fields. Then, you can customize the design however you see fit. At a minimum, posters should include the following:
   - ❑ **Project title, organization name, logo, and team members**
   - ❑ **Project aim statement or goals** – What did your project hope to achieve?
   - ❑ **Description of the change or innovation** – What was the new strategy, process, tool, or innovation that allowed you to see changes? What made it unique?
   - ❑ **Background or problem assessment** – Why did you start this project? What were some of the root causes or problems you were hoping to address?
   - ❑ **Key project activities** – What did your project timeline look like? Was there a phased approach to pilot and implement these changes?
   - ❑ **Tools and strategies used** – What improvement tools did you use in your project that you found helpful? If able, insert a picture or copy of those tools. Examples include workflow maps, standing orders, checklists, driver diagrams, etc.
   - ❑ **Results** – What were the results, outcomes, changes that occurred as a result of your new approach? Display your data here.
   - ❑ **Sustainability/Future Direction** - If you're still working on this project, what are some of your remaining deliverables or next steps? How will you sustain this improvement? How will you spread any lessons learned to future QI/PI work at your organization?
   - ❑ **Lessons Learned** – What advice would you give to others starting a similar project? E.g. "If we could do it over again, we'd do ABC differently, or dedicate more time to XYZ because that was an important step."

   If there is a handout of a tool, template, or resource that you would like to share with others, please submit these with your poster and video and we'll include these on your online poster page.

   Please submit your posters as a PowerPoint or PDF file. Posters will be 36 inches high by 24 inches wide.

3. **What content should I include in my video vignette?**

   The video vignette, while optional, is a great way to "hook" your viewers in to explore your poster content further, and convey key elements of your project. You can choose to submit a recorded slideshow with voiceover, a video presentation of your poster, a live-action filming of your change in action, or anything in between – creativity is highly encouraged! These videos are meant to be *brief*, about 3-5 minutes long.

   At a minimum, you should include:
   - ❑ **Project title and organization name**
   - ❑ **Project aim statement or goals** – What did your project hope to achieve?
   - ❑ **Description of the change or innovation** – What was the new strategy, process, tool, or innovation that allowed you to see changes? What made it unique?
   - ❑ **Two or three highlights from your project** – What was the most notable change or improvement? What tool(s) helped you most in advancing your project? What were your most valuable lessons learned? What accomplishment(s) are you most proud of?

4. **How will poster submissions be evaluated?**

   Submissions will be evaluated based on a number of factors including:
   - ❑ Relevance to at least one of the required themes/categories
   - ❑ Clarity of the project description
   - ❑ Demonstration of notable improvements/impact
   - ❑ Strength of the case that these improved outcomes are directly linked to your project/changes
   - ❑ Specified use of improvement tools and strategies to drive these advances.

5. **Do I have to pay for the December 16 event?**

   No, registration is free for the Celebratory Event.

6. **What if I want to learn more about another organization's poster? Can I connect with other project leads?**

   If you want to learn more about another poster or project, submit a question or comment on their poster page via the Innovation Exchange website (www.2020innovationexchange.com). Other community members will likely want to connect with you as well! IHQC and CCALAC will monitor for any questions posed. The Celebratory Event will also offer an opportunity to network and engage with other project leads.

7. How do I know if my poster submission is eligible for an award?
Awards will be reserved for non-profit health care providers based in Los Angeles County that support the safety net: FQHC's, look-alikes, free clinics, public hospitals, and county-based health systems. Posters will be reviewed by a panel of impartial judges from multiple organizations.

8. How many projects can my organization submit?
A maximum of two (2) submissions per organization will be accepted.

9. I still have more questions…who should I contact?
For further questions, please reach out to info@IHQC.org.
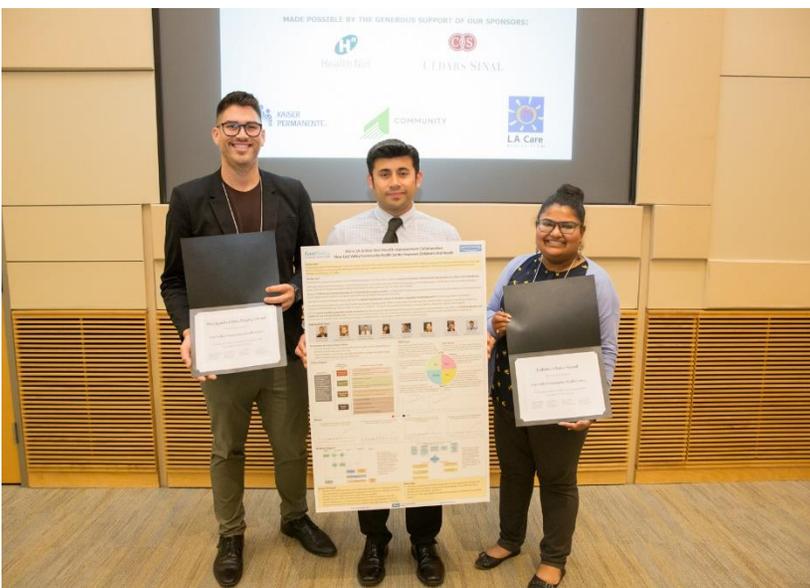
We look forward to your participation in the
2020 QI Summit Series Innovation Exchange!