

Register today for the Institute for High Quality Care's *Quality Change Agents Program* – a combination of live, online sessions and pre-recorded, on-demand modules throughout the fall.

The *Quality Change Agents Program* provides an opportunity for staff to explore a broad range of strategies needed to drive quality and process improvement at the front lines. Through IHQC's unique learning lab format, individualized coaching, and deliberate practice techniques, participants will be empowered with the knowledge and skills needed to become a QI champion – or *Change Agent* – within their organization.



Live, Virtual Workshops

Thursday, December 2nd, 2021, 9:00 am to 12:30 pm

Topics include: Root Cause Analysis, Drafting an Improvement Project Plan

Thursday, December 16th, 2021, 9:00 am to 12:30 pm

Topics include: Improvement Science, Facilitation Skills

Thursday, January 13th, 2022, 9:00 am to 12:30 pm

Topics include: Meeting Facilitation and Fostering Effective Teams

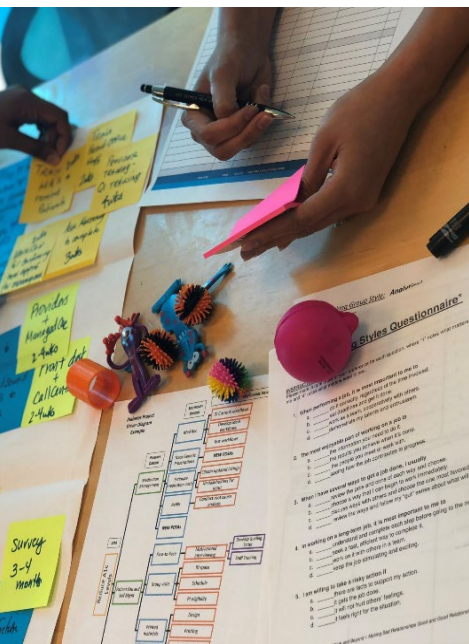
Thursday, January 27th, 2022, 9:00 am to 12:30 pm

Topics include: Change Management, Coaching Skills

Pre-recorded, On-Demand Modules

Including: Project Management, Teams, Data Visualization, and more!

Bonus: Each participant can sign up for two coaching calls with IHQC coaches.



Registration Price: \$400

[Click Here to Register](https://www.eventbrite.com/e/quality-change-agents-fall-2021-tickets-189987576957)

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Who Should Attend: Care team members, quality and operations staff, administrators, front-line staff, or any others who could be future *QI/PI Champions*, or *Change Agents*, at their organizations!

QI Change Agents Curriculum - Tools and Strategies

Explored

- Root Cause Analysis - workflow mapping, cause and effect diagrams, etc.
- Prioritization tools
- Team working styles
- Project plan templates
- Defining team responsibilities using RACI grids
- Project management strategies
- Meeting facilitation skills
- Driver diagrams and logic models
- SMART aims and goals
- Improvement Frameworks including the Model for Improvement (PDSA's)
- Measurement, run charts, data displays
- Dynamics of effective teams (e.g., psychological safety and dependability)
- Stakeholder assessments and communication plans
- Coaching skills like "Ask vs. Tell," asking open-ended questions, active listening, giving constructive feedback, and staying goal/solutions-focused.

Participant Feedback & Testimonials



"... I liked everything about the sessions. I felt that they were well organized and flowed well...All of this information was fairly new to me and I appreciated the opportunity to take advantage of gaining as much as I could. This was the first workshop that I attended in which I actually looked forward to going back.

It was a great way for me to build confidence in a subject that is fairly new to me. It has helped me understand other aspects of my work that I was lost in."

"I feel like I now have the tools to talk to staff and show them how we could do something to better our clinic."

"Great experience, learned so much. Would recommend anyone working in healthcare field to attend a course or training like this one."

"I look forward to using the new tools we learned and also using some old familiar tools in a more effective manner. I know I will continue to turn to the resources provided throughout the course as we continue to improve our organizational performance."