IHQC INSTITUTE FOR HIGH QUALITY CARE

Fundamentals in Quality Improvement
Fall 2021

IHQC's Fundamentals in QI Program includes:

- ❑ Two virtual full-day trainings to explore QI tools
- ❑ Deliberate practice in applying tools & strategies
- ❑ A 30-minute coaching call w/ IHQC Staff
- ❑ Access to IHQC's QI/PI templates and tools

Join this 4-week program where participants will attend two 1-day virtual workshops and learn how to apply quality improvement strategies back at their clinic.

IHQC's Fundamentals in Quality Improvement (QI) program provides high-level training in the essentials of quality and process improvement science, project management, systems change, using data for improvement, and change management. Participants can practice these skills in-session and by designing and completing a short, self-defined QI project.

Seats are limited, so register today at our Eventbrite page!

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 where you'll learn from experts in the field about QI/PI tools and strategies.

Coaching & Access to Improvement Tools
Sign up for a 30-minute coaching call with IHQC staff to review your project plan, change ideas, or consider next steps. You'll also 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

Workshop #1
Friday, November 12th, 2021
9:00 am to 4:30 pm

Workshop #2
Tuesday, December 7th, 2021
9:00 am to 4:30 pm

Click Here to Register

https://www.eventbrite.com/e/fundamentals-in-quality-improvement-fall-2021-tickets-189890516647

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 Program 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

QUESTIONS? CONTACT US!

info@ihqc.org

213.346.3205

www.IHQC.org

Feedback from Our Alumni

"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."

"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."