

Transforming care delivery requires more than a single Quality Improvement (QI) team or department – it takes staff in diverse roles across the organization to facilitate change. The Institute for High Quality Care (IHQC) invites you to participate in the **QI Change Agents Program**, launching September 27, 2019. This 6-part series aims to enhance an organization’s quality improvement capacity by supporting staff who may not have “QI” in their job title in exploring a broad range of strategies needed to drive quality and process improvement at the frontlines. Through IHQC’s unique learning lab format, individualized coaching, and applied learning through deliberate practice, participants will be empowered with the knowledge and skills needed to become a QI/PI champion – or **Change Agent** – within their organization.

### Participants will receive:



**20+ hours of instruction** on QI, project management, change management and communications



**Up to 3 half-hour, 1-on-1 coaching calls** to explore application of program tools and troubleshoot challenges



**Peer-learning opportunities** and tools



**A certificate of completion** upon program conclusion



**Access to IHQC’s improvement templates** and tools



**Light breakfast** and refreshments

*Register today for the subsidized price of \$600  
thanks to the generous support of Cedars-Sinai Community Benefit Giving Office.*

[Click here to enroll in the QI Change Agents program.](#)

### Who Should Attend?

IHQC encourages participation of care team members, administrators, front line staff, or any others who could be future QI/PI Champions, or **Change Agents**, at your clinic. Participants must be employed at non-profit healthcare organizations that support the safety net.

### 2018 QI Change Agents Alumni Feedback

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

*“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 really liked all of the hands on training. Being able to practice what we are learning in the moment is really a great way for me to retain information.”*

*“I am so grateful for this program!!!!”*

*“... 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.”*



# QI Change Agents Calendar

All sessions run from 8:30am-12:30pm, and will take place at The California Endowment (1000 N Alameda St, Suite 240, Conference Room C, Los Angeles, CA 90012)

## Sept. 27<sup>th</sup> - Session 1: Problem Assessment

Explore tools and strategies to help you better understand the current state and identify/analyze problems.

*Tools Reviewed/Applied:* Workflow mapping, cause and effect (fishbone) diagrams, prioritization tools, and team working styles.

## October 9<sup>th</sup> - Session 2: Theory of Change & Project Design

Review key elements of project design, including defining aims and goals, measurement to inform change, team roles, and action planning.

*Tools Reviewed/Applied:* Driver diagrams, SMART aims and goals, defining improvement project measures, projecting your project timeline.

## Oct 24<sup>th</sup> - Session 3: Project Management & Effective Meetings

Build project management skills by reviewing strategies to facilitate effective meetings, set internal deadlines, develop status updates, and manage challenging QI team members/personalities.

*Tools Reviewed/Applied:* Project plan templates, RACI Grid, project management strategies for QI managers, meeting minutes, and meeting facilitation skills.

## Nov. 6<sup>th</sup> - Session 4: Improvement Science

Learn strategies to test, pilot, and implement changes, along with techniques for visualizing your project data.

*Tools Reviewed/Applied:* Improvement Frameworks including the Model for Improvement (PDSA's), Lean (DMAIC and 5 S's), and Human Centered Design; strategies for starting and testing changes using rapid, iterative tests or experiments; and run charts.

## Nov. 20<sup>th</sup> - Session 5: Facilitating Change (Part 1)

Review strategies for building and fostering an effective team, communicate strategically and effectively about your project, and how to properly delegate tasks and motivate others.

*Tools Reviewed/Applied:* Dynamics of effective teams (e.g., psychological safety and dependability), coaching and managing vs doing, stakeholder assessments and communication plans.

## Dec. 4<sup>th</sup> - Session 6: Facilitating Change (Part 2)

Build your coaching skills and learn strategies and techniques to overcome resistance to change.

*Tools Reviewed/Applied:* Coaching skill like "Ask vs. Tell," asking open-ended questions, active listening, giving constructive feedback, and staying goal/solutions-focused.