

QUALITY IMPROVEMENT 101

A Toolbox for Improvement Wave 9

An interactive learning opportunity for teams and organizations leading initiatives to improve healthcare quality

Workshop #1 February 22 & 23, 2011

Workshop #2 June 21 & 22, 2011

(Course tuition includes the two workshops, teleconference calls and listserv forum)

Location

Charlotte AHEC Training Center
Charlotte, NC



Jointly sponsored by Charlotte AHEC and the
NC Center for Hospital Quality & Patient Safety

Charlotte AHEC is part of the
NC Area Health Education Centers Program



TARGET AUDIENCE

Designed for nurses, physicians, administrators, quality improvement coordinators and professionals involved in:

- Supporting practices, hospitals, and other agencies in quality improvement.
- Implementing performance improvement in residencies per ACGME requirements.
- Transforming continuing education to an outcomes-oriented approach.
- Working collaboratively to improve healthcare quality and patient safety.
- Designing and managing clinical improvement programs for hospitals, practices or healthcare businesses.

HOW IS THIS COURSE DIFFERENT?

- Course strategies and methods can be applied in a variety of healthcare settings.
- Course features a proven method to achieve goals: The Model for Improvement (developed by Associates in Process Improvement).
- Course tailors learning directly to participant organizations, providing individualized faculty feedback on projects and project assignments.
- Maximization of adult learning principles to allow for interaction, reflection and applicability to real-world issues.
- Nationally-recognized faculty who have extensive experience leading and teaching improvement.
- Participating as a small team is highly recommended but not required for admission to course.

AS A RESULT OF ATTENDING THIS COURSE, PARTICIPANTS WILL BE ABLE TO:

- Apply strategies to support and implement improvement methodologies in their work setting.
- Practice skills for coaching colleagues through improvement.
- Build their QI Toolbox with practical improvement tools and strategies.
- Partner with healthcare quality improvement professionals to support joint improvement efforts.
- Implement a hospital-based or practice-based improvement project.
- Understand the role of data in improvement.

COURSE OUTLINE

Quality Improvement 101 includes the following activities over a five month period:

Pre-work Teleconference Calls

Two call times are available up to two weeks prior to the course. These teleconference calls with course faculty will assist you in selecting your improvement project for the course, focus your improvement efforts, and orient you to course logistics and particulars.

COURSE OUTLINE

Pre-work Online Module

Module available upon registration covers material to assist in course preparations: Project Selection, Team Dynamics, History of QI.

Workshop #1 (February 22 & 23, 2011)

A two-day workshop offering interactive sessions highlighting planning and implementing improvement.

The agenda includes:

- Launching Your Improvement Project
- Facilitating Learning and Improvement
- Tools of the Trade: The Improvement Toolbox
- Effective QI Measurement and Feedback Strategies

Action Period: Calls, Listserv & Project Assignments

Three 1-hour conference calls and a listserv that features tips, strategies, and assignments to keep the action going.

- Apply concepts and receive just-in-time feedback on pertinent issues related to your project.
- Share ideas and learning among participants.
- Submit project related assignments and follow-up with course faculty and colleagues.

Workshop #2 (June 21 & 22, 2011)

A two-day, hands-on workshop that focuses on developing strategies to sustain and spread improvement efforts.

The agenda includes:

- Advanced Measurement Topics: Using Qualitative Data in QI Projects
- Applying Spread Principles: Case Studies
- Coaching Teams to Succeed
- Sustaining Improvement

TUITION & REGISTRATION

The tuition rate for registrants in North Carolina is \$750 per participant. Healthcare professionals from groups outside of North Carolina can join at a rate of \$1,000.

Note:

Tuition does not include travel expenses or hotel accommodations. In state tuition is underwritten by the NC AHEC program office http://www.charlotteahec.org/continuing_education/registration/worksop.cfm?EventID=30094

Secure online registration is available at:

http://www.charlotteahec.org/continuing_education/registration/worksop.cfm?EventID=30094

Space is very limited! Register by February 10, 2011

Cancellation Policy:

Cancellations received by February 7th will be refunded. After February 7th, no refunds will be given to cancellations or no shows, but substitutions are allowed.

For additional information contact:

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Charlotte AHEC/Regional Education Services
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FACULTY & AFFILIATION

Quality Improvement 101 faculties have more than 75 years of collective experience coaching teams and leading improvement in hospitals, practices and health departments. Many have served as faculty for the Institute for Healthcare Improvement, National Initiative for Children's Healthcare Improvement and the Center for Children's Healthcare Improvement, among other leading improvement organizations. Faculty that have been involved in the instruction and design of this curriculum include: Tim Bell, PA, MPH, Sue Butts-Dion, Ginna Crowe, RN, MS, PhD, Laura Noonan, MD, Greg Randolph, MD, MPH, Jayne Stuart, MPH, Mary Webster, MSN, RN, Tina Willis, MD, Bonnie Zell, MD, MPH.

Carolinas HealthCare System, Charlotte Area Health Education Center is the continuing education provider for this activity.

ACCREDITATION STATEMENT

The Carolinas HealthCare System is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

CREDIT DESIGNATION STATEMENT

The Carolinas HealthCare System designates this educational activity for a maximum of 28 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity. This activity has been reviewed and is approved for up to 2.8 CEUs and 28 Contact Hours.

POLICY ON FACULTY AND SPONSOR DISCLOSURE

The Carolinas HealthCare System adheres to the ACCME Standards regarding industry support of continuing medical education. Disclosure of faculty and commercial support relationships, if any, will be made known at the activity.

ADA STATEMENT

If you need any auxiliary aids or services identified in the American with Disabilities Act in order to attend this conference, please call **Katie Curran** at **704.512.6541** or by email at **katie.curran@carolinashealthcare.org**.