

# AHA/HRET Hospital Engagement Network

## 2013 Improvement Leader Fellowship Agenda – Wave 1



**New Fellow Track (1)** – New Fellows: 1) Have not completed the Improvement Leader Fellowship (e.g. Did not attend at least 2 of the 3 Waves in 2012); and/or 2) Have limited knowledge and application of the Science of Improvement. The learning objective for this track is to build foundational knowledge in the application of Science of Improvement.

**Returning Fellow Track (2)** – Returning Fellows: 1) Completed the 2012 Improvement Leader Fellowship (e.g. Attended 2 of the 3 Waves in 2012); and/or 2) Have been applying the Science of Improvement to the HEN aims (from HEN or previous quality improvement experience). The learning objective for this track is to identify and resolve application issues related to the Science of Improvement and to take a deeper dive into tools, methods, and concepts that will lead to improved results.

March 18, 2013	
7:30 AM	<b>Registration and Continental Breakfast</b>
8:30 AM -9:00 AM	<b>Welcome and Overview</b> <b>Presented by:</b> Charisse Coulombe, MS, MBA, CPHQ Senior Director, AHA/HRET Hospital Engagement Network
9:00 AM -10:00 AM	<b>Opening Plenary</b>  <b>Objective:</b> <ul style="list-style-type: none"> <li>To humanize patient safety by adding “The Patients’ Voice” through factual patient stories and educate participants on developing working relationships through Partnerships with Patients’</li> </ul>
10:00 AM -10:20 AM	<b>BREAK</b>
10:20 AM -11:40 AM	<b>Defining the Systems of Care</b> <b>Presented by:</b> Robert Lloyd, PhD Executive Director Performance Improvement, IHI  <b>Objectives:</b> <ul style="list-style-type: none"> <li>Describe the theory behind driver diagrams.</li> <li>Discuss one HAC change package and develop a driver diagram</li> <li>Conduct a Force Field Analysis to identify the primary and secondary drivers and their link to results.</li> <li>Identify the drivers that are linked to results and to barriers.</li> </ul>

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2013 Improvement Leader Fellowship Agenda – Wave 1



11:40 AM-12:00 PM	<p><b>Key Components of the Science of Improvement (SOI) Setting the Stage</b>  <b>Presented by:</b> Robert Lloyd, PhD                  Executive Director Performance Improvement, IHI</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Describe key elements of the Model for Improvement</li> <li>• Identify the steps in the sequence of improvement</li> <li>• Describe Deming’s four components of improvement</li> </ul>	
12:00 PM - 1:00 PM	<b>LUNCH</b>	
1:00 PM – 2:15 PM	<p><i><b>Track 1 – New Fellows</b></i>  <i>Presented by:</i>                  Jane Taylor, EdD, Improvement Advisor, IHI                  Phyllis Virgil, Improvement Advisor, IHI                  Sue Gullo, RN, BSN, MS, Director, IHI</p>	<p><i><b>Track 2 – Returning Fellows</b></i>  <i>Presented by:</i>                  Robert Lloyd, PhD, Executive Director Performance Improvement, IHI                  David Williams, PhD, Improvement Advisor, IHI</p>
	<p><b>Introduction to the Science of Improvement (SOI)</b>  <b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Understand the history of the Science of Improvement.</li> <li>• Describe Deming’s System of Profound Knowledge</li> <li>• Engage in the understanding of quality principles which are not always linear</li> </ul>	<p><b>Diving Deeper into the Science of Improvement(SOI): Experience Counts</b>  <b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Frame the context with the Lens of Profound Knowledge and the MFI</li> <li>• Understand variation using statistical process control (SPC) methods</li> <li>• Describe Shewhart control charts</li> </ul>
2:15 PM – 2:30 PM	<b>BREAK</b>	

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2013 Improvement Leader Fellowship Agenda – Wave 1



2:30 PM – 3:00 PM	<b>The Model for Improvement (MFI) : Core Theoretical Principles</b> <b>Objectives:</b> <ul style="list-style-type: none"> <li>• Recite the three core questions to the Model for Improvement</li> <li>• Describe the PDSA cycle and its origin</li> <li>• Describe the steps in the Sequence of Improvement</li> </ul>	<b>Diving Deeper into the Science of Improvement: Which Tool?</b> <b>Objectives:</b> <ul style="list-style-type: none"> <li>• Describe how to link measurement to improvement and testing</li> <li>• Describe the Shewhart control chart and its application</li> <li>• Discuss in what circumstances you would use the Shewhart control chart and identify other appropriate tools to match the story the data is or needs to tell</li> </ul>
<i>Track 1 – New Fellows</i>		<i>Track 2 – Returning Fellows</i>
3:00 PM – 3:45 PM	<b>Experiencing the PDSA cycle</b> <b>Objectives:</b> <ul style="list-style-type: none"> <li>• Apply PDSA tests</li> <li>• Describe application of the Model for Improvement to a specific exercise</li> </ul>	<b>Experiencing the PDSA cycle</b> <b>Objectives:</b> <ul style="list-style-type: none"> <li>• Apply PDSA tests</li> <li>• Describe application of the Model for Improvement to a specific exercise</li> </ul>
3:45 PM – 4:00 PM	<b>WRAP UP</b>	

PRELIMINARY Agenda as of 2.11.13

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2013 Improvement Leader Fellowship Agenda – Wave 1



March 19, 2013		
7:30 AM	<b>Registration and Continental Breakfast</b>	
8:30 AM – 8:45 AM	<b>Welcome and Overview of Day 2</b>	
8:45 AM – 9:15 AM	<b>Morning Reflection: The Marshmallow Super Bowl</b> <b>Presented by:</b> Robert Lloyd, PhD Executive Director Performance Improvement, IHI  <b>Objectives:</b> <ul style="list-style-type: none"> <li>• Identify your commitment to core principles of PDSA</li> <li>• Define the steps in the sequence of improvement</li> <li>• Discuss how you will use your learning in your work</li> </ul>	
9:15 AM – 9:40 AM	<b>BREAK</b>	
9:40 AM – 12:00 PM	<p style="text-align: center;"><b>Track 1 – New Fellows</b>  <i>Presented by:</i>                      Jane Taylor, EdD, Improvement Advisor, IHI                      Phyllis Virgil, Improvement Advisor, IHI                      Sue Gullo, RN, BSN, MS, Director, IHI</p>	<p style="text-align: center;"><b>Track 2 – Returning Fellows</b>  <i>Presented by:</i>                      Robert Lloyd, PhD, Executive Director Performance Improvement, IHI                      David Williams, PhD, Improvement Advisor, IHI</p>
	<b>The Model for Improvement (MFI) Part 2:</b> <b>Objectives:</b> <ul style="list-style-type: none"> <li>• Define your aim</li> <li>• Describe your measures and their operational definitions</li> <li>• Describe what changes you will make for improvement</li> <li>• Link measurement to improvement</li> </ul>	<b>Diving Deeper into the Science of Improvement: Part 2</b> <b>Objectives:</b> <ul style="list-style-type: none"> <li>• Reflect on a year of change and identify learning moments</li> <li>• Define and discuss strategy and its influence on change and improvement</li> <li>• Identify a plan to manage difficult conversations</li> <li>• Discuss the ladder of inference and explore how to move individuals and teams forward to the aim</li> </ul>
12:00-1:00 PM	<b>LUNCH</b>	

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2013 Improvement Leader Fellowship Agenda – Wave 1



1:00 PM - 2:30 PM	<p align="center"><b>Track 1 – New Fellows</b></p> <p><b>The Model for Improvement (MFI) Part 3: Focus on change and testing</b></p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Identify changes and the use of change concepts and ideas</li> <li>• How to apply the learning from testing</li> <li>• Describe the PDSA cycle- all four components</li> </ul>	<p align="center"><b>Track 2 – Returning Fellows</b></p> <p><b>The Human Side of Change</b></p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Apply the principles of reliability to your data and develop an understanding of building teams to achieve your goals</li> <li>• Revisit the Sequence of Improvement and align with your results to establish next steps</li> <li>• Identify tools and knowledge that can support your plan- such as those in TeamSTEPPS</li> </ul>
2:45 PM - 3:30 PM	<p align="center"><b>Track 1 – New Fellows</b></p> <p><b>The Model for Improvement (MFI) Part 4: Focus on implementation and spread and getting it done.</b></p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Describe and apply the principles of implementation and spread</li> <li>• Identify how to build will, spread ideas, and then execute the work</li> </ul>	<p align="center"><b>Track 2 – Returning Fellows</b></p> <p><b>Improving the System</b></p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Define and discuss building the business case for quality as a strategy</li> <li>• Summarize your plan for continuous improvement</li> </ul>
3:30 PM	<b>CLOSING REMARKS/NEXT STEPS</b>	