

Improvement Science in Action: Programme Overview

Description

A four-month experiential program, this program provides practical application of improvement science designed for people new to improvement who are actively involved in, or about to be, designing and executing on health care or health-related improvement projects.

Programme Overview

IHI's Improvement Science in Action programme is a four-month journey into the practical application of improvement science designed for people actively involved in designing and executing on health care or health-related improvement projects.

A unique, hands-on approach provides a firm grounding in the concepts, methods, and tools you will need to effectively and efficiently drive your organisation's or community's improvement initiatives. If you are new to quality improvement, this program will deepen your understanding of improvement science and the tools and methods to enhance performance and enable pragmatic and rigorous execution of improvement work.

Participants will organise their learning in this programme around a specific improvement project within their organisations or communities. Your project and application of the methods to your work are central to the programme. Therefore, the programme begins with you selecting a project that's important to you and your organisation/community. Each participant must have an improvement project, new or already underway, to participate. In the opening orientation and preparatory web-based session, you will start to scope and design your improvement project.

The highlight of the programme is a three-day, in-person, "all teach, all learn" workshop, where you will apply the concepts, methods, and tools of improvement science to your project, better equipping you to elaborate, refine, and execute on your project. During the three-day workshop, you will use improvement methods to identify your current state, define improvement aims, develop a change strategy and measurement system, and plan for rigorous tests of change to learn and improve rapidly to achieve results.

After the in-person workshop, you will continue to participate in monthly, web-based sessions that provide opportunities to extend your learning, present your project and results, and gain feedback from faculty and fellow participants as you continue to put your new skills to work. Because improvement is usually accomplished in teams, and this is a great opportunity to jumpstart and accelerate any improvement effort, we highly recommend participants attend in teams.

Overall Design and Structure

Over four months:

- One kick-off and preparatory webinar (60 minutes)
- A three-day, in-person workshop
- Three monthly 60 minute follow-up webinars

Programme Objectives

Using a project-based approach, participants learn and apply fundamental concepts, methods, and tools of improvement in order to set up and execute a project for results.

As a result of this programme, participants will be better equipped to:

- Understand the system you are trying to improve and the population you wish to serve
- Use the three questions of the Model for Improvement to shape and frame an improvement project to increase the probability of success including: aims, a measurement system, change ideas to test, and execution plan
- Develop a project plan to enable successful testing and team work
- Utilise small scale, iterative Plan, Do, Study, Act (PDSA) cycles of testing to rigorously develop tests and build deep and immediate learning and improvement
- Learn how to manage an improvement project and to communicate progress and results to leaders
- Acquire the skills needed to successfully run improvement projects

Who Should Attend

Those new to improvement who are actively engaged in, or soon will be, leading and/or participating in improvement projects at health care or health-related organisations and desire deeper skills in order to ensure project success.

This may include:

- Leaders and members of improvement teams
- Quality improvement professionals
- Clinical staff (e.g., physicians, nurses, pharmacists, social workers, allied health, health care and health-related services professionals)

There are no prerequisites for this course.

Agenda Overview

Programme topics and sequence subject to change at the discretion of faculty.

Day 1

- Intro, Welcome, Overview
- Setting the Context - Your Quality Problems
- Introduction to Systems Thinking
- Theory of Profound Knowledge
- Introduction to the Model for Improvement
- The First Question - What are we trying to accomplish?
- Work Period: Draft or Refine Project Aims
- The Second Question - How will we know a change is an improvement?
- Work Period: Draft or Refine Project Measures
- Optional Consultations with Faculty

Day 2

- The Third Question (What changes can we make that will result in an improvement?)
- Work Period: Develop or Refine Project Change Ideas
- Driver Diagrams
- Testing Changes
- Work Period: Planning Project PDSA Cycles
- The 6th Skill: Working with People
- Optional Consultations with Faculty

Day 3

- Tools for Looking at Data Over Time
- Visual Displays of Data and Useful Data Tools
- Linking Measurement to Improvement
- Accelerating Improvement
- Project Planning