Quality Improvement Basics: Course Overview

QI Basics Course Modules

- Quality Improvement: Foundational Concepts
- Team Concepts
- Communication and Facilitation
- Change Management Basics
- Change Management Models and Tools
- The Model for Improvement and PDSA
- Process Mapping
- Data Basics and Data Collection
- Data Analysis and Data Display Methods
- Pulling it all Together
Quality Improvement Success

Quality Improvement: The Foundation

• What is quality improvement (QI)?
• Applying QI to your work
Teams Concepts

• Team basics and team effectiveness
• Create your QI project charter
• Building your QI team

Communication and Facilitation

• Team Communication
• Facilitation techniques to overcome challenges
Change Management Basics

• Define change management
• Anticipating and fostering culture change
• Appreciate the impact of change on individuals

Change Management Models and Tools

• The Equilibrium Model of Change and the Force Field analysis
• The Eight Steps to Change
• The SWITCH Model
• Key lessons and celebrating success
The Model for Improvement and PDSA

- Common quality improvement methodologies
- Root cause analysis
- The Model for Improvement:
  - Using the Plan Do Study Act (PDSA) Tool

Process Mapping

- What is process mapping
- How process maps support QI
- The basics to create a process map
- Review a sample process map
Data Basics and Data Collection

• Using data basics
• Qualitative vs. quantitative data
• Select or create appropriate measures
• Data collection methods

Data Analysis and Data Display Methods

• Conducting data analysis
• Displaying your data: charts, graphs and tables
Pulling It All Together

• Brief review of all the quality improvement (QI) components
• Example: A QI Story
• Conclusion of the QI Basics Course and tips for going forward

QI Tools and Templates

• Project Charter
• Work Plan
• PICK Prioritization Matrix
• Team Roles and Responsibilities
• Communication Plan
• Force Field Analysis
• 5 Whys Worksheet
• PDSA Worksheet
• Measures Collection and Monitoring Plan
• Data Collection Plan
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