

INDEX

	LEARNING OBJECTIVES	CONTENT/ CONCEPTS	OPTIONAL ACTIVITIES & CUSTOM CONTENT
FUNDAMENTALS FOR CHANGE	<ul style="list-style-type: none"> • Define quality and quality improvement in healthcare • Appreciate the importance of attending to complexity and culture in improvement initiatives • Engage stakeholders and work as a team to achieve improvement 	<ul style="list-style-type: none"> • QI in Healthcare • Defining Quality • Fundamentals of QI • Quality Culture • Culture • Complex Adaptive Systems • Mindsets • Framing • Building a Team 	<ul style="list-style-type: none"> • Quality Improvement in Healthcare • BC Health Quality Matrix • Current and Desired Culture • Mindset Shift • Framing • Team Planning • Engaging Stakeholders
THE PROCESS FOR IMPROVEMENT	<ul style="list-style-type: none"> • Explain the Model for Improvement and apply it to an improvement project • Initiate an improvement project and use a project charter 	<ul style="list-style-type: none"> • Model for Improvement • Improvement Charter • Problem Statement • Aim Statement • Scope and Boundaries 	<ul style="list-style-type: none"> • Improvement Charter * <i>Custom Content: problem statement, aim statement</i>
MEASURING AND USING DATA	<ul style="list-style-type: none"> • Explain the importance of collecting data over time • Define key measures • Describe strategies to collect and display data 	<ul style="list-style-type: none"> • Collect Data Over Time • Choosing Measures • Types of Measures • Defining Measures • Measurement Plan • Data Collection • Data Display 	<ul style="list-style-type: none"> • Safety Cross • Run Chart • Measurement Plan * <i>Custom Content: choosing measures, types of measures</i>
FROM IDEAS TO IMPLEMENTATION	<ul style="list-style-type: none"> • Recognize opportunities for improvement and generate creative ideas for change • Develop and test an idea for change using PDSA cycles • Consider ways to sustain improvement over time 	<ul style="list-style-type: none"> • Ideas for Change • Effectiveness of Changes • Generating Ideas • Testing a Change • PDSA cycles • Sustainability 	<ul style="list-style-type: none"> • Change Concepts • Mapping • TRIZ • 25 Gets You 10 • Six Thinking Hats • Paper Airplane PDSA • Planning for Sustainability