IHQSE CTP 2018
Improvement Session 1
Initiate Phase Part 1
Goal

By the end of this course you must complete, or substantially complete, an improvement project that has measurable impact and aligns to an organizational goal.
Through this work you will get skills and practice with:

- How to collaborate effectively to complete a project in your unit/clinic/service/department
- Reflecting on your leadership skills and emotional IQ
- Building a high functioning team
- Learning to run more effective meetings
- Solving a real world problem
- Communicating effectively to a variety of audiences
- Managing a project end-to-end
- Learning and applying a structured improvement framework and associated tools
- Learning to lead and manage change
Objectives PI Session 1:

• Review the Value Equation
• Explain the need for using project phases to assist with managing your project
• Name the five phases of a project
• Describe the major components of each phase of a project
• Identify a problem to solve that aligns with organizational goals
Share: Value Equation

$$V = \frac{Q + S}{\$}$$
The Institute for Healthcare Improvement Triple Aim:

- Advancing the science of medicine
- Achieving reliable outcomes
- Lowering cost by improving our societal health baselines

- Getting the care I need when I need it
- Customer centered
- Affordable
- High quality
- Safe
What Typically Happens

Jump in and DO!

REACT! *@&%!

RECOVER....

Move On...
Structured Project Lifecycle

Initiate
- Select a Project and Gain Approval
- Generate Awareness and Desire for the Project

Plan
- Define Project Scope and Team Members
- Understand Current State and Measure It
- Decide on Improvements and Communicate the Vision

Execute
- Test Improvements
- Measure Results
- Empower Stakeholders to Act

Monitor
- Check for Sustained Impact
- Formalize Improvements
- Don’t Let Up

Close
- Change Systems and Structures to Sustain Change
- Make It Stick
Initiate Phase - Summary

**Goals**

- Identify a good project that aligns to organizational goals
- Gain Executive stakeholder support to use time and resources to complete the project
- Identify a project team to help you get the project done

**Deliverables**

- Problem Statement
- Business Case
- SWOT Analysis
- Stakeholder Analysis
- A Presentation
- Approval
- A Project Team
Kotter’s Method: Leading Change

1. Establish a sense of urgency.
2. Build Guiding Teams.
3. Create a vision for change.
4. Communicate the vision.
5. Empower people to act on the vision.
6. Create short term wins.
7. Don’t let up.
8. Make it stick.

Creating a Climate for Change

Implementing & Sustaining
Activity- 30 minutes

In your teams, or on your own, work through the first three questions in your workbook.

Tip: As you work, make sure you are staying in the problem space. This is not about advocating for a solution.
Initiating Phase Homework

Start the “Business Case”

Work through questions 4 and 5 on the back of the initiate phase check list and meet with your PI coach to debrief before the 3/27/18 session.