Certificate Training Program:
Session 5

Institute for Healthcare Quality, Safety, and Efficiency

Welcome!: Before We Start

- Sign-in at the back
- Pick up handout packet
- Put on your name tag
- Sit with your CTP team at your assigned table
Team-Led Check-in + Reflection on Practice

Key Question: What are we learning, and how can we make the most of today’s session?

Curriculum Theme: Empathy & Humble Inquiry + Translating Insight to Action

Skills:
* Check-in
* Storytelling
* Setting expectations
Check-in
Reflection on Practice
“A Special Retreat”
Today’s Objectives

1. Make progress toward completion of the “Initiate Phase” of a QI project
2. Explore the difference between improvement work and research
3. Examine ways to include scientific evidence in the improvement of a care process
4. Determine if improvement work may need IRB evaluation
5. Practice skills that enhance the effectiveness of meetings
Key Question: How do we get started with a QI project?

Curriculum Theme: Transformation + Translating Insight into Action

Skills:
* Using a Roadmap for Improvement Projects
* Using Quality Theory to Change a Process
Break

- Systems thinking
- Translating insight into action
- Transformation (individual, team, system)
- Empathy and humble inquiry
- Resilience and human performance
QI or Research?

Ashley Anderson, Ethan Cumbler, Dan Hyman

**Key Question:** Are we implementing best practices or generating new knowledge; do we need IRB approval for our project?

**Curriculum Theme:** Systems Thinking + Translating Insight into Action

**Skills:**
- Differentiating QI from Research
- Embedding Clinical Evidence in QI Efforts
- Time Management
Break

Systems thinking

Translating insight into action

Transformation (individual, team, system)

Empathy and humble inquiry

Resilience and human performance
Effective Meeting Management

Sarah Caffrey & Ethan Cumbler

Key Question: Is there any way to make meetings more productive and less painful?

Curriculum Theme: Empathy & Humble Inquiry + Translating Insight into Action

Skills:
* Agenda-setting
* Decision-making
* Recognizing Ladder of Inference Leaps
* Powerful Questions to Manage the Ladder of Inference
* Connecting Why to How
* Prioritization
Appreciative Debrief

Read Pierce

Key Question: What are we learning, and how can we make the most of the next 2 weeks?

Curriculum Themes: Resilience & Human Performance + Translating Insight to Action

Skills:  
* Reflection  
* Goal-setting  
* Appreciation
Next Steps by 4/10

(Details to follow via email)

1. **Due Today:** turn in eval, nametag

2. Meet with your assigned coach
   - Refine & finalize your elevator pitch
   - Identify potential project team members
   - Confirm senior stakeholders
   - Get approval/support for your project concept by 4/10

3. Sign up at the back (or over email) to meet w/ the faculty over lunch before a session
2018 CTP Ground Rules

Expectations of Participants

- Hold each other accountable to the ground rules
- Minimal side conversations
- One person speaks at a time
- Phones on vibrate
- Laptops for IHQSE notes only
- Step out to take calls
- Respectful interactions, be open to other points of view
- Food and drink any time
- Be present
  - Do what you need to do to be present

Expectations for Program

- Hold each other accountable to the ground rules
- Time for breaks
- Start and end on time
- Materials distributed ahead when possible/useful
- Faculty be present
  - Minimal side conversations