Certificate Training Program:
Session 9
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
Today’s Objectives

1. Explore complexity as a model for understanding systems in which we work.
2. Identify at least 1 mental model at work in your local leadership.
3. Practice making a mental model explicit by exploring complexity.
4. Explore communication tools/frameworks for increasing connection with stakeholders with whom your work.
5. Begin developing a formal communication plan for your QI project.
6. Advance your QI project, in preparation for the mid-year presentations in June.
Reminder: Mid-Year Presentations
Presenting your Work

6/26 Session Devoted to Sharing Updates on Projects

• Share your journey
• Get useful input/feedback
• Practice presenting your message

~15 min per team: 10 to present, 5 for discussion

Follow a framework! (use slide template sent last time)
Guidance

• Refer to example mid-year presentations from prior teams (sent last time)

• Work with your coach to prepare

• If you have a preferred presentation time, fill out the sheet at the back
Pre-Session Coachign

• We have no teams signed up after 6/26

• If you haven’t met with us yet, please sign up in July

• Others: please sign up for a second consultation when ready
Questions?
Exploring Complexity in Healthcare

Gail Armstrong & Read Pierce

Key Question: Why don’t things work out the way we thought they would?

Curriculum Theme: Empathy & Humble Inquiry, Resilience & Human Performance, Transformation

Skills:
* Inquiry as a Response to Surprises
* Recognizing Cone-in-a-Box
* Managing Ladder of Inference Leaps
* Surfacing Mental Models (Assumptions)
Break

Systems thinking

Translating insight into action

Transformation (individual, team, system)

Empathy and humble inquiry

Resilience and human performance
Key Question: How can we enhance communication, to enhance success in our project and leadership work?

Curriculum Theme: Empathy & Humble Inquiry, Resilience & Human Performance, Transformation, Translating Insight to Action

Skills:
*Sensemaking
*Perspective-taking
*Engaging Skeptics
*Motivating Others

*Inquiry
*Stakeholder Analysis
*Embracing Diversity
Break

Systems thinking

Translating insight into action

Transformation (individual, team, system)

Empathy and humble inquiry

Resilience and human performance
Key Question: What should we do next to advance our project?

Curriculum Theme: Transformation + Translating Insight into Action

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

Patrick Kneeland

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 mid-June

*(Details to follow via email)*

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

2. Advance your Project work
   - Pick a team symbol
   - Finish all of the items in the PI playbook we have covered thus far in Initiate and Plan
   - Prepare your mid-year presentation, get feedback from your coach

3. **Fill out sheet at the back if you have preferences about presentation times 6/26**
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