

MODULE 1

MAY - JULY
2019

MODULE 2

AUG
2019

MODULE 3

SEPT - JAN
2019 - 20

MODULE 4

FEB - JUNE
2020

Building Organizational and Team Readiness, and Designing the Improvement Project

Curriculum Elements

- Effective teamwork
- Quality improvement / change frameworks
- Highly adoptable improvement
- CFHI Six Levers for Healthcare Improvement
- IHI Triple Aim
- Health system reform and transformation
- NHS sustainability model
- Planning for sustainability, spread and scale
- Use of evidence for defining the problem
- Driver diagrams
- Patient engagement
- Measurement
- Developing the problem and aim statement

Deliverables

Pre-module assignments:

- Pre-program survey
- MOU
- Review merit review panel feedback

Pre-residency assignments:

- Organizational assessment tool survey
- Improvement charter
- Problem statement and aim statement assignment
- Intro IP / Patient focus presentation
- Working together toolkit survey
- Factors for QI success and sustainability at the organization and team levels

Post-residency assignments:

- Driver diagram
- Improvement charter (updated)
- Patient engagement plan

Enhancing Leadership Competencies and Refining the Improvement Project

Curriculum Elements

- Leadership to improve quality while reducing costs
- Leadership Style including self-assessment
- Successful Execution of change
- Cultural humility, safety, competency and Indigenous leadership
- NHS change model
- High performing Health Systems
- Introduction to Complex adaptive systems
- Quality by design
- Organizational culture and energy
- Positive deviance
- Innovation lab
- Highly Adoptable Improvement, Driver Diagram, Patient Engagement and Measurement (II)
- Quality Improvement Methods
- PDSA
- Stakeholder Engagement and mapping
- Mobilizing Patient Voices
- Physician Engagement
- Coaching QI/ IP Assessment

Deliverables

Pre-module assignments:

- IP Rapid Fire presentation
- Updated project charter
- Revised aim statement and Driver Diagram
- Partial completion of Measurement plan worksheet
- Patient and Family Centered-Care Organizational Self-assessment

Post-module assignments:

- Affinity call polls
- Measurement plan worksheet finalized
- Stakeholder engagement plan worksheet
- Improvement charter (updated)
- Driver diagram (updated) and reviewed with Coaches prior to implementation

Accelerating Progress and Implementing the Improvement Project

Curriculum Elements

- Leadership to improve quality while reducing costs
- Monthly coaching calls focused on implementation
- Reporting webinars
- System wide transformation
- Change management
- Transitions of care

Deliverables

- IP Rapid Fire presentation
- Reporting webinar presentation
- Team video (1 min)
- Improvement charter (updated)

Planning for Sustainability and Spread, and Sharing Results

Curriculum Elements

- Public narrative
- Population health
- Complex adaptive systems
- Health system transformation
- Governance/policy delivery vs. Organizational Governance
- Navigating delivery, policy and politics
- Governance, performance and management accountability
- Payment reform & incentives
- Communicating results/ storytelling
- Wicked problem solving
- Sustainability spread and scale
- Planning for sustainability and spread
- NHS sustainability model
- Planning for quality
- Business case development
- Measurement (III)
- Readiness to receive

Deliverables

Pre-February Residency assignments:

- Team presentation (readiness to spread)

Post-February Residency assignments:

- Data display worksheet
- Readiness to spread assessment

Pre-June Residency assignments:

- Storyboard
- Final presentation

Final Deliverable (August)

- Report compiling key C15 deliverables