

MODULE 1

MAY JULY
2018 - 2018

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 1 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 org and team levels
- Post residency assignments:
- Driver diagram
 - Improvement charter (updated)
 - Patient engagement plan

MODULE 2

AUG
2018

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

MODULE 3

SEPT JAN
2018 - 2019

Accelerating Progress and Implementing the Improvement Project

Curriculum elements

- Monthly coaching calls focused on implementation
- Reporting Webinars
- System Wide Transformation
- Change Management
- Transitions of Care

Deliverables

- Reporting Webinar Presentation
- Team Video (1-min)
- Improvement charter (updated)

MODULE 4

FEB JUN
2019 - 2019

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 C14 deliverables