



Improvement Coach Professional Development Program

Program Informational Call

December 4, 2024

Quick Introductions: IHI Improvement Coach Info Call Hosts



Lauren Hayden
Improvement Advisor
ICP Director and Faculty



Catherine Warchal
Program Manager
ICP Program Lead



The aim of this program is to...

Further develop your **improvement knowledge and skill** so you can coach and facilitate improvement teams, as well as support the implementation of improvement strategies throughout your organization or community.

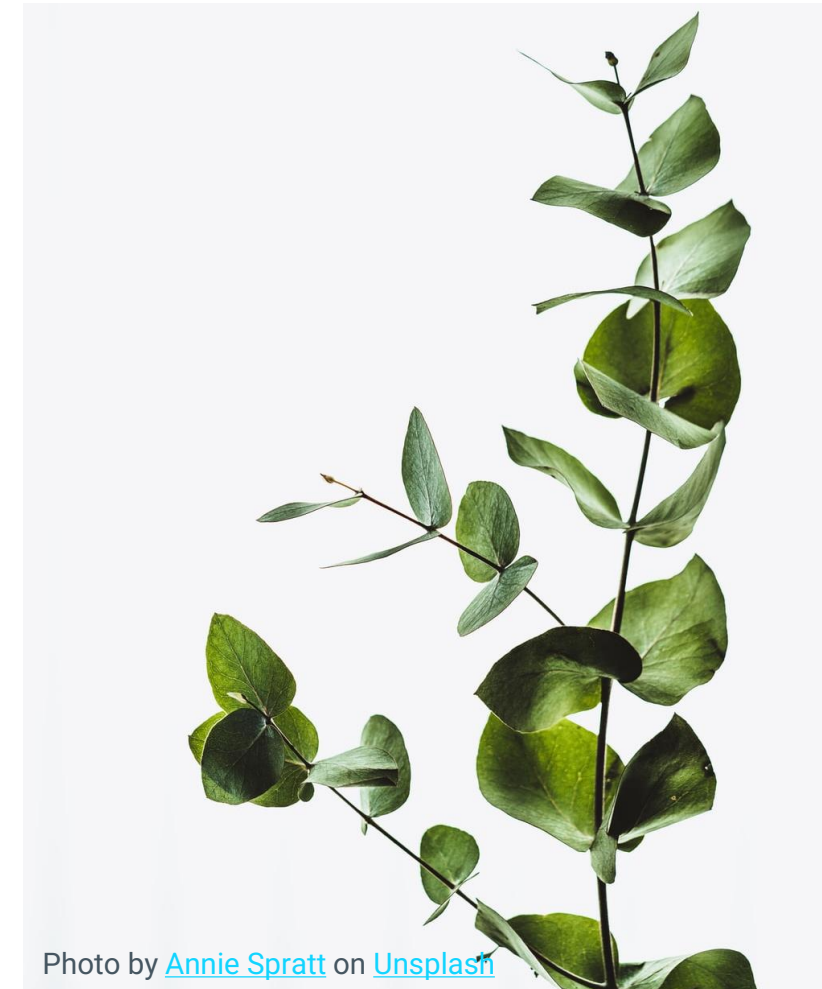


Photo by [Annie Spratt](#) on [Unsplash](#)



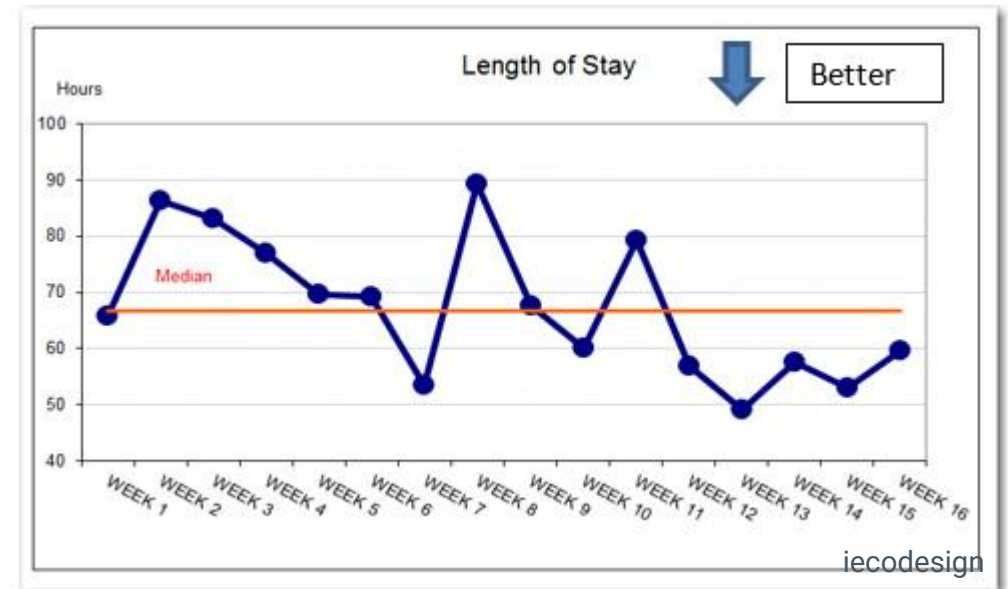
This program is designed to help you...

1. Describe the science of improvement and use the Model for Improvement as a roadmap for improvement projects.
2. Employ skills to coach improvement teams on how to develop, test, and implement changes including identifying high-leverage change ideas and testing them using PDSA cycles.



This program is designed to help you...

3. Explain how to use data for improvement, including how to use and interpret run charts and other key quality improvement tools.
4. Develop skills in team facilitation, communication, decision making, and understanding team culture



This program is designed to help you...

5. Apply just-in-time teaching of improvement skills to team members in order to advance the team's work
6. Identify concepts of implementation, sustainability, spread, and scale-up.

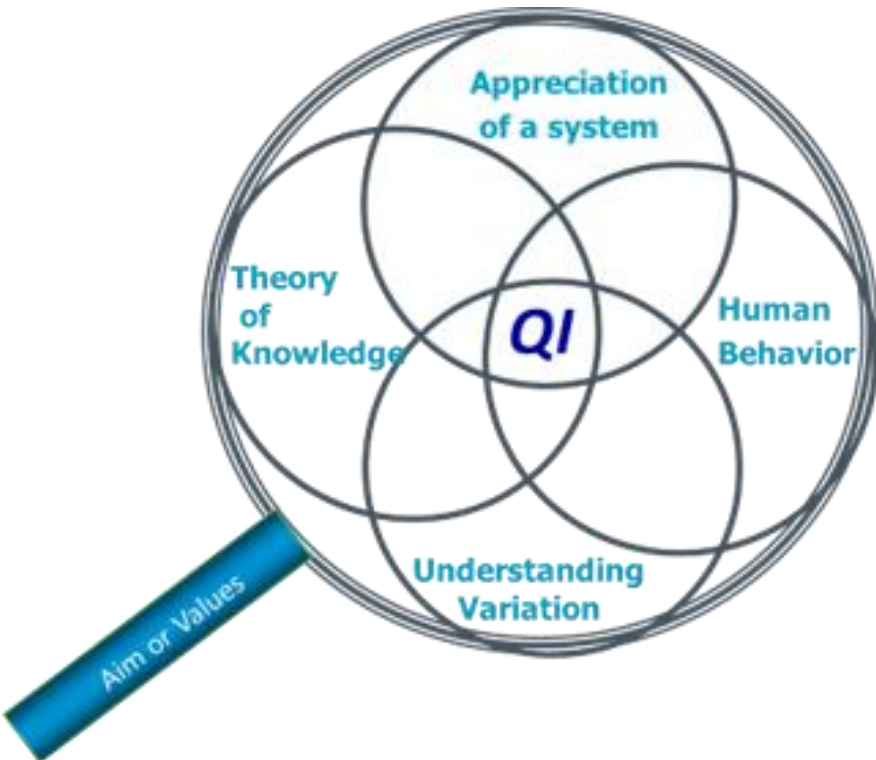


Photo by [Hannah Busing](#) on [Unsplash](#)

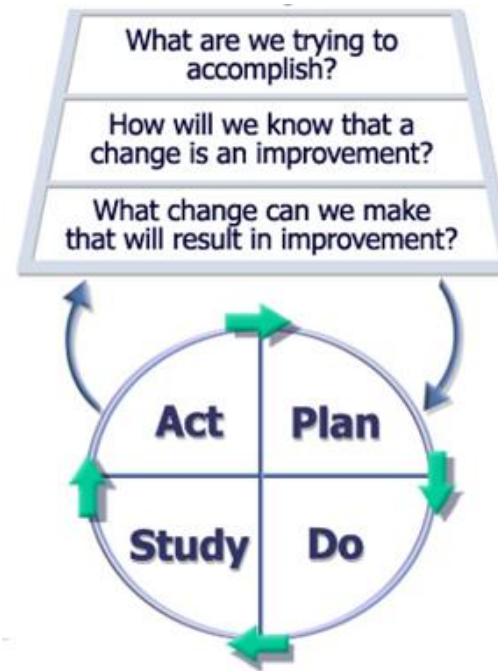


Curriculum on a page

Deming's System of Profound Knowledge



Model for Improvement



Langley, et al, *The Improvement Guide*, 2009

Coaching Toolbox



Content Roadmap

Coaching Skills

Teamwork & Communication

Facilitation

Building Teams

What is a coach?

Running Effective Team Meetings

Sharing works in progress presentations

Art of asking questions & coaching to learn

Sustainability

Implementation, spread and scale up

Qualitative data

Forms/tools for collecting data

Creativity methods

PDSA Cycles

Driver Diagrams

Change Ideas (developing; selecting)

Run Charts

Measurement

Data and Variation

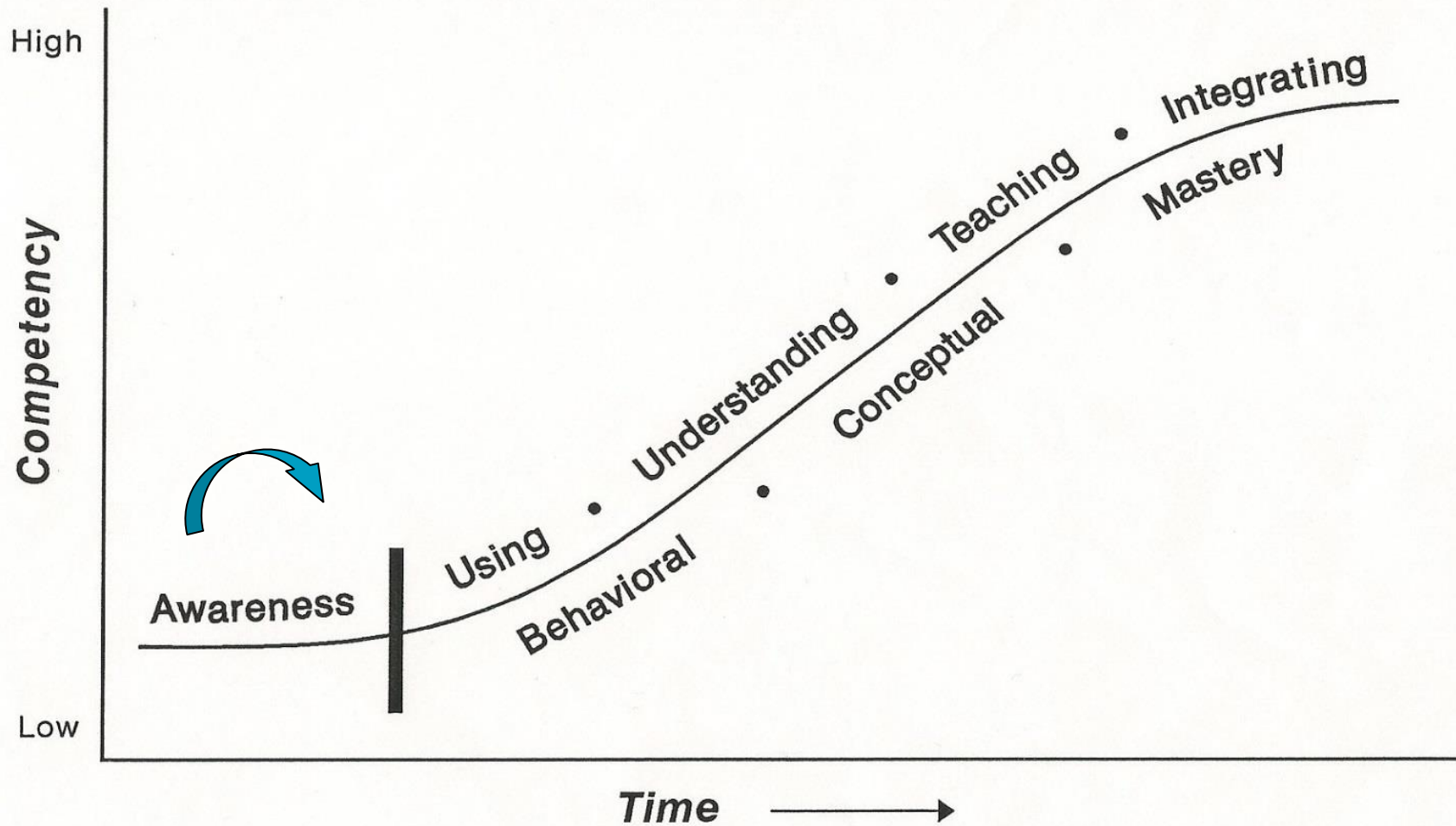
Aim Statements

What is QI? Lens of Profound Knowledge

Improvement Skills, tools, and methods



Building Competency as a QI Coach



Adapted from Bloom's Taxonomy of Educational Objectives ,1956

Past Participant Experience



- **Nichole Logan, BSN, BS, RN**
- Quality Improvement Advisor at the Wisconsin Association for Perinatal Care and the Wisconsin Perinatal Quality Collaborative (WisPQC)
- Participated in Spring 2024



Past Participant Experience

QI Coach Journey



Example of Talking Points for Participant(s)

- High-level testimonial (What did you think of the program overall?)
 - Deeper understanding of tools I had used prior to my role (in and out of healthcare)
 - Exposure and practice with new tools – safe space to be uncomfortable
 - Very well organized and thoughtful program with easy to reference handbook for future
 - Better insight into the role of a coach
- Networking opportunities with other participants?
 - Greater Milwaukee area home visiting lead
 - Sharing resources for perinatal substance use and training for mandated reporters
 - General solidarity and validation by sharing space with other participants



Example of Talking Points for Participant(s)

- Examples of how you've used the learning from the program in your work
 - WisPQC
 - Sustainability planning worksheet (MOCHA)
 - Run charts and rules
 - Listening to learn, not respond (or fix)
 - Annual conference
 - Teaching QI and problem solving methods – ideas for tools and teaching styles
- Favorite QI tool to use
 - Working styles inventory for internal team connection
 - Aim statements and project charter are applicable to everything but often overlooked
- Things you wished you knew before taking the program
 - It's good to have experience so you know where you want to improve



Program Design and Key Dates

- 13 sessions (3 hours each) across 14 weeks
- ~15 minutes to 1 hour of independent learning on the education platform between sessions
- 2-4 hours/weekly applying your learning with your team

Session #	Date and Time
1	Thursday, February 27; 10:00am - 1:00pm ET
2	Thursday, March 6; 10:00am - 1:00pm ET
3	Thursday, March 13; 10:00am - 1:00pm ET
4	Thursday, March 20; 10:00am - 1:00pm ET
5	Thursday, March 27; 10:00am - 1:00pm ET
6	Thursday, April 3; 10:00am - 1:00pm ET
7	Thursday, April 10; 10:00am - 1:00pm ET
TWO WEEK BREAK	
8	Thursday, May 1; 10:00am - 1:00pm ET
9	Thursday, May 8; 10:00am - 1:00pm ET
10	Thursday, May 15; 10:00am - 1:00pm ET
11	Thursday, May 22; 10:00am - 1:00pm ET
12	Thursday, May 29; 10:00am - 1:00pm ET
13	Thursday, June 5; 10:00am - 1:00pm ET



Completion Requirements

- ❑ Attend 10 of the 13 sessions live:
 - If you need to miss a session, please contact us
 - If you miss a session, we expect you to view the recording

- ❑ Complete session prep prior to all sessions
 - All content will be available online
 - Session prep may include follow-up work from the previous session

- ❑ Share your learning in a Works in Progress Presentation with your peers



Continuing Education



In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the health care team.

- This program is pending approval to provide **40 credits** for physicians, nurses, pharmacists, and Certified Professional in Patient Safety (CPPS) recertification.
- To be eligible for a continuing education certificate, attendees must complete the online evaluation within **30 days** of the final program session (November 21, 2024). After this period, you will be unable to receive a certificate.



What's Next?

If you're interested in joining:

[Enroll as an individual here](#)

[Enroll as a group here](#)

[Apply for a needs-based scholarship here by
December 13, 2024](#)

If you still have questions...

You can send any questions to Catherine
Warchal cwarchal@ihi.org

