Building Quality Improvement Skills Virtually

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Aims
• Empower staff
• Build quality improvement (QI) skills
• Create online community
• Designed to be cost effective


Model for Improvement
What are we trying to accomplish?
How will we know that a change is an improvement?
What changes can we make that will result in improvement?
Plan
Do
Act
Study

QI Coaching
• Improvement Coaches were trained in the Institute for Healthcare Improvement approach
• Coaches met with each team for 8-10 online, one-hour long meetings

Virtual Collaboratives
Coaches facilitated 9 online meetings per cohort where teams collaborated and shared information

Patient-centered Data
• User feedback
• Participants encouraged to use these data reports to set a program improvement goal

Online Platform
• Online community (VA Pulse)
• Includes data reports, written and video guidance, and other resources

Curriculum Timeline

Form a team
Develop a Project Aim
Test a Change Idea & Collect Data
Sustain, Scale Up, & Spread

Week 1 5 10 26

Findings
Participants significantly improved their QI skills
Lack of time is the biggest challenge
Participants plan to continue making improvements

Conclusions
• LEAP has the power to engage frontline staff in QI
• LEAP was successful in helping teams gain QI skills, even with little available time
• LEAP effectively showed “learning while doing” - teams conducted local improvement projects aimed at making an immediate impact on the delivery of care

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