A Guide to Chapter Events and Activity Planning
Welcome to today’s session!
Please use chat to “All Participants” for questions
For technology issues only, please chat to “Host”
WebEx Technical Support: 866-569-3239
Dial-in Info: Communicate / Join Teleconference (in menu)
Objectives

• Connect and support one another as an Open School community
• Highlight local work from the Chapter Network
• Share and discuss best practices – and challenges – that come with planning Chapter events
• Learn something new!
Today’s Agenda

• Welcome and Introductions
• IHI Open School Overview
• Activity Planning: A Timeline
• Chapter Presentations
• Questions/Discussion
• IHI Open School Announcements
Type into the chat box:

Select “All Participants” as the recipient:

1. Name
2. Chapter Name (University/Organization)
3. How long have you been involved with your Chapter?
4. Are you a new Chapter?
5. What would you like to learn from today’s call?
Introductions

Sarah Jasim, MPH, PhD
Chapter Network Coach

Meghan Cowden, RN
Chapter Network Coach

Gina Deitz
Community Manager,
IHI Open School
IHI Open School Mission

“Advance health care improvement and patient safety competencies in the next generation of health professionals worldwide.”
Online Courses
Educational modules and activities

IHI OPEN SCHOOL

Community
Interprofessional Chapters and networks

Project-Based Learning
Guided experiential training
IHI Open School Courses

- 32+ online courses developed by world-renowned experts in the following topics:
  - Improvement Capability
  - Patient Safety
  - Person- and Family-Centered Care
  - Triple Aim for Populations
  - Leadership
- Set of GME courses
- More than 3.2 million courses completed
- More than 550,000 learners have completed a course
- More than 100,000 learners have earned the Basic Certificate
- More than 1,500 universities and health care organizations using the courses
IHI Open School Community

- 500,000 students and residents registered
- More than 890 Chapters started in 85 countries
- Over 50% of our Chapters are interprofessional
We encourage you to connect with one another through the Chapter Map!
Connect with a local Chapter with the click of a button
Project-Based Learning

Quality Improvement Practicum

1. Learner(s) complete required courses
2. Learner(s) identify local faculty, health system sponsor(s), and project
3. Learner(s) create: charter, cause and effect diagram, 2 PDSA cycles, run charts, summary
4. Learner(s) complete project
5. IHI approves and awards Practicum Certificate of Completion

Leadership & Organizing for Change

1. Improvement Science
2. Organizing & Leadership Training
3. Subject Matter Knowledge
4. Change

Diagram showing the flow from the quality improvement practicum to leadership and organizing for change.
Practicum learners are:

- Reducing pre-term deliveries
- Increasing vaccination rates
- Creating discharge guidelines
- Improving access to interpreters
- Encouraging advance care planning
- Reducing wait times in clinics
- Promoting medication reconciliation
- Preventing errors
Leadership and Organizing learners are:

- Improving access to behavioral health services
- Addressing substance use and its impact on communities
- Encouraging greater physical activity and better nutrition
- Serving vulnerable members of their communities, like the homeless, refugees, the isolated elderly
- Improving quality of care for diabetic patients

The February 2018 offering has just begun. Learn more at www.ihi.org/lead.
Activity Planning Timeline
Three Months Before

- Generate ideas based on Chapter/community resources and needs
- Create an AIM statement for your event
- Secure event funding, if applicable
- Identify individuals to run/coordinate event
- Contact presenters and/or facilitators, if applicable
- Determine 1-2 potential times, dates, and locations
- Identify means of event advertising in your community (e.g. email listservs, bulletin boards)
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Generating Event Ideas

• Skills workshop
  o QI skills (can use the OS course to help facilitate this, too!)
  o Interdisciplinary communication
  o Patient safety
• Host a speaker
• Case studies (there a number available on the OS website)
• Documentary or video viewing with discussion
• Panel discussion
• Hands-on activities
  o QI Games (again, a number available on the OS website)
  o Role play, utilize simulation center if available

Additional ideas available in the Chapter Leader Toolkit and on the Open School Blog.
Event Fundraising

- Institutional resources
  - Connect with your university/institution about available funding
  - Student organization based grants and funding
- Community based funds
- Chapter annual item sale
  - Does require some start-up funds
  - Examples: bake sale, Christmas ornaments, badge reels

Additional ideas available in the Chapter Leader Toolkit.
One Month Before

- Finalize idea and create event agenda
- Finalize event budget, if applicable
- Have presenters and facilitators confirmed
- Finalize date, time, and location for event
- Secure room/location for the event
- Create advertising materials, begin distributing among target audiences
- Create a list of needed materials for event and identify who is responsible for bringing those materials (e.g. Powerpoint, food, supplies for activities)
One Week Before

- Follow up with individuals responsible for bringing supplies/materials (be sure to keep receipts for reimbursement if needed!)
- Final advertising push to target audiences
- Distribute and review agenda with event facilitators
- Confirm which leadership team members will be present, and what time everyone should arrive to set-up
- Meet with team and facilitators to finalize details for activity, if needed
  - If the event involves a game or activity, this is a great opportunity for a “dry-run” to work out the kinks before the day of
Day Of

- Send a reminder email in the morning to Chapter members about the event that day
- Arrive early to set-up, move tables, put up slides, etc.
- Put out sign-in sheet to get contact information as people arrive at the event
- Have last minute materials picked up to host event (e.g. food, paper and pens, etc.)
- Host event, then celebrate and clean up when it ends
1-2 Weeks After

- Email event attendees with information on your Chapter and upcoming events (including your next general meeting)
- Ensure all needed individuals have been reimbursed
- Debrief the event - what went well, what could be improved, lessons learned, and next steps
  - Sometimes this can be a brief 10-15 minutes after the event itself! No need to wait.
- Send thank you notes to presenters and facilitators
Activity Planning - University of Toronto

• **3 Months before**
  - Directors of Practical Experience recruited to plan event and select project champions and teams for QI practicum projects

• **Generating Event Ideas**
  - *QI Kickoff Event:* allows QI project students to get familiarized with IHI Open School Chapter and the structure of the practicum projects

• **Event Fundraising**
  - Applied through IHI for event sponsorship funding
  - Put the money towards food for the QI students
Activity Planning - University of Toronto

- **One Month Before**
  - Set a date and time and book event room on campus
  - Send out a doodle poll to attendees to confirm their attendance
  - Send an email out to all QI project students informing them of the event and the objectives
  - Create a project plan of materials required for the event and the person who is responsible (e.g. ordering food, powerpoint presentation creation, supplies for nametags)
Activity Planning - University of Toronto

- **One Week Before**
  - Send reminder email to event attendees
  - Confirm which leadership members will attend and their role at the event
  - Compile and finalize all presentation content
  - Dry run of the presentation with leadership team
  - Order food for the event
  - Print nametags for all confirmed attendees
Activity Planning - University of Toronto

• Day Of:
  • Arrive to the venue early to set up
  • Pick up food for the event
  • Send reminder email to all attendees
  • Host event and send the presentation to all attendees

• 1-2 Weeks After:
  • Email important resources to event attendees to help facilitate their QI projects
  • Collect event receipts and reimburse respective individuals
  • Debrief with the leadership team about your event and its successes and what can be improved upon, along with next steps
  • Start planning your next event (ours was an introduction for key QI project methodologies for use in the students QI projects)
Answers to Questions

• What best practices can you share from your own Chapter experience?
  • Plan early and let students know as soon as possible about the event
  • Send out a doodle poll with a few potential dates and times to see what works best for the attendees
  • Ensure you set objectives for the event and clearly outline them at the beginning of the presentation

• What brought you to this call?
  • Disseminate knowledge that other chapters can learn from
  • To learn from other chapters with their event successes and lessons learned
Queen's University

Juliana Sunavsky
QIHI President and past VP of Events
Chapter Structure

- Journal/Blog
- QIPEP - Practical Experience Program
  - Monthly workshops, year-long
- Annual Conference
- Canadian Patient Safety Week (Early Nov)
  - Outreach and awareness
  - Interesting and engaging speakers
Timeline

• May- August: gather advice, create vision for event, lay out a timeline to follow, set a theme, complete all tasks that can be done in advance.
• September: Hire conference team members
• October-December: Book venue, create sponsorship package, send many emails to sponsors and speakers
• January: Logistical aspects- food, rentals, etc. Try to finalize sponsorship and speakers.
What I learned

The Process:
• Start planning in the summer
• Important to pass on materials and organization of resources
• Maintain strong relationships with sponsors

Challenges:
• Accountability within the team, and time of hiring
• Hard to finalize sponsorship and speakers (early on)
• Difficult to attract an audience
Duke Chapter

- **Kickoff event with Dr. Geoffrey Ginsburg**
  Many interdisciplinary appointments: Professor of Medicine, Director of MEDx (Medicine and Engineering at Duke), Director of Duke Center for Applied Genomics and Precision Medicine, Professor in Pathology, Professor in the School of Nursing, Member of the Duke Cancer Institute

- **OpSwap event regarding value-based health policy changes**
  Dr. Rob Saunders (Margolis Center), Dr. Joel Boggan (Duke Hospital), Dr. George Cheeley (Duke Hospital)
Q&A
Questions and open discussion

- What best practices can you share from your own Chapter experience?
- What brought you to this call?
- What questions can we answer before we sign off?

When chatting:
- Raise your hand to let us know you have a question or comment
- Please use chat to “All Participants” for questions
Wrap Up and Announcements
Upcoming Calls

Quality Improvement: Initiating Project Work in Your Community
5:00 PM ET, Friday, March 23, 2018

This call with focus on the first steps for building local partnerships and establishing and sustaining Chapter led quality improvement projects. From community to clinical-based projects, Chapter Leaders are invited to join for an exciting discussion.

http://www.ihi.org/education/IHIOpenSchool/Chapters/Pages/GlobalCall.aspx
Upcoming Calls

Preparing for the International Forum in Amsterdam
1:00 PM ET, Monday, April 23, 2018

If you or members of your Chapter are joining the upcoming BMJ & IHI International Forum on Quality and Safety in Healthcare, we hope you'll join us as we share details on important students events on site, and how to make the most of your experience in Amsterdam!

Reminder: Student and faculty scholarships are due March 18. The link to apply is in the chat.

Are there any other call topics you would like us to cover in the next few months? Let us know in the chat! http://www.ihi.org/education/IHIOpenSchool/Chapters/Pages/GlobalCall.aspx
Update the IHI Open School

Changes in your leadership team? Let us know!

Update your Chapter’s contact information from the Chapter homepage on the IHI Open School website or email us at openschool@ihi.org.
Global Chapter Leaders are just an email away

- New Chapter Coaches: newchaptercoach.ihi.os@gmail.com
- Global Chapter Coaches: globalchaptercoach.ihi.os@gmail.com
- Chapter Network Coaches: chapternetworkcoach.ihi.os@gmail.com
Thank you!