Welcome to today’s session!
Please use chat to “All Participants” for questions.
For technology issues only, please chat to “Host”
Follow the instructions in the pop-up box to connect your audio (either by phone, or through your computer)
Objectives

- Underscore the resources and support available to Chapters through the IHI Open School
- Discuss challenges Chapters face in engaging members and best practices for strengthening involvement
- Learn about the IHI Open School Recover Hope Campaign and how to get involved
- Build relationships with others across the Chapter Network and begin to see each other as ongoing resources to one another moving forward
Today’s Agenda

- Welcome and Introductions
- IHI Open School Overview
- Engagement Strategies
- Global Chapter Coaching Team
- Chapter Example: University of Toronto
- Group Discussion
- Debrief, Next Steps, and the Recover Hope Campaign
Help us get to know you!

- In the chat box, select “All Participants” as the recipients and share:
  - Your Name
  - Chapter Name (University/Organization)
  - What would you like to learn from today’s call?

Enter Text and hit “Send”
IHI Open School Team

Gina Deitz
Senior Program Manager, IHI Open School

Hannah Flath
Program Coordinator, IHI Open School
Global Chapter Leaders

Global Chapter Leaders Team
Support Chapter development and create sense of identity and belonging to IHI Open School Chapter Network.

Group 1: New Chapter Coaches
Welcome, guide, and support new Chapters, including those participating in the campaign

Group 2: Global Chapter Coaches
Support, coach, and strengthen established Chapters, including those participating in the campaign

Group 3: Chapter Network Coaches
Build capacity and opportunities for collaboration and learning across Chapter Network
Global Chapter Leaders on today’s call:

Kristen Swain, RN, BSN
Performance Improvement Project Manager, Chapter Network Coach

Meghan Cowden, RN
Chapter Network Coach
Former Chapter Leader at Purdue University
Our Mission

“Advance quality improvement, patient safety, and leadership competencies of health and health care professionals worldwide.”
Online Courses

- 30+ online courses in Improvement Capability, Patient Safety, Person- and Family-Centered Care, Triple Aim for Populations, Leadership – all free to students, residents, and faculty
- More than 700,000 students and residents registered on IHI.org and taking courses
- More than 4 million course completions
- More than 1,500 institutions use the courses as a core part of their training programs or curriculum
Project-Based Learning

Quality Improvement Practicum

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

Leadership & Organizing for Change

- Organizing & Leadership Training
- Improvement Science
- Change

Subject Matter Knowledge
Our Strategy

- **Online Courses**: Educational modules and activities
- **Community**: Interprofessional Chapters and networks
- **Project-Based Learning**: Guided experiential training
Our Strategy

- **Online Courses**: Educational modules and activities
- **Community**: Interprofessional Chapters and networks
- **Project-Based Learning**: Guided experiential training

IHI OPEN SCHOOL
IHI Open School Community

- 700,000+ students and residents registered
- Over 920 Chapters started in over 95 countries
- Over 50% of our Chapters are interprofessional
Chapters are:

- Building their QI skills through IHI Open School courses
- Leading projects as part of the IHI Open School Recover Hope Campaign
- Hosting events at their organizations or with other Chapters in their region
- Conducting quality improvement projects
- Facilitating activities and learning exercises
- Leading efforts to incorporate quality and safety into the formal curriculum at their institutions
Engagement Strategies for your Chapter
Complete a Needs Assessment

- Identify the needs of your members and local community – what gaps can your Chapter fill?
  - Survey members to find out what they’re looking to get out of their Chapter involvement
  - Set-up conversations with your faculty advisor to clarify their role and gather their input
  - Utilize community census data

- What resources does your Chapter need to host events and engage members?
  - Proactively set **aims** once growth areas are identified, and processes for how you will track towards those aims
Marketing

- How can your Chapter appeal to new members?
- Develop and practice an “elevator pitch”: identify 2-3 things that your Chapter is associated with - events, topic-specific project work, educational initiatives – and why they should care about getting involved
- Align yourself with the IHI “brand” and mission to show the meaningful network you’re a part of
  - You can create a logo through the IHI Open School to consistently use on promotional materials
- Work to create a presence in your community, university, and/or workplace
Host Recurring Events

- Regularly scheduled events are crucial for strong Chapter engagement.
- Examples of events include:
  - Recurring Chapter meetings
  - Quarterly seminars and guest speakers
  - Annual conferences
- Document the event planning process and review your successes and struggles after each event. What went well? What do you want to do better next time?
- Get involved with the Recover Hope Campaign!
Establish consistent lines of communication for current members, and those who are interested in getting involved!

- Email
- Social Media (Twitter, Facebook, Instagram)
- Group Messaging Apps (Slack, GroupMe, Whatsapp)
- Bulletin boards and fliers
- Listservs

Figure out what works best for your Chapter and stick to it!
Global Chapter Coaching Team
Global Chapter Coaches

Shared Purpose:
Provide support to Open School Chapter Leaders to enable them to access and utilize resources for improving Chapter sustainability, sense of community, motivation and continued engagement in project work and strong Chapter leadership structures.

Becca Engels, MD, MPH
Atlanta, GA
Medical Resident
Former CL for Emory University

Julie Finnigan, BSc
St. Catharines, Canada
Masters Student
Current CL at Brock University

Florence Koch, MD, CLE
Tucuman, Argentina
Doctor and Professor
Current CL at Hospital Padilla

Jennifer Mandelbaum, MPH
Columbia, SC
PhD Student
Current CL for University of South Carolina

Livia Pedrillo, MSN, MBA
Sao Paulo, Brazil
Healthcare Professional
Current CL at Hospital Israelita Albert Einstein

Kevin Shah
Houston, TX
Medical Student
Current Advisor to Baylor College of Medicine
Global Chapter Coaches

Advise and coach Chapters regarding:

• Education/curriculum: Curriculum integration, Chapter use of OS modules, other Patient Safety and QI curricula
• Projects: Leading quality improvement or organizing projects, participating in the Recover Hope Campaign
• Community: Recruitment, building local partnerships
• Chapter Operations: Leadership structure and transitions
Engaging Members
• Chapter-wide events (all health science grad students + undergraduate health fellows)
• QuEST (Quality Improvement and Education in Systems Training) Program
• QI projects (as-needed basis)

Fall 2018 Events
• Suicide Awareness and Prevention for Health Professionals (152 attendees)
• Achieving the Impossible: The Path to Equitable Health Outcomes (109 attendees)
• HIV: A “Family Affair”: Building Resilience among Children and Families affected by HIV (99 attendees)

Advice for Other Chapters
• Advertise early and consistently
• Liaisons to each program/department to disseminate information
• Work with programs/departments around attendance requirements
• Send follow-up surveys to attendees (and those who registered and didn’t attend)
• Think outside of traditional medicine/health care (e.g., health equity)
Chapter Example: University of Toronto
Aim: To engage 200 members of the Toronto community in raising awareness and reducing stigma associated with substance use disorders by building the knowledge capacity of interprofessional students at the University of Toronto (U of T) and creating a platform for individuals who are using or affected by substances to share their personal narratives by July 2019.
An interprofessional approach to exploring and addressing opioid medication safety

Overview

- October 30, 2018; 2 hours
- In collaboration with the Centre for Interprofessional Education (CIE)
- Structure:

  1. Sean Patenaude, Centre for Addiction and Mental Health (CAMH)
     - Personal story and experience with opioid use

  2. Ambika Sharma, Institute for Safe Medication Practices Canada (ISMP Canada)
     - Overview of the Canadian Incident Analysis Framework, Swiss Cheese Model, and hierarchy of effectiveness

  3. Case Study
     - Opioid-related incident via ISMP Canada bulletin
An interprofessional approach to exploring and addressing opioid medication safety

Planning Process

- ~ 2 months
- Date, location/venue (in partnership with CIE)
- Funding
- Stakeholder and Asset Mapping
  - Faculty advisors, Centre for Interprofessional Education (IPE) at U of T, Canadian Association of Pharmacy Students and Interns (CAPSI), Choosing Wisely Canada, QI champions, other Open School Chapters

Della Croteau, Pharmacist, Educator, Interprofessional Education Lead at Leslie Dan Faculty of Pharmacy, U of T

Certina Ho, Pharmacist, Lecturer, Experiential Education Coordinator, Leslie Dan Faculty of Pharmacy, U of T

Maria Zhang, Pharmacist, CAMH; Clinician Educator, Leslie Dan Faculty of Pharmacy, U of T

Sean Patenaude, CAMH

Ambika Sharma, ISMP Canada
An interprofessional approach to exploring and addressing opioid medication safety

**Outcome(s)**
- 94 student attendees
  - Nursing
  - Medicine/Dentistry
  - OT/PT
  - Social Work
  - Medical Radiation Sciences
  - Speech Language Pathology
- Event funding received from IHI and U of T Student Life (Student Initiative Fund)
- Post-Event Survey Feedback
  - 76.6% response rate (n= 72)
An interprofessional approach to exploring and addressing opioid medication safety

**Outcome(s):**

<table>
<thead>
<tr>
<th>Statement</th>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEUTRAL</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>N/A</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The learning activity enabled me to achieve the stated learning objectives.</td>
<td>0.00%</td>
<td>4.17%</td>
<td>11.11%</td>
<td>48.61%</td>
<td>33.33%</td>
<td>2.78%</td>
<td>72</td>
<td>4.14</td>
</tr>
<tr>
<td>I feel confident that what I learned today will be applicable in my future practice.</td>
<td>4.17%</td>
<td>1.39%</td>
<td>12.50%</td>
<td>37.50%</td>
<td>44.44%</td>
<td>0.00%</td>
<td>72</td>
<td>4.17</td>
</tr>
<tr>
<td>This learning activity provided me with an understanding of interprofessional collaboration.</td>
<td>2.78%</td>
<td>2.78%</td>
<td>16.67%</td>
<td>41.67%</td>
<td>36.11%</td>
<td>0.00%</td>
<td>72</td>
<td>4.06</td>
</tr>
<tr>
<td>Overall, this learning activity was beneficial to my learning.</td>
<td>2.78%</td>
<td>1.39%</td>
<td>16.67%</td>
<td>38.89%</td>
<td>40.28%</td>
<td>0.00%</td>
<td>72</td>
<td>4.13</td>
</tr>
</tbody>
</table>

81.9% reported feeling confident that learnings would be applicable to their future practice
### An interprofessional approach to exploring and addressing opioid medication safety

<table>
<thead>
<tr>
<th></th>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEUTRAL</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>N/A</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The activity was engaging and effective.</td>
<td>1.39%</td>
<td>4.17%</td>
<td>12.50%</td>
<td>56.94%</td>
<td>25.00%</td>
<td>0.00%</td>
<td>72</td>
<td>4.00</td>
</tr>
<tr>
<td>Working in my small group facilitated meeting my peers in an effective team building activity.</td>
<td>1.39%</td>
<td>4.17%</td>
<td>13.89%</td>
<td>58.33%</td>
<td>22.22%</td>
<td>0.00%</td>
<td>72</td>
<td>3.96</td>
</tr>
<tr>
<td>The presentations provided me with a better understanding of the importance of medication safety in pain management involving opioids.</td>
<td>0.00%</td>
<td>1.39%</td>
<td>11.11%</td>
<td>33.33%</td>
<td>54.17%</td>
<td>0.00%</td>
<td>72</td>
<td>4.40</td>
</tr>
<tr>
<td>The case study provided me with a better understanding of how interprofessional teamwork affects a patient/client’s experience.</td>
<td>1.39%</td>
<td>6.94%</td>
<td>11.11%</td>
<td>51.39%</td>
<td>29.17%</td>
<td>0.00%</td>
<td>72</td>
<td>4.00</td>
</tr>
<tr>
<td>The interactive discussions provided me with an introductory appreciation for other professions and their scopes of practice.</td>
<td>2.78%</td>
<td>4.17%</td>
<td>13.89%</td>
<td>52.78%</td>
<td>26.39%</td>
<td>0.00%</td>
<td>72</td>
<td>3.96</td>
</tr>
</tbody>
</table>

87.5% reported that the presentations provided them with a better understanding of the importance of opioid medication safety in pain management.
An interprofessional approach to exploring and addressing opioid medication safety

Outcome(s): Pledges

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reflect on my past work, volunteer, or academic experiences, recall a time where a preventable error occurred and brainstorm ways in which it could have been prevented.</td>
<td>72.86% 51</td>
</tr>
<tr>
<td>Promote a culture of opioid medication safety by educating myself and other members of the healthcare team on safe and effective pain management practices.</td>
<td>77.14% 54</td>
</tr>
<tr>
<td>Share one fact I learned in this seminar with a friend or family.</td>
<td>61.43% 43</td>
</tr>
<tr>
<td>Other (please describe):</td>
<td>1.43% 1</td>
</tr>
</tbody>
</table>

Total Respondents: 70
An interprofessional approach to exploring and addressing opioid medication safety

Next Steps

Our Chapter’s Pledge for Change Day Ontario – November 23, 2018

- Blog Post #1 (November) First responders perspective
- Blog Post #2 (April) Rural community perspective
- January 28 Networking and art exhibit event aimed at humanizing substance use individuals
- March 20 IPE seminar focused on treatment, management, and challenges associated with chronic pain
- October 30 IPE seminar focused on exploring and addressing opioid medication safety
- June 15 Annual Quality Improvement and Patient Safety (QuIPS) Conference
  *SUD topics will be featured in interactive workshops, students’ quality improvement projects
Discussion
Time to flood the chat!

• Following this call, what are you most excited to take back to your Chapter?
• What has helped you engage your members in the past?
• What has been your Chapter's biggest challenge regarding Chapter engagement?
• What has been your Chapter’s biggest success since starting?
Next Steps and Announcements
The IHI Open School Recover Hope Campaign promotes awareness, prevention, and treatment of substance use disorders.

Together, we will improve the lives of 50,000 people living with substance use disorders around the world by April 2020.

We will do this by engaging 150,000 members of our diverse, global network of change agents and 150 IHI Open School Chapters to take action together.
IHI Open School Recover Hope Campaign Strategy

We aim to improve the lives of 50,000 people affected by substance use disorders by April 2020

AWARENESS
Raise awareness and reduce stigma with a focus on equity

1. Change the Narrative
Sharing stories to raise awareness of substance use disorders as a chronic disease, reduce stigma, and confront systematic oppression underlying substance use

2. Save Lives from Overdose
Train individuals to recognize overdoses and intervene by administering naloxone

3. Improve Pain Management
Support best practice opioid prescribing and alternative pain management in health systems

PREVENTION
Prevent substance use disorders and unhealthy substance use

4. Reform University Curricula
Promote education and training on prevention, diagnosis, and treatment of substance use disorders into university curricula

TREATMENT & RECOVERY:
Improve treatment for individuals with substance use disorders
Work is already underway!

July 2018: More than 25 Chapter Leaders attended the Open School Leadership Academy to launch campaign projects.

December 2018: Chapter Leaders committed to starting projects at the IHI National Forum.

Now: We invite you to join us and start a project!
## 2019 Momentum Calls

<table>
<thead>
<tr>
<th>Month</th>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>January 22</td>
<td>Introduction to the Recover Hope Campaign! Share projects and opportunities for your Chapter to get involved.</td>
</tr>
<tr>
<td>February</td>
<td>Week of February 18</td>
<td>Stakeholder engagement for your campaign projects.</td>
</tr>
<tr>
<td>March</td>
<td>Week of March 18</td>
<td>Project Management skills and setting measurable aims</td>
</tr>
<tr>
<td>April</td>
<td>Week of April 22</td>
<td>Content deep dive: substance-use disorders, recovery and addiction</td>
</tr>
<tr>
<td>May</td>
<td>Week of May 20</td>
<td>Incorporating quality improvement into your campaign project.</td>
</tr>
</tbody>
</table>
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:**
  chaptternetworkcoach.ihi.os@gmail.com
Funding for your Chapter’s next event

- Twice annually, the IHI Open School sets aside a small amount of funding to support our Chapter Network. This modest funding is meant to help offset the costs of Chapters' events such as:
  - Recruitment meetings
  - Quality improvement training opportunities and events
  - Project-based work in the community

- Applications are due **today, January 28** – the link to apply is in the chat!
Join us at the International Forum!

The IHI/BMJ International Forum on Quality and Safety in Healthcare will be held in Glasgow, Scotland on March 27 – 29, 2019

- Student and Junior Programming throughout the conference
- Opportunities to network with peers, others Chapters, and IHI leaders like Dr. Don Berwick
- Scholarships and special discounts are available to students and teachers. The deadline to apply is February 15, 2019.
- Learn more at https://internationalforum.bmj.com/
Update the IHI Open School Team

Changes in your leadership team? Let us know!

Update your Chapter’s contact information from the “Chapter Resource Library” under the Community tab on the IHI Open School website or email us at openschool@ihi.org.
Feedback for us?

- What did you like about this call?
- What was missing?
- What would you like to see on a follow-up call?
Thank you!