IHI Open School Global Chapter Call

Chapter Activity Planning: Projects to Energize Your Chapter

Ryan Miller & Kelsey Priest
Welcome to the IHI Open School Global Call
Facilitators

Gina Deitz
Community Manager
IHI Open School

Kelsey Priest
West Coast Regional Leader
wc.ihi.openschool@gmail.com
MD/PhD Student
Oregon Health & Science University
Portland State University

Ryan Miller
Midwest Regional Leader
mw.ihi.openschool@gmail.com
Second Year Internal Medicine Resident
University of Minnesota
Agenda

- **Introductions**: 5 minutes
- **Open School Overview**: 5 minutes
- **Regional Updates & Best Practices**: 10 minutes
- **Chapter Presentation – University of British Columbia**: 10 minutes
- **Chapter Presentation – James Madison University**: 10 minutes
- **Chapter Presentation – Purdue University**: 10 minutes
- **Discussion and Questions**: 10 minutes
Objectives

- To learn from Chapters doing the work.
- To learn how to use projects and activities to spark commitment, energy, and engagement.
- To connect with Open School students from around the world.
IHI Open School Overview
Institute for Healthcare Improvement Open School
IHI Open School Mission

“Advance health care improvement and patient safety competencies in the next generation of health professionals worldwide.”
IHI Open School Courses

- **Over 30** online courses developed by world-renowned experts in the following topics:
  - Improvement Capability
  - Patient Safety
  - Person- and Family-Centered Care
  - Triple Aim for Populations
  - Quality, Cost, and Value
  - Leadership
- Mobile App for iOS and Android
- **35+** CEUs for nurses, physicians, and pharmacists
- Other accreditation options in the US (MOCs)
Spreading the Open School Courses

- Over 30 online courses
- More than 2.5 million courses completed
- More than 320,000 learners have completed a course
- More than 65,000 learners have earned the Basic Certificate in Quality & Safety
- More than 400 universities report using the courses in the curriculum
- More than 250 health care organizations using the courses to train employees
Basic Certificate in Quality & Safety

- Formal recognition for participation
- Proves commitment to employers
- Requires completion of 16 courses
IHI Open School Online Resources

- Improvement Stories
- Activities and Exercises
- Publications
- Case Studies
- Video Library
- Posterboards

www.IHI.org/OpenSchool
IHI Open School Change Agent Network (I-CAN)

- 8-week semi-synchronous online course:
  - 30-45 minutes of video lectures a week
  - 60-minute group coaching calls
  - 1-3 hours of application a week

- Participants learn and apply leadership practices in field-based projects to improve health
IHI Open School
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
IHI Open School Chapter Network

350,000+ students and residents registered

Over 800 Chapters in 81 countries
What do Chapters do?

• Take IHI Open School courses, and review them together.
• Host events at their organization or with other Chapters in their region.
• Conduct quality improvement projects.
• Participate in national campaign efforts.
• Facilitate activities/learning exercises with other students, residents, and health professionals.
• Participate in educational reform to incorporate quality and safety into their formal curriculum.
IHI Open School Chapter Map

www.ihi.org/OpenSchool
Connect with a local Chapter with the click of a button

Chapter Details

Worcester State University

Location:
Worcester State College, MA

Description:

Chapter Setting:
University/College; I-CAN Chapter

Related Topics:
Care Coordination and Transitions; Communication; Improvement Capability; Leadership; Patient Safety; Prevention and Wellness; Quality Improvement; Quality, Cost, and Value; Teamwork; Tobacco Use; Transitions in Care
Regional Updates & Tips
Upcoming Regional Campaign

The IHI Open School aims to increase the number of active Chapters in each region by 20%, with 10% of the region’s Chapters qualifying as highly active by the National Forum in December 2016.
West Coast Region

- The West Coast Region will increase the strength and connectedness of the region through the creation and founding of the **West Coast Regional Leadership Council** by the 2016 IHI National Forum.

- The **West Coast Regional Leadership Council** will increase the strength and connectedness of region by garnering commitment from 13 Chapters (25% of the Region) to participate in a regional campaign by the 2016 IHI National Forum.
West Coast Region

- May 2016: Virtual Retreat
- June 2016: Council Development + Call for Council Leaders
- July 2016: Convene/Plan at SOLA
- August 2016: Implement Regional Campaign
- September-December 2016: National Forum

Steps:
- Narrative
- Relational Strategizing
- Creating Strong Team Structure
- Creating Strategy
- Collective Action
- Celebration!
Midwest Region

AIM STATEMENT

- **Who**: We are organizing the Midwest region of the IHI Open School
- **What** (measurable aim): to increase transparency, communication, and connections between Chapters
- **How**: by inventorying our Chapters’ practices, strengths, and areas for improvement in a database and publicly sharing that data in a meaningful way to catalyze mutually beneficial ties between Chapters, and targeting outreach to Chapters based on level of activity and need for support
- **Why** (motivating vision): because we believe that strengthening ties between Chapters and developing opportunities for regional collaboration will lead to better outcomes than isolated, local thinking
- **By When**: ... by the National Forum / December 2016.
Tentative Timeline

- **June**
  - Continue to develop tactics and begin initial outreach

- **July/August**
  - Gather information from chapters and begin putting together our database & determining the best way to share this information in a meaningful way, 1:1s primarily

- **August**
  - Utilize key chapter leaders at the OS leadership academy to help us build capacity & align efforts across the region in these areas

- **September**
  - Share the database with Midwest chapters giving them opportunity to update it in real time
  - Also incorporate chapter event sharing into this database

- **September/October**
  - Better identify chapters with similar interests
  - Plug in key leaders to specific roles within region (possibly a QI project lead, education lead, population health lead, etc) to help better align regional efforts in these areas

- **October/November**
  - Collaborations between Chapter Leaders with similar interests to build capacity by building partnerships (and/or mentorship relationships)
  - Map out Midwest activities and map out a more clear structure of key people and partnerships
General Tips for Effective Projects

- Develop projects that will intrinsically motivate students, build community, and have the potential to be sustainable
- Don’t reinvent the wheel
  - Use ideas developed by other Chapters
  - Capitalize on resources already available at your school/campus/hospitals
  - Partner with local organizations
- Always involve multiple health disciplines if possible
- Empower students to take leadership roles
Chapter Presentations
University of British Columbia School of Nursing I-CAN Team

• Project Aim
We are organizing stakeholders in the Vancouver’s inner city to provide identified, needed foot care services for an underserved, marginalized population during nurse-run foot soak clinics at the Union Gospel Mission (UGM) by the end of May 2016.

• Action Taken
We have surveyed UGM staff and clients to identify needed services to offer during our foot soak clinics. We are mobilizing available resources to meet requested services. We are interviewing stakeholders in this area to build capacity.

• Outcomes
We have deliverables to be used by volunteers (e.g., students) at the foot soak clinic: “Foot Care Tips” for clients; referral process for clients and staff; videos on foot assessment for student volunteers. We have connected with UBC Open School Chapter.

Kristin Stovall (kstovs@gmail.com); Narissa Mawji (narissa.mawji@alumni.ubc.ca); and Maryam Koochek (maryam@alumni.ubc.ca)
James Madison University’s IHI Community Health Clinic

Mary Brooke Ramsey
ramse2mb@dukes.jmu.edu
We are organizing the JMU IHI chapter and Harrisonburg Community Health Center to reach people of low socioeconomic status who do not have proper health education, insurance, and basic care by holding a free community health clinic in order to improve the overall health of the Harrisonburg community by November.
Beginning Stages of Planning

- Office of Minority Health reached out because they heard about the Pledge-A-Thon
- Originally they just helped us get in contact with Walgreens to obtain free flu vaccines
- Decided we wanted to make more of an impact on the entire Harrisonburg community, not just JMU students and faculty
- Decided to not only give out flu vaccines but to hold a clinic with a lot more to offer
- Met with the executive director of the Harrisonburg Community Health Center to discuss more details
- Emily Freeland and I took the I-CAN Leadership and Organizing to Improve Population Health course
Community Health Clinic Details

What we will be providing:

- Free flu vaccines vouchers
- Diabetes testing
- Basic health screenings
- Blood pressure readings
- Health education
- Health insurance sign up and navigation

Assets:

- JMU IHI
- Office of Minority Health
- Harrisonburg Community Health Center
- Wayne Woodson
- Ryan Pelais
- Walgreens
- Churches in Harrisonburg

High schools in Harrisonburg
- JMU Nursing Student Association
- Physicians
- Health navigators
- Harrisonburg rescue squad
- Translators
Goals

- Reach out to the Harrisonburg Community Health Center again in August
- Hold the clinic by November
- Everyone in the Harrisonburg community have their basic health care needs met
- Less instances of illnesses
- People’s illnesses managed better
- More people educated about their health
- More people with health insurance
- Overall goal is to improve the health and access to health care of the Harrisonburg community
Participants earn their “IHI Open School Basic Certificate in Quality and Safety” over the summer.

- Courses are completed independently by participants
- Based on the schedule, participants complete approximately one course per week
- Participants take part in a bimonthly, online, group discussion
- Participants receive a weekly email with the course to be completed that week, the time the next group discussion will take place, announcements, and additional resources
Program Set-Up and Maintenance

Initial Set-Up
• Create Flyer
• Advertise Program (e.g. flyer distribution, email, announce at meetings, etc.)
• Create and distribute a means for program sign-up (e.g. Google form)
• Create schedule for course completion
• Educate participants on how to access the IHI Open School
• Determine optimal platform for online group discussions
• Establish effective means of communication among participants

Weekly Maintenance
• Send weekly newsletter that includes the course to be completed that week, the time the next group discussion will take place, announcements, and additional resources

Bimonthly Maintenance
• Designate discussion leader and ensure this individual is prepared to lead the discussion and group activity
• Send out a friendly reminder to participants the day of the group discussion
• Hold group discussion that covers the courses completed by participants over the past two weeks
<table>
<thead>
<tr>
<th>Week</th>
<th>Dates</th>
<th>Course</th>
<th>Approximate Time</th>
<th>Discussion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>May 8, 2016- May 14, 2016</td>
<td>QI 101: Fundamentals of Improvement</td>
<td>1.25 hours</td>
<td>-</td>
</tr>
<tr>
<td>2</td>
<td>May 15, 2016- May 21, 2016</td>
<td>QI 102: The Model for Improvement: Your Engine for Change</td>
<td>1.5 hours</td>
<td>Thursday, May 19th, 2016. 7:00-8:00 PM EST</td>
</tr>
<tr>
<td>3</td>
<td>May 22, 2016- May 28, 2016</td>
<td>QI 103: Measuring for Improvement</td>
<td>1.25 hours</td>
<td>-</td>
</tr>
<tr>
<td>4</td>
<td>May 29, 2016- June 4, 2016</td>
<td>QI 104: The Life Cycle of Quality Improvement Projects</td>
<td>1 hour</td>
<td>Thursday, June 2nd, 2016. 7:00-8:00 PM EST</td>
</tr>
<tr>
<td>5</td>
<td>June 5, 2016- June 11, 2016</td>
<td>QI 105: The Human Side of Quality Improvement</td>
<td>1.5 hours</td>
<td>-</td>
</tr>
<tr>
<td>6</td>
<td>June 12, 2016- June 18, 2016</td>
<td>QI 106: Mastering PDSA Cycles and Run Charts</td>
<td>2 hours</td>
<td>Thursday, June 16th, 2016. 7:00-8:00 PM EST</td>
</tr>
<tr>
<td>7</td>
<td>June 19, 2016- June 25, 2016</td>
<td>L 101: Becoming a Leader in Health Care</td>
<td>1.5 hours</td>
<td>-</td>
</tr>
<tr>
<td>8</td>
<td>June 26, 2016- July 2, 2016</td>
<td>PS 100: Introduction to Patient Safety</td>
<td>1.5 hours</td>
<td>Thursday, June 30th, 2016. 7:00-8:00 PM EST</td>
</tr>
<tr>
<td>9</td>
<td>July 3, 2016- July 9, 2016</td>
<td>PS 101: Fundamentals of Patient Safety PS 102: Human Factors and Safety</td>
<td>2 hours</td>
<td>-</td>
</tr>
<tr>
<td>10</td>
<td>July 10, 2016- July 16, 2016</td>
<td>PS 103: Teamwork and Communication</td>
<td>1 hour</td>
<td>Thursday, July 14th, 2016. 7:00-8:00 PM EST</td>
</tr>
<tr>
<td>12</td>
<td>July 17, 2016- July 23, 2016</td>
<td>PS 104: Root Cause and Systems Analysis</td>
<td>1.5 hours</td>
<td>-</td>
</tr>
<tr>
<td>13</td>
<td>July 24, 2016- July 30, 2016</td>
<td>PS 105: Communication with Patients After Adverse Events</td>
<td>2 hours</td>
<td>Thursday, July 28th, 2016. 7:00-8:00 PM EST</td>
</tr>
<tr>
<td>14</td>
<td>July 31, 2016- August 6, 2016</td>
<td>PS 106: Introduction to the Culture of Safety</td>
<td>2 hours</td>
<td>-</td>
</tr>
<tr>
<td>15</td>
<td>August 7, 2016- August 13, 2016</td>
<td>PFC 101: Dignity and Respect</td>
<td>2 hours</td>
<td>Thursday, August 11th, 2016. 7:00-8:00 PM EST</td>
</tr>
<tr>
<td>16</td>
<td>August 14, 2016- August 20, 2016</td>
<td>QVC 101: Achieving Breakthrough Quality, Access, and Affordability</td>
<td>1.75 hours</td>
<td>Meet in person the first week of classes. Date and time TBA</td>
</tr>
<tr>
<td>17</td>
<td>August 21, 2016- August 27, 2016</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
Group Discussion Outline

7:00-7:05 Introductions and Brief Summary of Content
7:05-7:15 Open-Ended Questions
  e.g. What was your biggest take away from the courses the past two weeks? What did you learn about _____? Did anything surprise you?
7:15-7:30 Critical Thinking Questions
  e.g. What would be the process, outcome and balancing measures for _____?
7:30-7:45 Group Activity/Application
  e.g. Case Study
7:50-7:55 Real-World Application Questions
  e.g. How can you relate this content to nursing/industrial engineering? What will you take away from this course into your everyday life?
7:55-8:00 Conclusion and Announcements
Project Goals

• Provide a fun and engaging way for participants to earn their “IHI Open School Basic Certificate in Quality and Safety”

• Maintain Chapter member engagement during summer break

• Increase overall Chapter knowledgeability of quality improvement, leadership, and patient safety
Group Discussion
Questions and Open Discussion

• How do you plan to engage and energize your chapter this fall?
• What types of projects are you inspired by?

When chatting:
• Raise your hand to let us know you have a question or comment
• Please use chat to “All Participants” for questions
Thank you!

Questions? Ideas? Want to connect?

Kelsey:  wc.ihi.openschool@gmail.com

Ryan:  mw.ihi.openschool@gmail.com

IHI Open School Team:  openschool@ihi.org