Integrating QI Projects Into Your Chapter

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Introductions

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Best practices for integrating project-based learning
Why invest in projects?

- Gain practical skills to improve systems of care
- Build a pipeline of experience at your institution
- Improve care for patients
Models for project integration

Chapter-led project team

- Community health center
- Health system

Students interested in projects

Chapter as a clearinghouse for projects

Faculty with projects
How to get started

• **Identify leadership**
  – Who in your Chapter is going to lead this initiative?

• **Decide on a model**
  – Are you going to recruit for your own project team, connect students to projects or something else?

• **Connect with faculty leaders**
  – Who can help you find the projects you need, help you develop a project proposal or mentor students?

• **Recruit and train participants**
  – What’s your pitch? What would a student gain by participating? What do patients gain?
  – How are you going to identify interested students and equip them with skills to succeed?
Chapter Presentations
University of Vermont Performance Improvement Collaborative (UVM PIC)

Students interested in projects → Chapter as a clearinghouse for projects → Faculty with projects

- Medical/nursing student submission of an electronic letter of interest to the President of Students for Quality Improvement and Patient Safety (SQIPS) IHI OS Chapter at UVM.PIC@gmail.com
- Attend Housestaff Quality Council Meeting if unsure of clinical QI interests

- Jeffords Institute of Quality and Operational Effectiveness at UVM Medical Center with project portfolio of 150+ ongoing projects
- SQIPS President and Director of Continuous Systems Improvement at connect student with project(s) of interest
The UVM Larner College of Medicine in collaboration with the Jeffords Institute for Quality at the UVM Medical Center

PERFORMANCE IMPROVEMENT COLLABORATIVE

WHO

Medical students interested in quality improvement, patient safety, and population health.

WHAT

Provide opportunities for medical students to be exposed to use of performance improvement science and its use in optimizing healthcare outcomes in an academic health care network. Medical students will be matched with a relevant experience through the Jeffords Institute for Quality at the University of Vermont Medical Center.

HOW

Students will learn about this program through the College of Medicine's student organization Students for Quality Improvement and Patient Safety (SQIIPS) and will be required to submit a letter of interest to be considered for an experience. The process includes:

- Submission of an electronic letter of interest to the President of SQIIPS at UVM.PIC@gmail.com. Please utilize the format provided for submitting the letter.
- Once received, the President of SQIIPS, in collaboration with the Director of Continuous Systems Improvement for the Jeffords Institute for Quality, will identify performance improvement experiences that best align with Medical student's clinical and performance improvement interests.

ASSESS

Students will be asked to complete a brief pre- and post- experience survey to assess their knowledge and comfort with quality improvement methods, provide feedback to continuously enhance the program, and help measure the success of the collaborative.

LETTER OF INTEREST

Name: ____________________________
Date: ____________________________
Medical School Year: ____________________________
Clinical Interests: ____________________________
Amount of time you are able to commit to experience: ____________________________

Performance improvement interests – please check which project(s) you’d like to join:

- Strategic Priority: Our Patients and Families
  Explore improvement of care delivery systems to promote health outcomes and high quality patient and family experience.
- Strategic Priority: Our Community
  Explore community organizations and other healthcare providers and use the resources of the network to create social and physical environments that promote health and wellbeing for all.
- Attend a Quality Committee meeting
- Shadow Experience: Infection Prevention
- Shadow Experience: Community Health Improvement
- Shadow Experience: Patient Safety
- Shadow Experience: Quality Improvement Project
- Shadow Experience: Measurement & Analytics
- Shadow Experience: Regulatory
- Other/Unknown: ____________________________

Submit completed letter to: UVM.PIC@gmail.com; Subject Line: PI Collaborative
UVM PIC: Getting the Word Out

• Create awareness among students via presentations:
  – National Patient Safety Week
  – Bridge week 3 (interim week of healthcare delivery education during clinical clerkships)
  – Careers in Medicine lunchtime talk
  – Orientation week

• Educate hospital providers and QI teams about the program:
  – Housestaff Quality Council meeting
  – Newsletter from Jeffords Institute
  – Flyers around UVM Medical Center
Chapter Background

• Chapter formed in September 2008

• 2016 – 2017 members from 6 schools and colleges
  • Public Health, Medicine, Pharmacy, Dental, Informatics, Business, and Engineering

• Annual events include
  • Quality Education Workshops
  • Speakers
  • Socials
  • Quality Improvement Projects
  • QI Project Poster Fair

• University wide focus on Interprofessional Education (IPE)

• Additional collaborations with Student Run Free Clinic (SRFC), Interprofessional Health Student Organization (IHSO), Center for Healthcare Engineering and Patient Safety (CHEPS), and School of Nursing
QI Project Partnerships

• Student Run Free Clinic
• Internal Medicine’s monthly patient safety team
• Michigan Medicine
  • Partner with the Industrial and Operations Engineering senior design class for projects
Project Assignment Process

• Students submit a project application
  • Includes basic information about program and year, relevant experience, and project preferences

• Generally able to assign every student to a project

• Try to take into account project preferences
Team Leads

• Each team is assigned a team lead
  • Volunteered and selected for this role
  • Acts as main project manager and as key point of contact for client and executive board

• Must attend team lead training
  • One hour meeting to review project management tools and QI project expectations
Opportunities for Improvement

• Increase membership from programs outside of SPH
• Improve communication with the SRFC
• Develop additional quality education workshops
• Continue networking with health professionals for more speaker diversity
Key Take Aways

• Most valuable part of the chapter is the opportunity to participate in a project

• Relationship with the IOE department has been invaluable. Provides the bulk of our projects each year

• Team leads can make or break a project

• Project co-chairs must connect with the team lead at least monthly for project updates – allows board to be aware of project progress and react quickly when issues arise
QUESTIONS?

ANDREA MCAULIFFE, AMMCA@UMICH.EDU
Duke IHI QISP

ALLISON KRATKA AND KRISTIAN BECKER, CO-PRESIDENTS
Background

- Chapter was founded in 2009

- In 2011 IHI Open School approached Duke Open School for pilot of the Quality Improvement Scholars Program ~ QISP

- Collaboration between students and mentors led to QISP launch in 2013-2014
QISP

- QISP: six month interdisciplinary, team-based practicum course in healthcare quality improvement
- Engages graduate students from across Duke
- Pairs them with clinicians to complete a QI project
- Our program has grown substantially since it started...
  - 2013-2014: 8 students
  - 2014-2015: 15 students
  - 2015-2016: 40 students
  - 2016-2017: 34 students
Opportunities for scholars

- Open School modules
- 2 team building and networking sessions
- 2 QI workshops (Op Swaps) held at the medical school and business school
- Final symposium ~ Scholars present research as posters or podium presentations
- Eugene Washington QISP Scholars prize: $5,000 in recognition of Duke IHI’s innovative efforts in expanding QI at Duke
**Tier 3**
**Learning to Lead**
- Leadership workshops with IHI Open School
- Conference attendance/abstract submission

**Tier 2**
**Experiential Learning (Practicum)**
- Completion of mentored QI project (>50 hours)
- Continuity problem-solving and collaboration sessions

**Tier 1**
**Didactic Skill Development**
- On-line IHI Open School Modules
- In-person group application exercises
Examples of Scholar Projects

- HUC Discharge Appointment Scheduling on Medicine and Pediatrics
- Improving Supportive Information Access in Cancer Centers in the Untied States
- EHR Workflow: Getting Patients and Residents on the Same Page
Lessons learned

- Timelines – hard to ensure students enter project during an optimal time, or can complete one within the allotted time
- Quality over quantity— it takes time and effort to keep both students and mentors engaged
- Critical to have leaders and mentors who are engaged and interested in having students participate in QI work
Future directions

- Considering staggered start times for the upcoming academic year
- Business students to potentially get course credit for QISP participation
- Brainstorming ways to increase nursing and PA engagement
Thank you!

- Questions?
Questions and open discussion

- Which model do you think would work best at your institution?
- 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