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

1. Learn best practices for sustaining Open School Chapters and improvement work

2. Hear how the Chapter at V.N. Karazin Kharkiv National University successfully transitioned leadership and is sustaining their Chapter

3. Connect with other leaders across the Open School community

4. Hear an update about the Recover Hope Campaign
Today’s Agenda

- Welcome and Introductions
- IHI Open School Overview
- Sustainability and Succession Planning Overview
- Case Example from the Chapter at V.N. Karazin Kharkiv National University
- Recover Hope Campaign Update and Call to Action
- Next Steps
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?
The Open School’s Mission

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

## IHI Open School Online Courses

<table>
<thead>
<tr>
<th>Improvement Capability</th>
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<tbody>
<tr>
<td>✓ QI 101: Introduction to Health Care Improvement*</td>
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<tr>
<td>🔶 QI 102: How to Improve with the Model for Improvement*</td>
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<tr>
<td>🔶 QI 103: Testing and Measuring Changes with PDSA Cycles*</td>
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<td>☐ QI 104: Interpreting Data: Run Charts, Control Charts, and Other Measurement Tools*</td>
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<tr>
<td>☐ QI 105: Leading Quality Improvement*</td>
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<td>☐ QI 201: Planning for Spread: From Local Improvements to System-Wide Change</td>
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<tr>
<td>☐ QI 202: Addressing Small Problems to Build Safer, More Reliable Systems</td>
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IHI Open School Chapter Network
Sustainability and Succession Planning

Alexa “Lexi” McWhinnie, RN, IHI Open School Coach
Chapter Leader, MGH Institute of Health Professions
Overview

- **Part 1: Sustainability**
  - Infrastructure
  - Leadership Team
  - Chapter Direction/Long-term Planning
- **Part 2: Succession Planning**
  - Succession Planning
  - Leadership Transitions
Part I: Sustainability
Where and when to begin?

Building a sustainable Chapter starts when you enroll as an IHI Open School Chapter.

What contributes to a strong, sustainable Chapter?
- Infrastructure & Standard Work
- Leadership team
- Faculty advisors
- Recruitment
- Chapter aims and long term plans for how you will achieve them

What else do you think promotes Chapter sustainability? Feel free to share in the chat!
Infrastructure & Standard Work

- Organization is key!
- Define your norms around communication – methods, expectations, how and when you’ll stay connected
- Keep easily accessible records of anything relevant to your Chapter's work
- Start the year with a set of regular, scheduled leadership team meetings
- Take the time to build your Chapter’s annual timeline
- Create resources for future members of your leadership team (budgets, contacts, materials, log in information)
Leadership Team

• Strong leadership is essential for sustainability
• Clearly identify your leaders and define their roles
• Team structure should be flexible but defined (examples below)
  ▪ Anticipate needed roles/ jobs/ responsibilities as your Chapter changes

Further details on these leadership structures are in the Chapter Leader Toolkit
Faculty Advisors

• Faculty advisors are essential for long-term Chapter sustainability
  • Academic Chapters: turnover is expected, since students graduate
  • Organization/hospital-based Chapters: Resident-led Chapters will also experience turnover as they move to full-time positions; Employee-led Chapters can benefit from a more senior-level advisor who has been there for a long time and brings valuable institutional knowledge
• Clearly define this role – for you and for the advisor
• Anticipate that faculty advisors may eventually transition, too
Recruitment

- Consistent, planned recruitment is necessary
- Recruit from all years/levels
- If recruiting from multiple disciplines or departments, work to maintain at least one updated contact (faculty or student)
- Utilize recruitment to build community within your Chapter!
Chapter Aims & Long-Term Planning

• Define and revisit Chapter aims throughout the year; create long-term and short-term aims
• Consider a Chapter mission and vision statement
• Anticipate changes and plan for them in relation to your long-term Chapter plans
• How are you celebrating your achievements as a team?
• Keep a long-term mindset:
  • How are you tracking toward your AIMs?
  • Where will your Chapter be in 3 months? 1 year? 3-5 years?
Part II: Succession Planning
Succession Planning

• Anticipate and plan for leadership succession. Consider:
  • How often does leadership transition?
  • When does leadership transition?
  • What is the process for leadership transitions?
Leadership Transitions

- Plan for formal transition meetings
- When possible, give new leadership team members time to learn
  - Elect leadership 1-2 months before the end of the year or leadership term so that new leadership can be mentored/learn on the job
  - For example: vice president to president transitions
- Provide resources and contact information for new team members
  - Official transition form (see next slide)
Example: Chapter Transition Document

IHIOS Transitioning Form
Please use this as a way to prepare for transitioning in the spring.

Name:
Position:
Year:
Email:

<table>
<thead>
<tr>
<th>Key Contacts</th>
<th></th>
<th>Notes</th>
<th>Action Items</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Name</td>
<td>Email</td>
<td>Have you contacted this person about the transition?</td>
</tr>
<tr>
<td></td>
<td>Position/Organization</td>
<td></td>
<td>Have you let them know the date for next year yet? Etc.</td>
</tr>
</tbody>
</table>

|              | Name      | Email | Why is this person a key contact? What did they help you accomplish? Etc. |
|              |           |       | Action Items |

|              | Name      | Email | Notes |
|              |           |       |       |
|              |           |       |       |
Chapter Example: V.N. Karazin Kharkiv National University

Samuel Benyah, IHI Open School Coach
Chapter Leader, V.N. Karazin Kharkiv National University
IHI Open School Chapter at V.N. Karazin Kharkov National University
Objectives

- Introduction to VN KARAZIN CHAPTER
- Leadership Team
- Our Story…!!!
- Where do you start?…
- OS 101
- Take time to train others
- Who do you look out for as a leader in your Chapter?
- NORMING AND STORMING
Progress Report Karazin Chapter

• Chapter registration date: 27 September 2018
• Membership as of 27 September 2019:
  – Over 152 virtual members
  – 60 active members
• Leadership Team: 9 executive members
• Executed events and projects: 8
  – FRESHERS ORIENTATION ’20
  – RECOVER HOPE CAMPAIGN
  – GOLD CLINIC EXCURSION
  – FIRST YEAR ANNIVERSARY (Breast Cancer awareness)
  – FRESHERS ORIENTATION ’19 (Diabetes mellitus)
Dream Team…
Our Story….

2018 IHI/BMJ International Forum on Quality and Safety in Healthcare in Amsterdam, Netherlands
Where do you begin from????
WHERE TO BEGIN FROM!!!
TAKE TIME TO TRAIN OTHERS....

- Start with the Open School course OS 101
- Meet consistently and try to complete a lesson or a course
Requirements of an IHI leader...

• Everyone is eligible as a leader..
• Look out for committed and consistent members
  – Delegate responsibility to them and guide them to achieve it
Storming and Norming!!!!
### Semester outline

<table>
<thead>
<tr>
<th>Month</th>
<th>Events</th>
<th>Coordinator</th>
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</thead>
<tbody>
<tr>
<td>February</td>
<td>Recover Hope Campaign + Donations</td>
<td>Nader Laith UHNCR and SumAB</td>
</tr>
<tr>
<td>March</td>
<td>Sustainability Making hospitals more environment friendly at Gold Clinic</td>
<td>Leen</td>
</tr>
<tr>
<td>April</td>
<td>International Forum in Denmark</td>
<td>Moftah and Chris</td>
</tr>
<tr>
<td>May</td>
<td>Selection of new executives + Interview</td>
<td>Electoral Committee</td>
</tr>
<tr>
<td>June</td>
<td>End of semester</td>
<td></td>
</tr>
</tbody>
</table>
Take home!!!!

Sustaining Chapters

✔ Provide a platform to help students execute ideas and plans for the health care community

✔ Train members of the institution to take up leadership roles

✔ Form committees to execute events

✔ Extend a helping hand to external associations

✔ Organize conferences that can bring increased understanding of IHI to Chapter participants

✔ Host capacity building workshops for leaders
New Initiatives

- Introduction of identification (ID) cards to monitor the growth of members

- Souvenirs to publicize IHI
  - Customized mugs
Customized Mugs
One generation plants the trees, another gets the shade. 
*Chinese Proverb*
Recover Hope Campaign Update

Kristen Swain, BSN, RN
Performance Improvement Project Manager, Lahey Health
IHI Open School Campaign Leadership Team Member
The third peak in the Recover Hope Campaign

Alternative therapies to pain management
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

PREVENTION
Prevent substance use disorders and unhealthy substance use

TREATMENT & RECOVERY
Improve treatment for individuals with substance use disorders

1. Change the Narrative
Share stories to reduce stigma and raise awareness of substance use disorders as a chronic disease

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

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

4. Reform Curricula
Promote comprehensive education and training on prevention, diagnosis, and treatment of substance use disorders in trainings for students, residents, doctors, and community members
Start the Conversation about Improving Pain Management

The IHI Open School Recover Hope Campaign aims to improve awareness, prevention, and treatment of substance use disorders. This conversation guide aims to help people talk about their pain management priorities, create a shared understanding of what matters most to them, and identify actions they can take to achieve their goals.

Steps to get started:

1. Identify someone – a friend, family member, classmate, colleague, patient, community member – who may benefit from a meaningful, action-oriented conversation about pain management. Reach out to schedule a dedicated time and place to meet.

2. Introduce yourself and the IHI Open School Recover Hope Campaign. Share your hopes for the meeting. Ask the other person about what they hope to gain from this conversation.

3. Use motivational interviewing to ask open-ended questions about the person’s experience of pain.

4. End the conversation with a commitment to next steps – whether it's meeting again, sharing resources and learning more about pain management alternatives to opioids, or a conversation between the individual and their care team.
Tips for a productive conversation:

**Take a Motivational Interviewing Approach:**
Motivational interviewing is a collaborative, goal-oriented conversation style that facilitates non-judgmental discussion. The purpose of motivational interviewing is to address ambivalence about change and strengthen a person’s own motivation and commitment to alert their behavior. This approach is about creating a partnership with another individual; it is performed in collaboration with a person, not done to a person. The goal of this conversation is to activate agency in patients to take action.

**Core Skills of Motivational Interviewing:**
- Use open-ended questions to encourage self-exploration
- Affirm the individual’s strengths, efforts, character and worth
- Reflectively listen to focus on the individual and convey understanding and empathy
- Summarize to provide the big picture

**Sample Questions:**
1. What is important to you as you think about how you want to live your life?
2. What is your experience of pain?
3. What are your pain management goals?
4. Tell me about how your treatment plan was established.
5. What would you like to know about your treatment plan?
IHI Open School Recover Hope Campaign

Unhealthy substance use is rampant around the world. Globally, the misuse of alcohol results in approximately 2.5 million deaths each year. In the United States in 2017, more than 72,000 people died from drug overdoses — that's nearly 200 people every day. Around two-thirds of those overdose deaths were connected to misuse of prescription or illicit opioids.

Many factors have led to the opioid crisis, including:

- An incomplete understanding of the biological and psychological underpinnings of pain by health care systems
- A paradigm shift in medical education during the 1980s that framed pain as "the fifth vital sign"
- Unrealistic expectations many patients have of being pain-free
- Promotion of opioid medications as nonaddictive by major pharmaceutical companies

Learn more about the context of the opioid epidemic in the IHI Innovation Report.

This crisis can be counted in numbers — but also in stories. The Recover Hope Campaign is tackling the issue from the ground up, first by working to change the narrative on substance use disorders to decrease shame and stigma.

Campaign leaders share why they're taking action in this powerful video.
Encourage Chapters to start the conversation in their communities!

Email us if you have any questions!
Insharah Sajanlal: insharah.sajanlal@ryerson.ca or
Kristen Swain: kristenswain29@gmail.com
Next Steps
Next Steps

- Check out IHI’s Sustainability Planning Worksheet. This document will help you plan for success with long-term sustainability efforts.
- Interested in receiving coaching from an IHI Open School Coach? Email openschool@ihi.org!
- Interested in attending the IHI/BMJ International Forum in Copenhagen on April 28 – 30? Register today!
  - Student and faculty scholarships are available upon application. Applications are due February 14.
- Get involved in the Recover Hope Campaign’s aim to equip change agents to have a conversation about pain management by checking out this Toolkit
Feedback for us?

- What did you like about this call?
- What was missing?
- What topics would you like to see on Chapter Network Calls in the future?
Thank you!