

Open School

Video Activity: A Good First Step to Any Improvement Project

(<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/Activities/GoodFirstStepToAnyImprovementProject.aspx>)

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Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the [video](#) together (4 min 15 sec).
- As a group, discuss your reactions to the video, using the discussion questions as a guide.

Learning Objectives

At the end of this activity, you will be able to:

- Identify at least one question to ask clinicians that can reveal areas in need of improvement.
- Explain the importance of engaging a team of colleagues in quality improvement work.

Description

Don Goldmann, MD, Chief Medical and Scientific Officer at IHI, thinks back to his first days as the new Medical Director of Quality Improvement at his hospital. He'd read some books, attended some conferences, and was eager to improve care for patients.

But when he sat down with one of his colleagues, an experienced radiologist, to tell him all about the great quality improvement work he was ready to tackle, the conversation took an unexpected turn. In fact, four-letter words filled the air.

What happened? And how did Dr. Goldmann turn things around to help lead what became a [valuable improvement project](#)? A simple question smoothed things over and paved the way, as he'll explain. Watch the video and check out the new activity, which you can share with your Chapter, here.

Related IHI Open School Online Courses

- [QI 202: Quality Improvement in Action: Stories from the Field](#)
- [QI 201: Guide to the IHI Open School Quality Improvement Practicum](#)
- [QI 105: The Human Side of Quality Improvement](#)

Key Topics

Engage physicians in improvement, improvement capacity and capability, leadership: align activities and incentives with strategy, build capacity, quality improvement, systems thinking, spreading changes, teamwork.

Facilitator, show [the video on this page](#). For your group's discussion after the video, feel free to adjust these questions and/or add your own.

Discussion Questions

1. Why are a person's pain points a good place to start when identifying a quality improvement project?
2. Do you think people in health care are still skeptical about quality improvement? Why or why not?
3. Why is it important to collect different opinions from key stakeholders at the start of an improvement project?
4. What communication techniques have you found valuable in starting improvement work?