Chief Quality Officer Professional Development Program Preview

April 3, 2018
1:00 PM – 2:00 PM EST
## Call Agenda

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Program Flow:
June 4, 2018 – November 16, 2018

- Virtual Workshop 1: June 4
- Virtual Workshop 2: June 26
- Virtual Workshop 3: August 7
- Virtual Workshop 4: September 6
- Virtual Workshop 5: October 2
- Virtual Workshop 6: November 16

4-day In-Person Workshop 1: July 16 – 19
Boston, MA
4-day In-Person Workshop 2: October 15 – 18
Boston, MA
This program is best for:

- Current CQOs looking for a best-practice framework for leading quality
- Quality leader who would like to prepare to become a CQO in the future
- Other C-suite leader responsible for quality
- Clinician interested in an administrative role
Meet Our Faculty

- **Petrina McGrath, PhD, RN**, Executive Transition Lead of People, Practice, and Quality, Saskatchewan Health Authority

- **Angela Shippy, MD, FHM**, Senior Vice President and Chief Quality Officer, Memorial Hermann Health System

- **David M. Williams, PhD**, Executive Director & Improvement Advisor, Institute for Healthcare Improvement

*Plus several Guest Presenters!*
What You’ll Learn:

To demonstrate how to lead quality at a system level.

- At a foundational level, we will teach you how to:
  - **Develop Infrastructure**: To establish the systems and structures to support strategic quality
  - **Create a Culture that Enables and Activates People**: Create the activities and environment that support people to act

- Once those supportive structures are in place, the emphasis turns to Quality Management. You’ll learn how to continuously:
  - **Plan**: Design a comprehensive approach to understanding and meeting customer needs across populations
  - **Improve**: Charter and execute improvement breakthroughs with measureable results
  - **Sustain**: Developing management systems to maintain predictable and reliable process
CQO Driver Diagram

To lead quality at a system level

**Foundation**

- **Develop Infrastructure:** Creating the structures to support quality
- **Create a Culture that Enables & Activates People:** Creating the activities and environment that support people to act

**Continuous Practice**

- **Plan:** Understand and Design to meet the customer need
- **Improve:** Creating breakthroughs in improvement
- **Sustain:** Assuring predictable & reliable process

**To holistically achieve improvement at a system level**

- **D1.** Make Quality and Safety as core organizational aims
- **D2.** Establish a Board Quality Committee
- **D3.** Activate the executive team in support of quality
- **D4.** Build a quality department
- **D5.** Develop strong physician leadership
- **D6.** Link quality with finance
- **D7.** Align Incentives and Accountability
- **D8.** Implement an improvement methodology (ex. IHI-QI)
- **D9.** Implement quality reporting

- **C1.** Define and integrate values that support quality and improvement
- **C2.** Align visible practices with espoused values
- **C3.** Use transparency as a lever
- **C4.** Coach with the Socratic method to develop knowledge
- **C5.** Hardwire scientific problem solving
- **C6.** Profile improvement work and celebrate results
- **C7.** Implement board and executive team rounding
- **C8.** Focus on the patient’s experience and include in the co-production of daily work and improvement
- **C9.** Emphasize systems-thinking and creating reliable standard work

- **P1.** Establish a system to obtain information relevant to the need the organization is trying to fill
- **P2.** Focus efforts on the vital few with the greatest impact
- **P3.** Prioritize equity
- **P4.** Establish an annual and five year plan
- **P5.** Integrate Quality Plan with Strategic Plan
- **P6.** Develop an implementation and communication strategy

- **I1.** Develop improvement capability at all levels with core improvement tools (e.g., Model for Improvement; 7 Basic Quality tools)
- **I2.** Establish processes to prioritize frontline improvement projects based on organizational goals.
- **I3.** Improvement projects are charted using a standard method (E.g., Model for Improvement)
- **I4.** Improvement projects are integrated into daily work
- **I5.** A learning system exists for reporting, evaluation, & feedback
- **I6.** A process exist to implement standard work to scale

- **S1.** Standardization: Processes to help define and disseminate standard work (i.e., what to do and how to do it)
- **S2.** Accountability: Process to review execution of standard work
- **S3.** Visual Management: Process performance information is continuously available to synchronize staff attention and guide current activities
- **S4.** Problem Solving & Escalation: Processes for frontline problem solving and escalating issues requiring leadership resolution
Learning Format

Presentation

Peer-to-Peer Learning

Action

Period

Webex

Zoom

Virtual Guest Faculty

Faculty
Project-Based Learning

- Applying theory to your own organization
- Learning about current vs future state
- Action planning to close the gap
- Peer-to-peer learning
- Deliverable: Quality Plan Road Map

Source: Dan Roam – Back of the Napkin
Questions?
Want to hear more?

- Fierce Healthcare article: [http://www.ihi.org/about/news/Pages/The-Skills-That-Make-or-Break-a-Chief-Quality-Officer.aspx](http://www.ihi.org/about/news/Pages/The-Skills-That-Make-or-Break-a-Chief-Quality-Officer.aspx)


Chief Quality Officer
Professional Development Program

June – November, 2018
Boston

Contact Caitlin and get 15%!
Get 15% off the program enrollment fee if you are one of the first 3 people to contact IHI team member Caitlin Littlefield at 617-301-4875 or clittlefield@ihi.org. Let her know you heard about it on this info call!
Questions?

Senior Program and Event Manager,
Beth Harris: bharris@ihi.org

Program Website:
http://www.ihi.org/education/InPersonTraining/Chief-Quality-Officer/Pages/default.aspx

Contact Caitlin Littlefield to get 15% off!
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