Community-Based Quality Improvement Education
For the Health Professions
Interdisciplinary Professional Education Collaborative

Final Report
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Introduction
Community-Based Quality Improvement Education for the Health Professions (CBQIE-HP) is an initiative of the Bureau of Health Professions/Health Resources and Services Administration (HRSA) and the Institute for Healthcare Improvement (IHI) to improve health and health care through the use of interdisciplinary education and the ideas and methods of continuous improvement.

Future health professionals must be responsive to change and willing to perform new tasks and responsibilities. They will be expected to contribute to efforts to maintain the health of panels of consumers in addition to managing the needs of individual patients, to assess and respond to the health of entire communities, and to decrease costs while maintaining or improving the quality of care. Their education must prepare them with the ability to focus health care systems on the needs of individuals and communities, to create positive change, and to work effectively as part of the interdisciplinary teams required for these tasks.

CBQIE-HP builds on the foundation of the IHI’s Interdisciplinary Professional Education Collaborative (IPEC), which created a multi-level collaborative strategy to establish new interdisciplinary health professions education in continuous improvement in four demonstration sites.1,2 CBQIE-HP expanded this successful collaborative model to six new sites:
- Lawrence Family Practice Residency, affiliated with Tufts University and the University of Massachusetts
- Montefiore Medical Center/Albert Einstein College of Medicine and Lehman College, City University of New York (“The Bronx”)
- Oregon Geriatric Education Center, a collaboration of Oregon Health Sciences University, Portland State University, Oregon State University and the Veterans Affairs Medical Center/Portland
- Thomas Jefferson University- Department of Family Medicine
- University of Miami – School of Medicine
- University of Rochester & Highland Hospital

The initial sites of the Interdisciplinary Professional Education Collaborative all agreed to continue their work, in conjunction with and support of the new HRSA-sponsored sites. They are:
- Case Western Reserve University and Cleveland State University (“Cleveland”)
- George Washington University and George Mason University (“Georges”)
- Medical College of Pennsylvania Hahnemann University (“Pennsylvania”)
- Medical University of South Carolina/South Carolina AHEC (“South Carolina”)

Project Objectives
The objectives of this project are to:
1. Equip health professionals with the ability to continually improve the health of the individuals and communities they serve. This includes:
   a. An understanding of the knowledge that will drive continuous improvement in the daily work of health services delivery,
   b. Skills in the application of that knowledge,
   c. A professional ethic that supports integrated work, and
   d. Competency for integrated health professional work aimed at meeting individual and community health needs, and making health services more cost-effective.
2. Integrate practice and learning in continuous improvement as part of the daily work of health services delivery and health professions education.
3. Expand our learning and contribute to the knowledge base with regard to:
   a. Strategies for improving health and health services with regard to specific needs.
   b. Approaches for the incorporation of interdisciplinary education and continuous improvement into existing health improvement projects,
   c. The development of effective education/practice linkages for community health improvement projects through partnerships, which include the community and the university.

Results to Date
Below is a summary of the Collaborative’s accomplishments to date.

1. Sustained change in each of the participating sites.
   The work of each HRSA-sponsored Local Interdisciplinary Team (LIT) is summarized in the attached project reports. Each is presented as an improvement storyboard summarizing the aim, measurements, learning cycles (or Plan-Do-Study-Act cycles) and lessons learned to date. Also attached are reports from three of the original collaborative teams: Cleveland, the “Georges”, and South Carolina.† Further details of the first year of work can be found in the 1997-98 CBQIE-HP Evaluation Report.³

   Faculty members from every team, across all disciplines, have incorporated improvement methods and interdisciplinary teamwork into other aspects of their professional practice. Recent phone interviews of each LIT leader revealed that all ten teams continue their work and are interested in further collaboration.

2. Replication of this collaborative model for interprofessional education in continuous improvement in the United Kingdom and Sweden.
   a. In the United Kingdom, the National Health Service South West Executive funded a collaborative involving three University sites, each working in close partnership with local health and social services providers. They are Bournemouth University, the University of Plymouth and the University of the West of England.⁴
   b. In Sweden, the Federation of County Councils funded “Putting Improvement at the Heart of Education.”⁵ The four universities represented in the project are located in the following cities: Umeå, Stockholm, Örebro and Göteborg. The group was joined by an observer from Norway.

3. A special issue of the *Journal of Interprofessional Care* devoted to interprofessional education in continuous improvement, co-edited by Linda Headrick, IPEC chair, to be published in early 2000, featuring the following manuscripts from CBQIE-HP:

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† The major institutional changes experienced by the Allegheny University Health System over the past two years led to many changes in the Pennsylvania team. However, under the leadership of Patricia Gerrity, R.N., Ph.D., community-based education in continuous improvement and interdisciplinary collaboration continues to grow in the Medical College of Pennsylvania Hahneman Schools of Nursing and Medicine.


4. Other Peer Reviewed Publications


b. Balestreire JJ, Zimmaro B. The Philadelphia Student Team Paired Nursing and Medical Students with Staff at the Medical College of Pennsylvania, Department of Emergency Medicine. *Quality Connection*. 1997 - Spring; 6 (2): 9


e. Plumb JD. Primary Care for the Homeless and Formerly Homeless - CBQIE-HP. *Health Policy Newsletter*. 1998 - January 11:


5. Other Publications

6. Presentations at International Meetings:


7. Presentations at National Meetings:


s. Gelmon SB and Leach D. When Thinking About the Assessment and Accreditation of Health Professions Education Becomes the Background for Improving Health Professions Education. Sixth Invitational Summer Symposium on Building Leadership for the Improvement of Health Professions Education, Dartmouth Medical School and the Institute for Healthcare Improvement. Lyme, NH, July 23, 1999.

t. Gelmon SB. Developing Priorities for Community Health Improvement. Workshop for the Wasco-Sherman Health Department. The Dalles, OR, September 1999.

u. Gelmon SB. Integrating Continuous Improvement into Health Professions Education. Workshop for Oregon Geriatric Education Center. Portland, OR, September 1999.


z. Horak, B. Teambuilding: Methods to Enhance Interdisciplinary Teamwork and Community Acceptance in Student-run Healthcare Improvement Projects. 5th Annual International Scientific

7. Grants, Honors and Awards
   b. Bronx: Grant from American Medical Student Association for interdisciplinary education, 1999.
   c. Georges: Contribution to the establishment of a new AHEC in the District of Columbia. Quoting Lisa Alexander, one of the primary drafters of the AHEC grant, "the ISCOPES program was a big factor in the development of the AHEC grant. Because of the service learning model, it was extremely helpful in developing the framework for this component of the grant initiative. We hope to build upon [this work] as we move closer to the goal of full implementation of the AHEC."
   d. Georges: Dr. and Mrs. Cyril Schulman Distinguished Service Award, The George Washington University School of Medicine and Health Sciences. September 1999.
   e. Thomas Jefferson University: Plumb J and JeffHOPE program, finalist for AAMC Outstanding Community Service Award, 1999.

8. Other Contributions
   a. Bellack J, Headrick L. Members, Advisory Committee for Center for Interdisciplinary, Community-Based Learning.
   b. Lahoz M, Kennedy B, Headrick L. Advisors in interdisciplinary education in continuous improvement, South Carolina Rural Interdisciplinary Program of Training Interdisciplinary Rural Training Grant, 1996-99. Health Resources and Services Administration/Bureau of Health Professions.
   c. Gelmon SB. Member, Outcomes Assessment Advisory Panel. Accrediting Commission on Graduate Medical Education, 1998-present.
   d. Oregon Faculty Team. Faculty, training in continuous improvement techniques for the staff of the Wasco/Sherman Health Department, The Dalles, OR., 1998-99.
   e. Headrick LA. Member, Fellowship Advisory Committee, to assist with improvement education for program leaders and fellows. HRSA/BHPr-Association for Medical Education and Research in Substance Abuse (AMERSA) Faculty Development Fellowship, 1999-2002.
References Cited in Text


Local Interdisciplinary Team Storyboards

**HRSA-Supported Teams**
Lawrence Family Practice Residency, affiliated with Tufts University and the University of Massachusetts
Montefiore Medical Center/Albert Einstein College of Medicine and Lehman College, City University of New York ("The Bronx")
Oregon Geriatric Education Center, a collaboration of Oregon Health Sciences University, Portland State University, Oregon State University and the Veterans Affairs Medical Center/Portland
Thomas Jefferson University - Department of Family Medicine
  University of Miami – School of Medicine
  University of Rochester & Highland Hospital

**Original Interdisciplinary Professional Education Collaborative Teams**
Case Western Reserve University and Cleveland State University ("Cleveland")
George Washington University and George Mason University ("Georges")
Medical University of South Carolina/South Carolina AHEC ("South Carolina")
Appendix

Bergstrom M.  Putting Improvement at the Heart of Education.
Stockholm, Sweden: Federation of County Councils
November 18, 1999.