Institute *for* Healthcare Improvement

Improvement Coach Professional Development Program

Overview Slides

Summer 2023

The aim of this program is to...

Further develop your **improvement knowledge and skill** so you can coach and facilitate improvement teams, as well as support the implementation of improvement strategies throughout your organization or community.
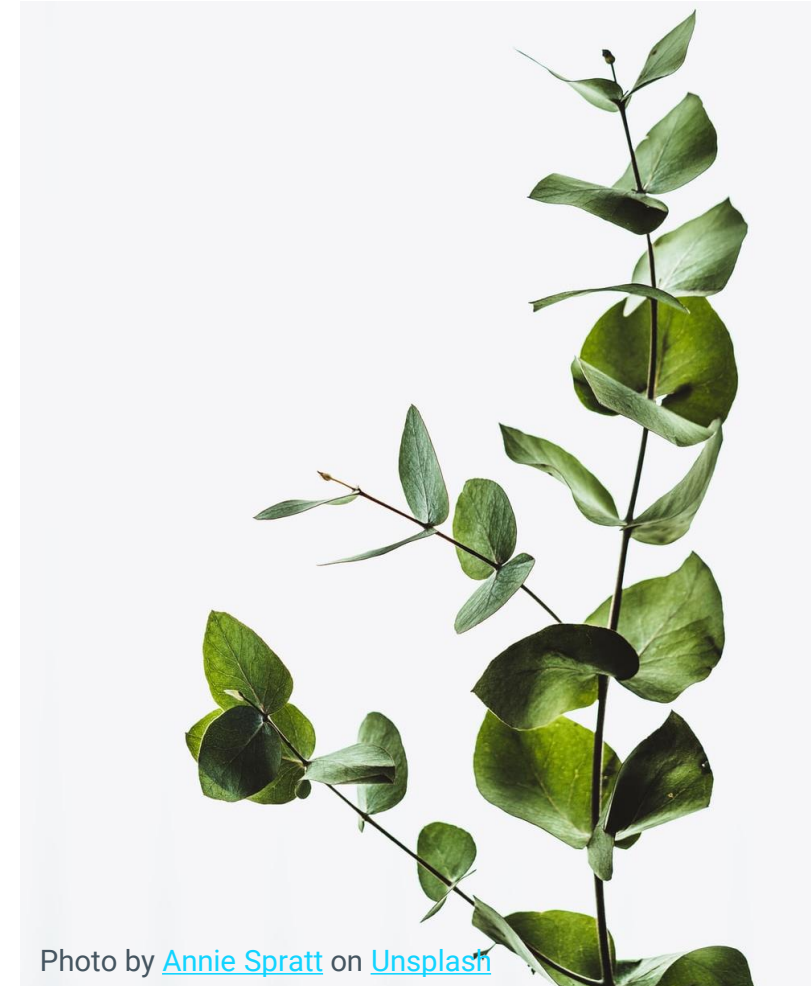
This program is designed to help you...

Describe the science of improvement and use the Model for Improvement as a roadmap for improvement projects.

Employ skills to coach improvement teams on how to develop, test, and implement changes including identifying high-leverage change ideas and testing them using PDSA cycles.

Explain how to use data for improvement, including how to use and interpret run charts and other key quality improvement tools.

Photo by Jason Goodman on Unsplash

This program is designed to help you...

Develop skills in team facilitation, communication, decision making, and understanding team culture

Apply just-in-time teaching of improvement skills to team members in order to advance the team's work

Plan how you will continue coaching your team and prepare yourself to coach subsequent teams.

Identify concepts of implementation, sustainability, spread, and scale-up.
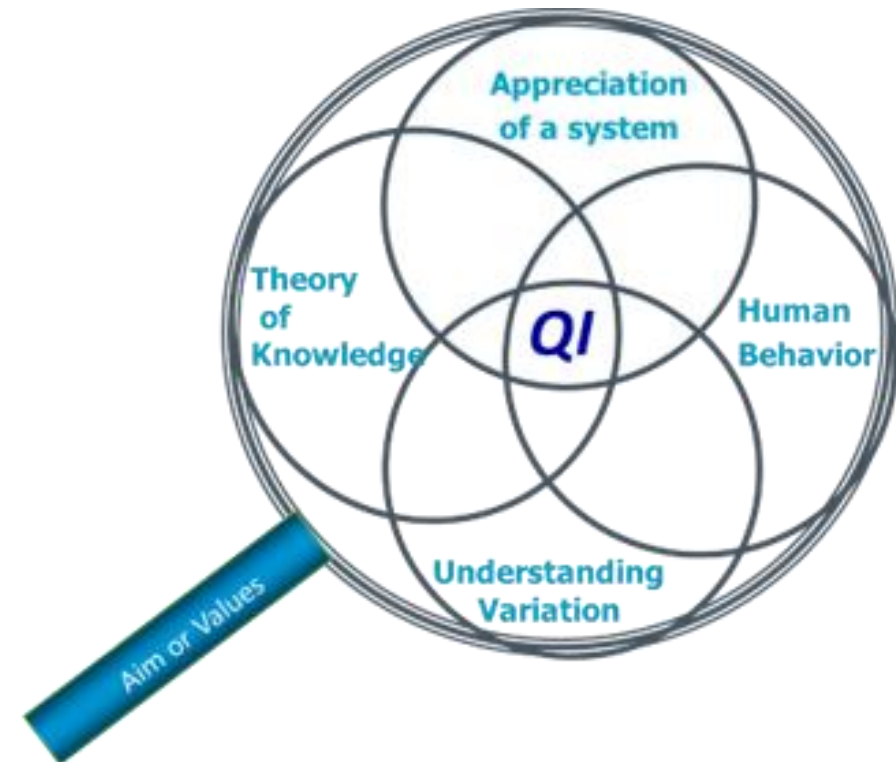
Photo by Hannah Busing on Unsplash

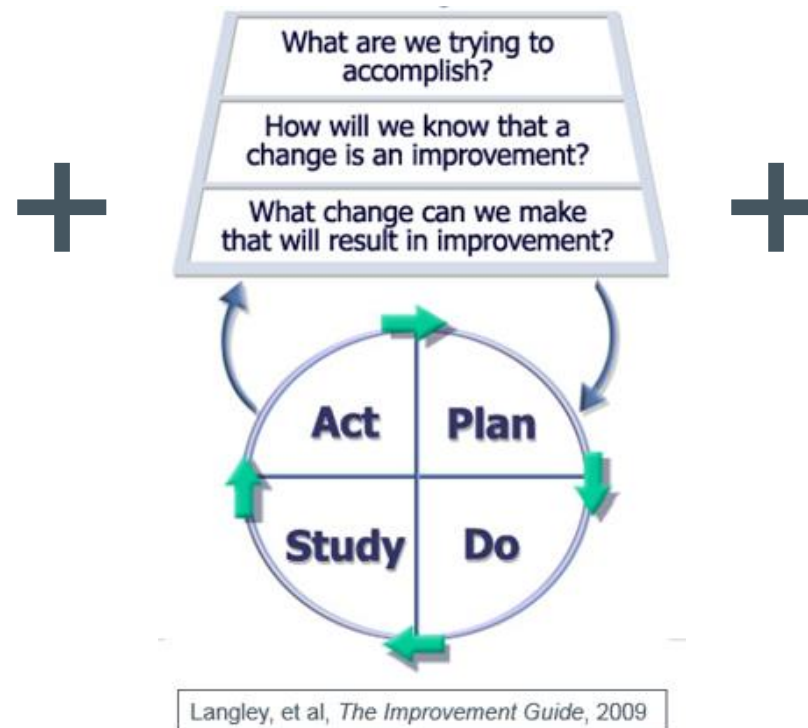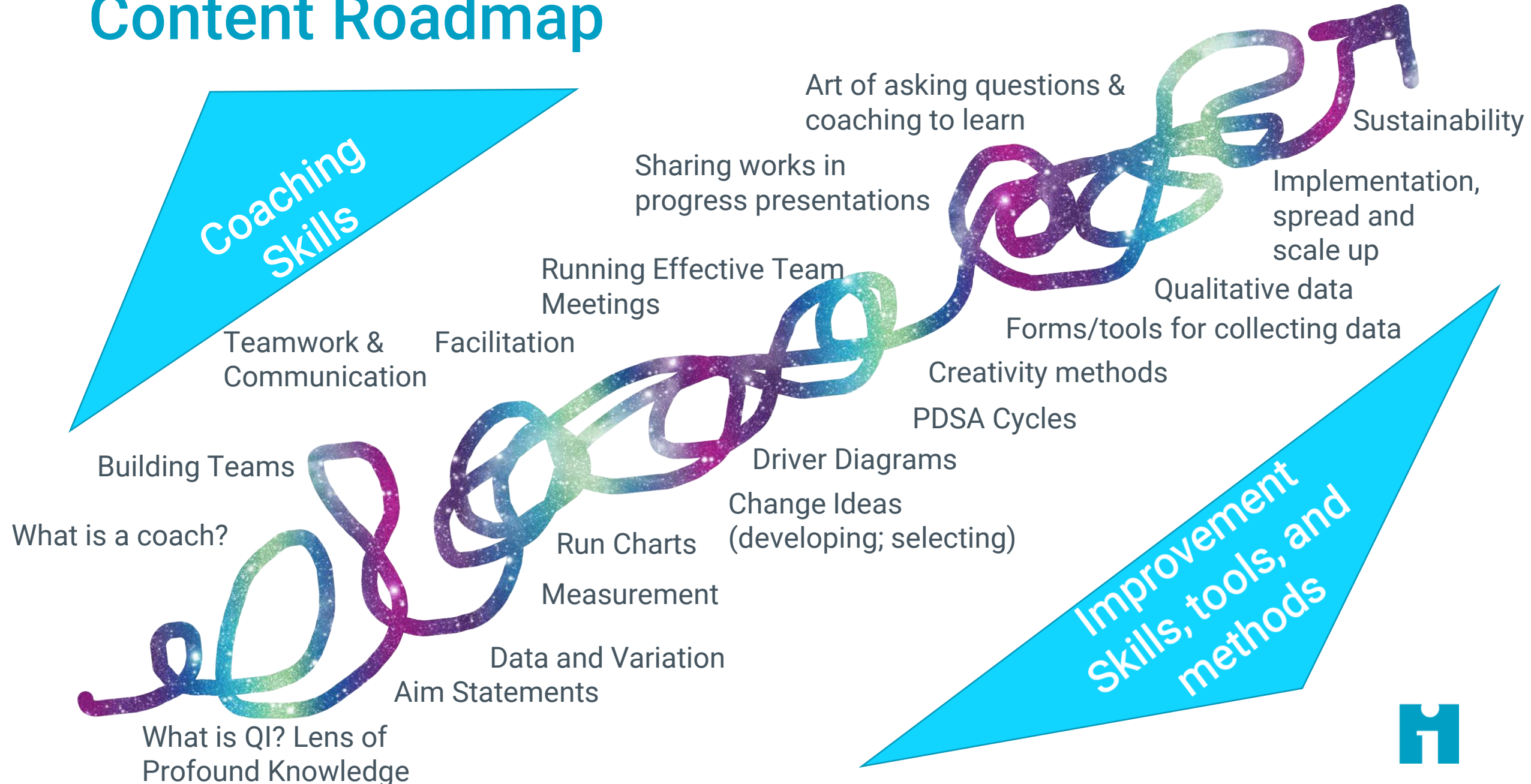# Curriculum on a page

Deming's System of Profound Knowledge

Model for Improvement

Coaching Toolbox

Content Roadmap

Coaching Skills

Art of asking questions & coaching to learn

Sharing works in progress presentations

Running Effective Team Meetings

Teamwork & Communication

Facilitation

Building Teams

What is a coach?

Run Charts

Measurement

Data and Variation

Aim Statements

What is QI? Lens of Profound Knowledge

Change Ideas (developing; selecting)

Driver Diagrams

PDSA Cycles

Creativity methods

Forms/tools for collecting data

Qualitative data

Implementation, spread and scale up

Sustainability

Improvement Skills, tools, and methods

Program Design and Key Dates

- 13 sessions across 13 weeks

- 39 hours in session (3 hours each); including breaks

- ~15 mins. to 1 hour of independent learning on the education platform between sessions

- 2 to 4 hours applying your learning with your team

| Session #	Date and Time
1	Thursday, August 31; 10:00am-1:00pm ET
2	Thursday, September 7; 10:00am-1:00pm ET
3	Tuesday, September 12; 10:00am-1:00pm ET
4	Thursday, September 21; 10:00am-1:00pm ET
5	Thursday, September 28; 10:00am-1:00pm ET
6	Thursday, October 5; 10:00am-1:00pm ET
7	Thursday, October 12; 10:00am-1:00pm ET
8	Thursday, October 19; 10:00am-1:00pm ET
9	Thursday, October 26; 10:00am-1:00pm ET
10	Thursday, November 2; 10:00am-1:00pm ET
11	Thursday, November 9; 10:00am-1:00pm ET
12	Thursday, November 16; 10:00am-1:00pm ET
13	Tuesday, November 21; 10:00am-1:00pm ET

To graduate the program:

❑ Attend 11 of the 13 sessions live:

- • If you need to miss a session, please contact us
- • If you miss a session, we expect you to view the recording

❑ Complete session prep (online content) for all sessions

❑ Share your learning in a Works in Progress Presentation with your peers

https://pixabay.com/vectors/books-book-graduation-reading-4680784/

Building Competency as a QI Coach
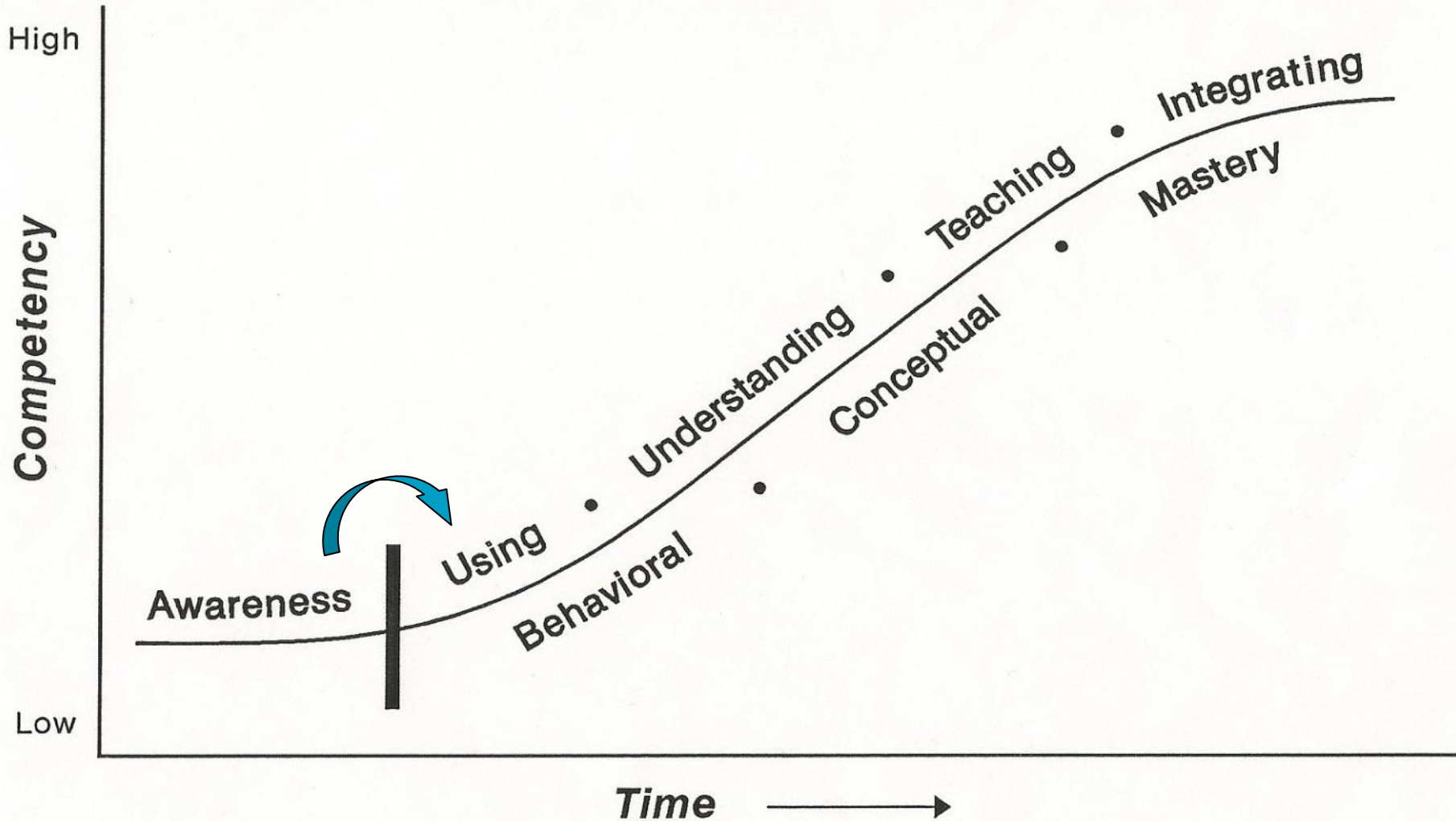
Adapted from Bloom's Taxonomy of Educational Objectives ,1956

So, What's Next?

You're interested in participating

in the program…

Terrific!

Please enroll in the program

using the link below:

[Enroll here](#)

You're not sure and/or have

additional questions…

Please add your phone number to [this list](#)

and an IHI team member will follow-up

with you.

You can also send **any** questions to

Catherine Warchal

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