

QI Scholars Initiative



National Program. Local Support.

Enhance the foundational knowledge of your home health and hospice managers by empowering them to lead care transformation efforts in your agency.

The QI Scholars' Initiative is 10-month long program that combines the Institute for Healthcare Improvement's Open School online courses on process improvement and patient safety with monthly peer workshops focused on home care and hospice. It's ideal for CEOs, Home Care and Hospice Directors, Quality Improvement Managers and clinical team leaders – anyone who is involved in performance improvement projects.

The first workshop is September 27th! Register your team members today!

Quality Improvement is built on processes.

Learn what they are and how to use them!
Full schedule inside.

The Schedule

**Subject to change with notice*

Date	Topic
9/27	Organizational Meeting
10/25	QI 101 Introduction to Health Care Improvement
	QI 102 How to Improve with the Models for Improvement
11/29	QI 103 Testing and Measuring Changes with the PDSA Cycles
	QI104 Interrupting Date: Run Charts, Control Charts and Other Measurement Tools
12/20	QI 105 Leading Quality Improvement
1/ 24	PS 101 Introduction to Patient Safety
2/28	PS 102 From Error to Harm
	PS 103 Human Factors and Safety
3/28	PS 104, Teamwork and Communication in a Culture of Safety
	PS 105 Responding to Adverse Events
4/25	TA 101, Triple Aim for Populations
	PFC 101 Introduction to Person & Family Centered Care
5/23	L101 Intro to Healthcare Leadership
6/27	MHO 101 Achieving Breakthrough Quality, Access and Affordability

The Agenda

All monthly QI Scholars programs will follow the CQI Forum monthly meeting in conference room 6 at the New Hampshire Hospital Association, 125 Airport Road, Concord, NH.

- 8:45 to 9:45 QI Forum Meeting
- 10:00 am to 12 noon QI Scholars Initiative

QI Initiative

Back by Popular Demand

The Home Care Association of New Hampshire launched its first QI Scholars Initiative in 2012 when our CQI Forum members asked for more training on process improvement tools. We were the first home care association in the country to establish an IHI Open School Chapter and create a group learning program. Here are a few testimonials:

- “The review sessions after each module were stimulating!”
- “I was able to implement education immediately for field staff from the presentations we received.”
- “The best part was gathering together with my fellow QI scholars; without them it would have been like ‘book learning.’”

Now is the time for a QI Scholars Initiative reboot! There is a new group of managers in home care and hospice agencies who would benefit from this training. Medicare is putting a greater emphasis on QAPI efforts in both home health and hospice. Shifts to value-based reimbursement will require all agencies to demonstrate their quality achievements. But more important, doing a better job for our patients never grows old.

With the QI Scholars Initiative we aim to fill that knowledge void by offering **monthly facilitated workshops** as well as an online paced learning opportunity. Individuals are expected to complete **14 online courses offered through the Institute for Healthcare Improvement’s “Open School.”** These courses will be assigned to participants over a 10-month period, with a few hours of coursework required each month. Participants will complete the online courses at their convenience during the month, and attend the facilitated meetings discuss their applicability to home care and hospice.

Added Opportunity: CQI Group Remains

The mission of the CQI Forum is to collaborate as member agencies on identifying opportunities to improve the quality of patient care, the Scholars program is an extension of that mission. **The CQI Affinity Group will continue to meet on the 4th Thursday of each month** at the Hospital Association at 125 Airport Road in Concord, however to keep the commuting time to a minimum, this year the time will be changed to **8:45 am to 9:45 am**, to accommodate the facilitated educational component of the QI Scholars program.

Quality Works

How the Initiative Works

The QI Scholars Initiative is designed to help participants gain knowledge and confidence in the fundamentals of quality improvement and patient safety. The program will have an “academic year” that begins on September 27th and ends on June 27th. Each member agency is invited to enroll two participants. Others may enroll if space permits.

- The Alliance has a corporate membership in IHI’s Open School, which enables 50 QI Scholars to take all the IHI’s 30 online courses.
- 14 courses, of the more than 30 courses available online, are required as part of the QI Scholars Initiative. Enrollees are expected to complete the one or two assigned IHI online courses each month. Each course takes 60 – 90 minutes.
- The Alliance will provide personalized friendly reminders to QI Scholars to help them stay on schedule. Our goal is to have a 100% completion rate of the 14 assigned courses.
- Each member agency enrolls a 2-person team in the QI Scholars Initiative. They are expected to send at least one participant to the monthly workshop in Concord. The IHI Open School courses focus on acute care and physician practice settings. Our workshops will focus on applying the tools learned to home care and hospice scenarios.
- Workshops will be led by Anne Diefendorf, a healthcare quality improvement expert.
- The IHI Open School offers continuing education units for completion of each online course. A IHI Certificate on Quality & Safety is provided when all 14 courses are completed. In addition, the Alliance will provide nursing contact hours to nurses who attend the workshops. Altogether, up to 40 hours of CEUs are available through the QI Scholars Initiative.

Remote Meeting Possible with Zoom

We are exploring the possibility of viewing the workshops remotely with Zoom. More information on this option will be available at the first meeting, September 27th.

IHI Open School

IHI Open School for Health Professionals is an educational community designed to give health professionals the skills they need to become change agents. Based in Boston, Massachusetts, they provide trainings aimed at improving health care worldwide.

Courses are offered in quality improvement, patient safety, teamwork, leadership and patient centered care. For most home health managers, these types of classes weren’t taught in their nursing or health professional programs.

These skills are necessary today. In fact, many current nursing and medical programs are augmenting their curricula with the IHI Open School courses. You can view the list of courses and abstracts at the IHI Open School website, www.ihio.org. See their website for more details.

Advance your knowledge, **earn your Certificate on Quality & Safety** in a supported environment this year.

These courses are available where and when you are! Start and stop courses as your schedule allows. Review the material, take the necessary quizzes and be rewarded with a Certificate of Completion, and CEU credits. It’s that easy!

Membership Counts!

Only members will be able to participate in this program. For information on becoming a member, visit our website, www.homecarenh.org or call us at 603-225-5597 for more information.

Questions?

Give us a call or send us an e-mail, info@homecarenh.org. We are happy to provide assistance! Or feel free to check us out at www.homecarenh.org.

The Program

Training includes enrollment in the IHI Open School for one year, and monthly workshops, materials and on going technical support. Participants can be awarded up to 40 hours of continuing educational credits for the completion of the 10-month program.

The Fee

Cost to each agency is \$450 for the full year of programming and support for 2 enrolled staff members. To maximize your agency's benefit, you may enroll additional attendees for \$175 per person, and we will admit them as space allows. The program is capped at 50 participants total. The Alliance reserves the right to create a waiting list if needed.

The Facilitator

Anne Diefendorf, Associate Executive Director/Vice President for Quality & Patient Safety at The Foundation for Healthy Communities will facilitate the monthly live portion of the QI Scholars.

Anne has been with the Foundation since 2011 and was previously the Director of Quality Performance at Concord Hospital. Anne also currently serves on the Concord Regional VNA's Quality Improvement and Patient Safety Committee.

The Foundation for Healthy Communities is a non-profit partnership involving hospitals, physicians, health plans, home care agencies and other organizations working to improve health in our state. The Foundation's mission is to improve health and health care delivery in New Hampshire.

QI Scholars Initiative

Registration

Please use additional forms as needed. Program is \$450 per agency for 2 registrants, additional staff may participate for additional fee as space allows.

Agency Name _____

Address _____

Town _____ State _____ Zip _____

Contact Person _____ Phone # _____

Email _____

\$450 per agency includes IHI subscription for 2 participants.

Enrollee _____ Phone # _____

Email _____

Enrollee _____ Phone # _____

Email _____

We would like to register more staff members as space allows. The Alliance notify the participants and the agency of their selection on Sept 7th, and will then bill the agency \$175 per person.

Enrollee _____ Phone # _____

Email _____

Enrollee _____ Phone # _____

Email _____

Enrollee _____ Phone # _____

Email _____

Method of Payment: Check Visa MasterCard

Name on Card

Total Amount:

Credit Card #

Exp. date

Signature

CVM Code (3 digits on back)

Register online, or send this form to the address below.

Or send form and payment for additional attendees **by September 7** to:
8 Green St., Concord, NH 03301 info@homecarenh.org or Fax: 603-225-5817