

## Certificate Course in QIPS 2020-2021

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### Location

All sessions take place virtually until such time when restrictions around large gathering are lifted.

### General schedule

All sessions start at 2:00PM and run until 4:30PM.

### Session dates and schedule of topics (\*topics subject to change)

Session	Date	Title	Speakers
1	Sep 15	Course Intro/Networking Keynote: 11 common pitfalls	Course Faculty Kaveh Shojania
2	Sep 29	QI projects: (include framework for project selection) Introduction to Safety and Introduction to Stewardship	Eric Monteiro Eric Monteiro
3	Oct 13	Quality Improvement Diagnostic Tools	Amanda Mayo
4	Oct 27	Measurement I – Quantitative Measures	Ed Etchells & Jessica Liu
5	Nov 10	<i>Project Progress Updates (Aim Statement, Rationale)</i>	
Optional	Nov 24	Centre for Quality Improvement & Patient Safety Symposium	Leora Horwitz, Brian Wong
6	Nov 24	Run charts and Control Charts	Eric Monteiro
7	Dec 8	Leading Change	A Weinerman & M Pinard
8	Dec 15	PDSA	Olivia Ostrow
9	Jan 5	Introduction to Human Factors (Engineering) Human Factors Engineering – Usability Testing	Patricia Trbovich Ed Etchells/Amanda Mayo
10	Jan 19	<i>Project Progress Updates (Measures)</i>	
11	Feb 2	Equity and Patient Engagement in QIPS	Tara Kiran & Karen Born
12	Feb 16	Patient Safety Incident Analysis	Amir Ginzburg
13	Mar 2	Qualitative Methods in QI	Lehora Rotteau & Joanne Goldman
14	Mar 30	<i>Project Progress Updates</i>	
15	Apr 13	Health Informatics LEAN	Trevor Jamieson Sam Sabbah
16	Apr 27	Teamwork, Communications and Handoffs	Trey Coffey
17	May 18	Fireside chat on patient engagement and/or health equity Reflections on HQO	Tara Kiran Irfan Dhalla
18	May 25	Certificate Course Capstone pt 1	
19	Jun 8	Certificate Course Capstone pt 2	

## Course requirements

- i. You will be expected to complete your pre-readings and several short pre-post reflective assignments.
- ii. You will be expected to be in attendance for at least 39 hours in order to be eligible for the certificate accredited by Continuing Professional Development, Faculty of Medicine, University of Toronto. If you miss more than 3 sessions in total without special consent from the Course Co-Directors, you will be at risk of not obtaining a certificate.
- iii. You will also be expected to complete three assignments, one of which is a presentation of your project, to be delivered during the Capstone session.

## Course readings and pre-readings

The following books listed below are the main course readings. The first is to be read before the start of the course. The second one is a course textbook with chapters to which we will refer during the course of the program. Both will be sent as electronic copies to you. Pre-readings for each session that will be emailed one week in advance of the session.

- 1) Kenney C. *The Best Practice: How the New Quality Movement is Transforming Medicine*. New York: Public Affairs, 2008.
- 2) Ogrinc GS, Headrick LA, Moore SM, Barton AJ, Dolansky MA, Madigosky WS. *Fundamentals of Health Care Improvement: A Guide to Improving Your Patients' Care (3rd Edition)*. Oakbrook Terrace, IL: Joint Commission, 2018.

## Coaches

You will be assigned a coach who will be available during out of class times to support you in your QI work as well as to provide feedback on your assignments. The expectation is that the onus will be on you to reach out to your coach to get the process going. We ask that you set up a meeting with your coach within the first month of the course to discuss:

- your preliminary project ideas and feasibility
- the overall goals/expectations for the coaching relationship (how often you will meet/connect, what methods of doing so, and also what methods for providing feedback that will work best for you both)

## Informal Presentations

You will be presenting on the current status of your projects at the following checkpoints: **Nov 10, 2020**  
**Jan 19, 2021**  
**Mar 30, 2021**  
**June 8, 2021**

## Assignments and Deadlines for submission

Assignments will be submitted via Google Docs and Word document. Please sign up for a Gmail account.

<b>Assignments</b>	<b>Deadline</b>
Assignment 1 <ul style="list-style-type: none"><li>• Before coming up with a completely de novo improvement project, find out what's going on in your organization and explore quality priorities of your organization. Investigate to see if someone has thought about or worked on your proposed project before.</li></ul>	<b>Sep 24, 2020</b>
Assignment 2 <ul style="list-style-type: none"><li>• Project proposal, to be submitted via Google Docs to your coach at touchpoint well before the due date so that they can provide feedback.</li></ul>	<b>Dec 8, 2020</b>
Assignment 3 – choose 1 of 3 from below: <ul style="list-style-type: none"><li>• Process map (direct observation) – submit an accompanying report (500-1000 words) answering:<ul style="list-style-type: none"><li>○ 1) why did you use this tool; 2) what did you learn; 3) what do you plan to do next</li></ul></li><li>• Conduct and summarize a PDSA cycle (500-1000 word report)</li><li>• Summarize a key stakeholder interview (500-1000 word report)</li></ul>	<b>Mar 2, 2021</b>
Assignment 4 <ul style="list-style-type: none"><li>• Capstone presentations (format TBD)</li></ul>	<b>June 8, 2021</b>