

## Certificate Course in QIPS 2022-2023

**Course Directors:** Marie Pinard ( Women’s College)  
[Marie.pinard@wchospital.ca](mailto:Marie.pinard@wchospital.ca)  
416-323-6400x2530

**Dr. Eric Monteiro (Sinai Health)**  
[eric.monteiro@mail.utoronto.ca](mailto:eric.monteiro@mail.utoronto.ca)  
416-586-4800 x7954

**Associate Director:** Dr Bourne Auguste ( Sunnybrook)  
[bourne.auguste@sunnybrook.ca](mailto:bourne.auguste@sunnybrook.ca)  
416-480-5590

### Location

All sessions will take place at 525 University Avenue, Suite 630.

### General schedule

All sessions start at 1:00PM and run until 4:30PM. In the event we are allowed to serve food, there will be lunch provided from 12:30pm -1.

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

Session	Date	Title	Speakers
1	Sep 13	Course Intro/Networking- Keynote: 11 common pitfalls	Course Faculty Kaveh Shojania
2	Sep 20	QI projects: (include framework for project selection) Introduction to Safety and Introduction to Stewardship	Eric Monteiro Eric Monteiro & Adina Weinerman
3	Oct 4	Measurement I- Quantitative Measures	Ed Etchells
4	Oct 18	Quality Improvement Diagnostic Tools	Amanda Mayo and Nicole Thomson
5	Nov 1	<i>Project Progress Updates (Aim Statement, Rationale)</i>	
6	Nov 15	Equity in QI + fireside-	Bourne Auguste & Tara Burra
7	Nov 29	Patient engagement	Karen Born & Marie Pinard
8	Dec 13	PDSA	Olivia Ostrow
9	Jan 3	Qualitative Methods in QI	Leahora Rotteau & Joanne Goldman
10	Jan 24	Measurement II - Run charts and Control chart	Eric Monteiro
11	Feb 7	<i>Project Progress Updates (Measures)</i>	
12	Feb 28	Leading Change	A Weinerman, Marie Pinard & Jenn Wong
13	March 21	Patient Safety Incident Analysis	Amir Ginzburg
14	April 4	Introduction to Human Factors (Engineering) Human Factors Engineering – Usability Testing	Patricia Trbovich Ed Etchells
15	Apr 18	<i>Project Progress Updates</i>	
16	May 2	Health Informatics LEAN	Trevor Jamieson Catherine Convery
17	May 16	Teamwork, Communications and Handoffs	Trey Coffey
18	May 30	TBD	TBD
19	Jun 13	Certificate Course Capstone	

### 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, Dolanksy 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 1, 2022**  
**Feb 7, 2023**  
**Apr 18, 2023**  
**June 13, 2023**

### Assignments and Deadlines for submission

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

Assignments	Deadline
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 20, 2022</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 6, 2022</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 7, 2023</b>
Assignment 4 <ul style="list-style-type: none"> <li>• Capstone presentations (format TBD)</li> </ul>	<b>Jun 13, 2023</b>