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**Location**

All sessions will take place at 525 University Avenue, Suite 630 ( subject to change)

**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 12	Course Intro/Networking- Keynote: 11 common pitfalls –	Course Faculty Kaveh Shojana
2	Sep 26	QI projects: (include framework for project selection) Introduction to Safety and Introduction to Stewardship - <b>Virtual</b>	Eric Monteiro Eric Monteiro & William Silverstein
3	Oct 17	Equity in QI	Bourne Auguste and Tara Burra
4	Oct 24	Measurement I – Quantitative Measures	Ed Etchells
5	Nov 7	Quality Improvement Diagnostic Tools	Amanda Mayo
6	Nov 21	<i>Project Progress Updates -Virtual</i>	
7	Dec 5	Patient engagement - <b>Virtual</b>	Karen Born & Marie Pinard
8	Jan 9	PDSA	Olivia Ostrow
9	Jan 23	Qualitative Methods in QI	Leahora Rotteau & Joanne Goldman
10	Feb 6	Measurement II - Run charts and Control chart –	Eric Monteiro
11	Feb 27	<i>Project Progress Updates (Measures) - Virtual</i>	
12	March 5	Leading Change	A Weinerman, Marie Pinard & Jenn Wong
13	March 19	Patient Safety Incident Analysis –	Amir Ginzburg
14	April 2	Introduction to Human Factors (Engineering) Human Factors Engineering – Usability Testing	Sonia Pinkney Ed Etchells
15	April 16	<i>Project Progress Updates -Virtual</i>	
16	April 30	LEAN	Catherine Convery
17	May 14	Teamwork, Communications and Handoffs	Trey Coffey
18	May 28	Health Informatics Sustain Change in Quality Improvement	Trevor Jamieson Jerome Leis
19	June 11 <sup>th</sup>	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 and not miss more than 3 sessions 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 four 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 21, 2023**

**Feb 27, 2023**

**Apr 16, 2024**

**June 11, 2024**

## 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. This assignment will be delivered verbally</li></ul>	<b>Sep 26, 2023</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 5, 2023</b>
Assignment 3 – choose 1 of 3 from below: <ul style="list-style-type: none"><li>• Process map/fish bone diagram (direct observation) – submit the diagram with 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 5, 2024</b>
Assignment 4 <ul style="list-style-type: none"><li>• Capstone presentations</li></ul>	<b>Jun 11 2024</b>