C-QuIPS
Centre for Quality Improvement and Patient Safety

Certificate Course in QIPS 2025-2026

Course Directors: **Dr. Bourne Auguste (Sunnybrook)**

bourne.auguste@sunnybrook.ca
416-480-5590

Chandra Farrer (Womens College Hospital)
Chandra.farrer@wchospital.ca

Location

All sessions will take place at Peter Gilgan Center for Research and Learning, 686 Bay St.

General Schedule

All sessions start at 1:00PM and run until 4:15PM.

Session Dates and Topics (*topics subject to change)

Session	Date	Title	Speakers
1	Sep 9	Course Intro/Networking Keynote: 11 Common QI Pitfalls	Course Faculty Kaveh Shojania
2	Sep 30	QI projects: (include framework for project selection) Introduction to Safety and Introduction to Stewardship – **Virtual**	William Silverstein
3	Oct 7	Equity in QI	Bourne Auguste & Tara Burra
4	Nov 4	Quality Improvement Diagnostic Tools	Nicole Thomson and Cynthia Welton
5	Nov 11	Measurement 1	Ed Etchells
6	Nov 25	*Project Progress Update 1* – **Virtual**	
7	Dec 2	Patient Engagement	Karen Born
8	Dec 9	PDSA Cycles	Olivia Ostrow
9	Jan 6	Qualitative Methods in QI	Leahora Rotteau & Joanne Goldman
10	Jan 20	Measurement II - Run Charts and Control Charts	Eric Monteiro
11	Feb 3	*Project Progress Update 2* – **Virtual**	
12	Feb 17	LEAN	Catherine Convery
13	Mar 3	Patient Safety – Incident Analysis	Amir Ginzburg
14	Mar 24	Leading Change	A Weinerman and Jenn Wong
15	Apr 7	Introduction to Human Factors Engineering Human Factors Engineering – Usability Testing	Patricia Trbovich Ed Etchells
16	Apr 21	*Project Progress Update 3* – **Virtual**	
17	May 5	Teamwork, Communications and Handoffs	TBD
18	May 26	Health Informatics Sustaining Change in QI – **Virtual**	Trevor Jamieson Jerome Leis
19	Jun 16	**CERTIFICATE COURSE CAPSTONE EVENT**	

Course Requirements

- You will be expected to complete the pre-readings and several short pre-post reflective assignments.
- You will be expected to be in attendance and miss no more than 3 sessions to be eligible for the certificate accredited by Continuing Professional Development, Faculty of Medicine, University of Toronto. If you miss more than 3 sessions without special consent from the Course Co-Directors, you will be at risk of not obtaining a certificate.
- 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 are the primary course readings. The first is to be read before the start of the course. The second is a textbook with chapters that will be referenced throughout the course. Both will be sent as electronic copies to you. Pre-readings for each session will be emailed one week in advance.

- Kenney C. *The Best Practice: How the New Quality Movement is Transforming Medicine*. New York: Public Affairs, 2008.
- Ogrinc GS, Headrick LA, Moore SM, Barton AJ, Dolanksky 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 QI 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 onus will be on you to reach out to your QI coach to initiate the coaching process. We ask that you meet with your QI coach within the first month of the course to discuss:

- Your preliminary project idea(s) and feasibility
- The overall goals/expectations for the coaching relationship, i.e. how often you will meet/connect, by what method (phone, in-person, video) and the feedback method that works best for the both of you

Informal Presentations

You will be presenting status updates of your QI project on the following dates:

1. **Nov 25, 2025**	3. **Apr 21, 2026**
2. **Feb 3, 2026**	4. **Jun 16, 2026**

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 Before coming up with a de novo improvement project, find out what's going on in your organization and explore the organization's quality and improvement priorities. Investigate if someone has considered or worked on your proposed project topic before. This assignment will be delivered verbally.	**Sep 30, 2025**
Assignment 2 Using the template provided, submit an initial project proposal via Google Docs to your QI coach. Discuss your project/approach with your QI coach well before the due date to ensure you get feedback.	**Dec 2,2025**
Assignment 3 – choose <u>ONE</u> of the following three options: • Complete a process map or fish bone diagram using direct observation. Submit the diagram with an accompanying report (500-1000 words) answering (a) why you selected this diagnostic tool, (b) what you learned, and (c) what you plan to do next. • Conduct and summarize a PDSA cycle (500-1000 word report) reflecting on what you learned and how it informed your next steps. • Summarize a key stakeholder interview (500-1000 word report) reflecting on what you learned and how it informed your next steps.	**Mar 3, 2026**
Assignment 4 • Capstone presentations – posters and elevator pitches.	**Jun 16 2026**