ABCs of Quality Improvement Course
2016 Course Details and Requirements

**WHAT is it?** This web-based course is comprised of a series of 5 webinars in which a faculty member from the National Institute for Children’s Health Quality (NICHQ) presents the components of and best practices for quality improvement (QI) initiatives. Each participating team is assigned a family faculty mentor and receives support on implementing an improvement project through regularly scheduled coaching calls.

**WHO may apply?** A family leader, in partnership with a professional partner, assembles a team of 2 to 6 members. The team identifies an improvement project focused on a system, service or support for CYSHCN to be worked on for the duration of the course.

**HOW is QI approached in this course?** Participants will learn the Model of Improvement process and apply the principles to the real-life QI project chosen by their team. Teams will learn strategies and tools for how to define what they are trying to accomplish, how to know if a change is an improvement, how to implement Plan-Do-Study-Act (PDSA) cycles to test change ideas, and more.

**WHEN is the course being held?**
Five core teaching webinars will be held on the following Thursdays, 1:00 – 2:00pm ET:
- February 11, 2016 (*first meeting is 1:00 – 2:30pm ET)
- March 3, 2016
- March 24, 2016
- April 14, 2016
- May 5, 2016

Coaching calls will be held on the following Mondays, 12:00 - 1:00pm ET:
- February 22, 2016
- March 14, 2016
- April 4, 2016
- April 25, 2016

**Requirements and Expectations:**
- Attendance: all team members attend all webinars and coaching calls.
- Team composition: 2-6 people led by a family leader and including one or more parent partners and at least one professional partner; family organization teams consisting of all family leader staff will be considered.
- Teams identify an improvement project in their state or community that will be worked on throughout the series (see below “Tips for Choosing an Improvement Project”).
- Teams commit to 1 to 2 hours of teamwork/assignments between core teaching sessions.
- Course fee of $300 (ideally covered by the professional partner; financial assistance may be available if the fee is prohibitive for your team).
**Tips for Choosing an Improvement Project**

Keep it simple. Though your team may have a broad goal in mind, consider picking a manageable element of the goal that can be accomplished over the period of the course (Feb – May). In thinking about potential project areas, you may want to consider focusing on an element of work that is already underway within your organization(s), or you may develop a new project idea. If you’d like help considering potential improvement projects, please contact Ashlee Richey (arichey@familyvoices.org).

Project ideas and examples:
- Improve an intake process for parent support or individual assistance.
- Improve the open rate of an electronic newsletter.
- Increase parent support services within a specific population or environment.
- Improve your organization’s engagement of families of cultural and linguistic diversity (choose a specific population to focus on).
- Improve the referral system of a CYSHCN program (could be related to internal organizational processes).
- Improve the standard of care for children who are in foster care by developing a system for utilization of a toxic stress screening tool.
- Improve family access to quality primary care in a medical home for children through developing processes for partnership between F2F/SAO and state Title V or AAP chapter.
- Improve the feedback loop on a referral process.
- Improve a statewide EHDI system by developing a plan for family-to-family support for families of children who are deaf or hard of hearing.

**HOW TO APPLY**

- Contact Ashlee Richey (arichey@familyvoices.org) with any questions and/or to indicate your interest.
- Identify your team and improvement project.
- Submit your completed application to Ashlee Richey (arichey@familyvoices.org) by December 11th.
- Applications will be reviewed, and accepted teams will be notified by January 8th.