

# Course Information

## Practical Methods in Healthcare Improvement

Dates: September 9, 2021 – March 17, 2022

### Course Director Information

Nathan (“Nate”) Spell, MD ([profile here](#))



Email: [nspell@emory.edu](mailto:nspell@emory.edu) (I respond usually within 1-2 days)

Phone (cell): 404-964-6638 (I do not answer unfamiliar numbers, so leave voicemail if I do not answer. Or, text me if the matter is time sensitive.)

Register by email to [nspell@emory.edu](mailto:nspell@emory.edu)

### Course Overview

*This course is an offering of the Emory Quality Academy, formed at Emory Healthcare in 2008 to train healthcare professionals in quality improvement and patient safety skills to provide better, safer and more efficient care. Practical Methods in Healthcare Improvement is the most in-depth of three courses offered in the Quality Academy. The course is project-based, giving you the opportunity to learn through application to a real-world problem of your choosing. Principle quality improvement (QI) methods taught are the Model for Improvement and Lean. Additionally, the course explores performance of the US healthcare system to better set the context in which care is delivered, as well as other topics that support efforts to improve care – teamwork principles, change management, communication, workplace culture, safety techniques, and managing data. This course will be taught predominately online, with in-person meetings at several points to foster networking and collegiality.*

### Course Credit

This course provides CME and CNE credits. It is not part of an Emory degree program and will not be formally graded. Successful completion requires meaningful class participation and presentation of a poster on the project work done in the course.

*The Emory University School of Medicine designates this course for a maximum of (TBD) AMA PRA Category 1 Credit(s)<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity. The Emory University School of Medicine is accredited by the ACCME to provide continuing medical education for physicians. Additionally, Emory University School of Medicine is an ABMS Portfolio Sponsor and can award Part 4 Maintenance of Certification credit for performance improvement to eligible physicians. Speak with Nate Spell if you wish to pursue MOC credit for your project.*

*Emory Nursing Professional Development Center (ENPDC) is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Attendees to this CNE activity will be awarded contact hours by ENPDC. No conflict of interest has been found with the speakers for this activity nor with the members of the planning committee.*

### Course Goals

This course is designed to give you real experience. Graduates of this course will be able to:

1. Lead a team to implement effective solutions to an identified improvement opportunity
2. Apply high-reliability concepts to interventions for quality and safety
3. Think and act as a leader in quality and safety in healthcare

### Learning format

This course is structured around a project you will select, with the class content sequenced to support progress on the project. A coach with QI expertise is assigned to each project team and serves as a resource and adjunctive teacher. Some content will be provided through readings and watching recorded lectures (asynchronous learning at your pace), while other content will take place through in-person or virtual classes where we are all present together (synchronous learning).

### The Project for the Course

Before the course begins, you should identify a suitable project. Characteristics of projects that tend to be a good match for the course are:

- Something that you might reasonably be doing as part of your job
- Addressing an identified need
- Aligned with priorities of the health system or your department
- Within your sphere of control or influence
- Not overly dependent upon assistance from informatics or other scarce resources
- Ready for analysis and action so that you can make progress during the course
- Have data available or the ability to easily measure the process and outcomes involved.

Discuss potential projects with your supervisor or leader to ensure that you have adequate support and alignment. It is absolutely fine for course participants to work together on the same project, whether you come as a team or link up once the course starts.

### Your Participation in the Course

- Prepare for class sessions as outlined in the syllabus.
- Attend all class sessions, as content builds upon prior classes.
  - With your department, work out your schedule to be free of obligations. If needed, ask for the time to be available for the required pre-work. Many past participants find it helpful to plan the whole day away from work on a class day.

- If you must miss class, which happens, please let me know so I can help direct you or identify alternative ways you can catch up.
- If at any time you find difficulty participating fully in aspects of the course for any reason, please let me know. I will work with you to reduce those challenges.
- If you feel you cannot continue in the course due to life events, obligations, etc., talk with me. I will welcome you to pick back up in a future class.

### Technology for the Course

- Computer with webcam and microphone (or earbuds or headset with microphone) to enable you to participate via Zoom. A telephone can be used for audio if your computer does not have a microphone. A smartphone with camera can be used for the Zoom meetings, though you will want a computer available, also.
- Adequate internet access for video streaming
- Microsoft OneDrive will be used as the file sharing platform for course content and for you to upload your assignments and final project. I will send you an invitation to the folders for the course before the initial class meeting.

### Online Presence

The synchronous sessions when we are all present online together will be interactive. For these sessions, please be prepared to have your camera on so that you can fully participate. An important aspect of the course is building our community of colleagues engaged in this important work. Tips and resources for online learning are available [here](#).