

# Getting the most from a Learning Session

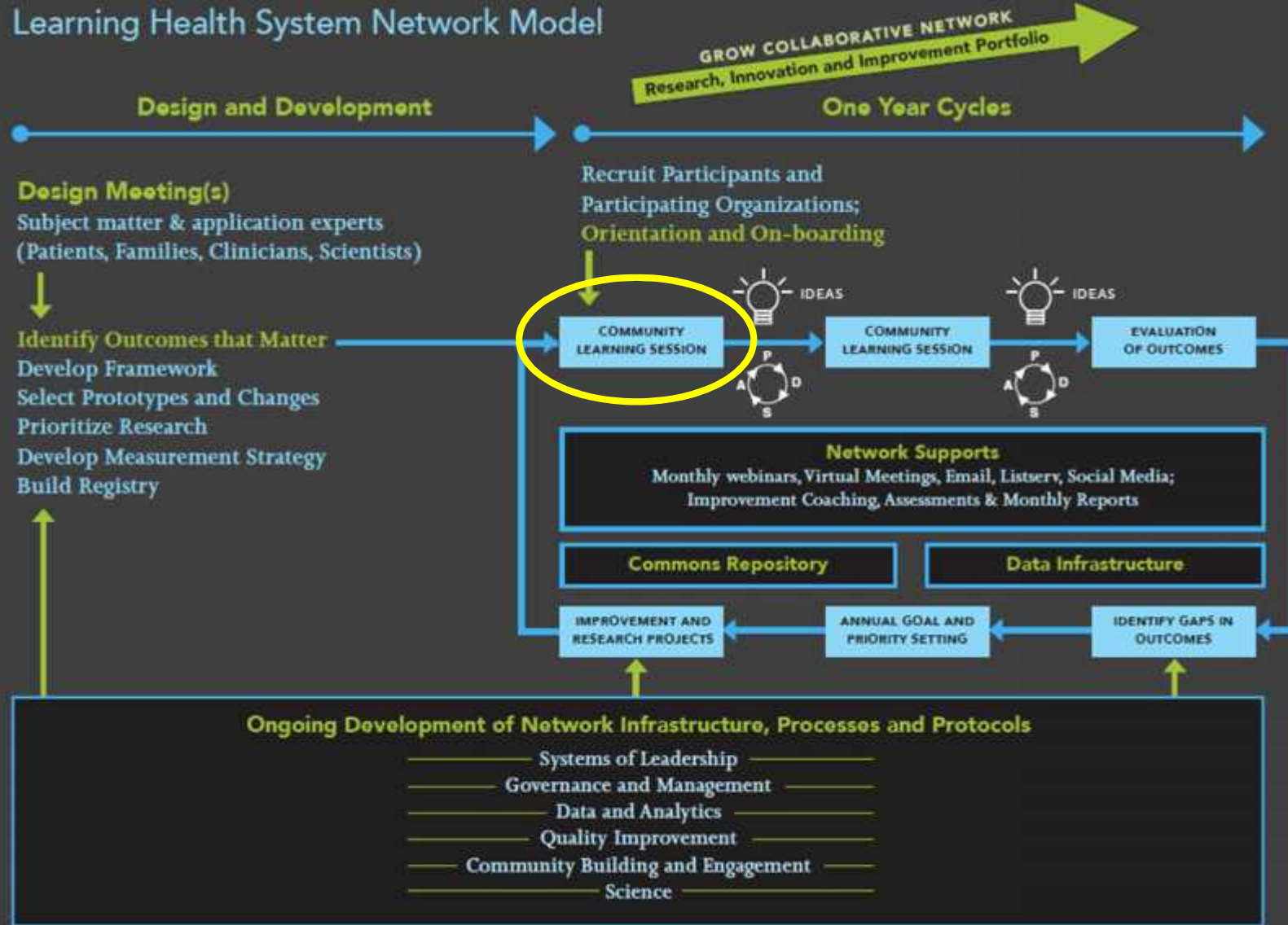
**Lloyd Provost**  
**Associates in Process Improvement**

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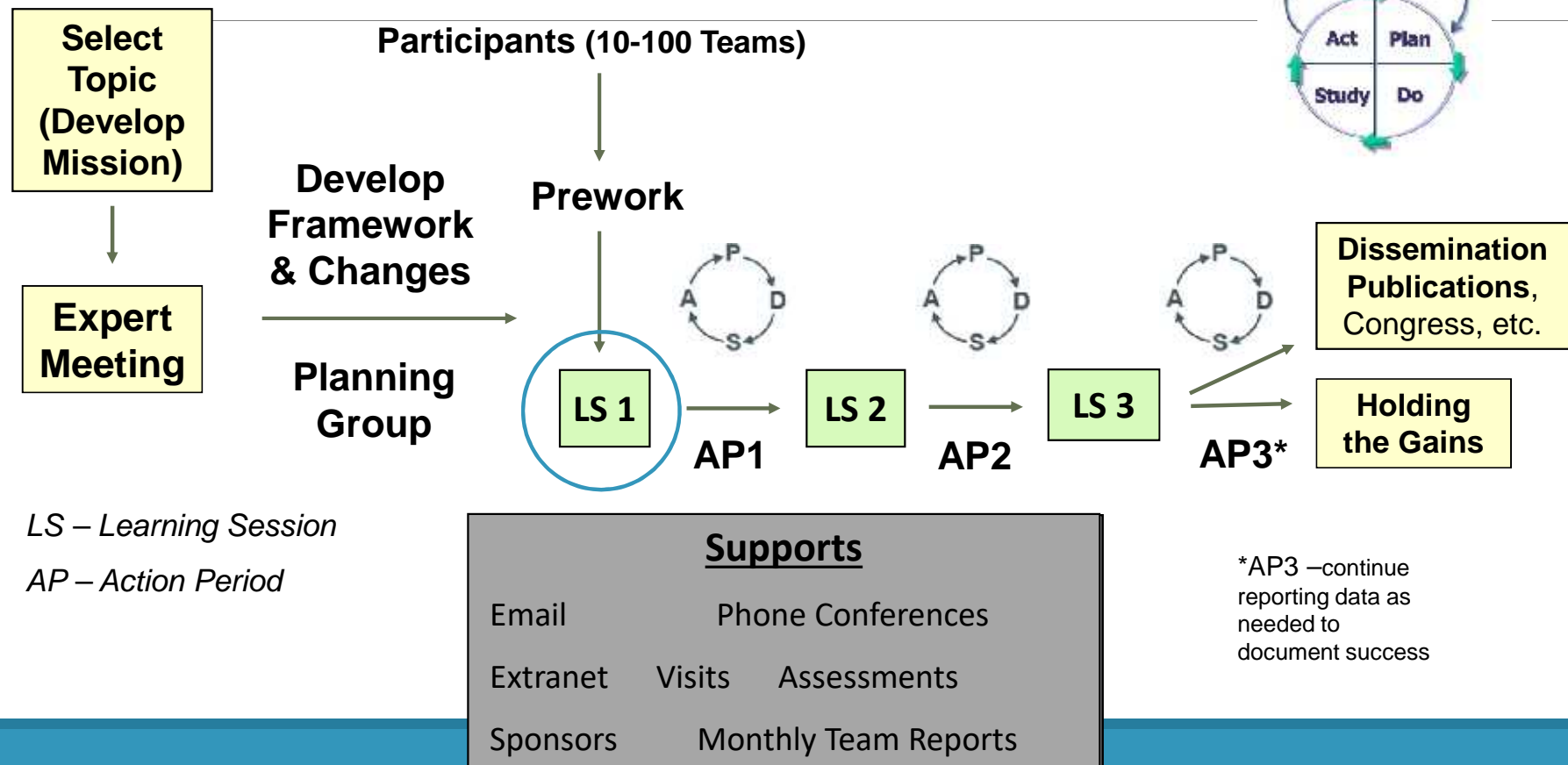


Building Community

# Learning Health System Network Model




# IHI Breakthrough Series Style Collaborative (6 to 18 Months Time Frame)



# Objectives Today

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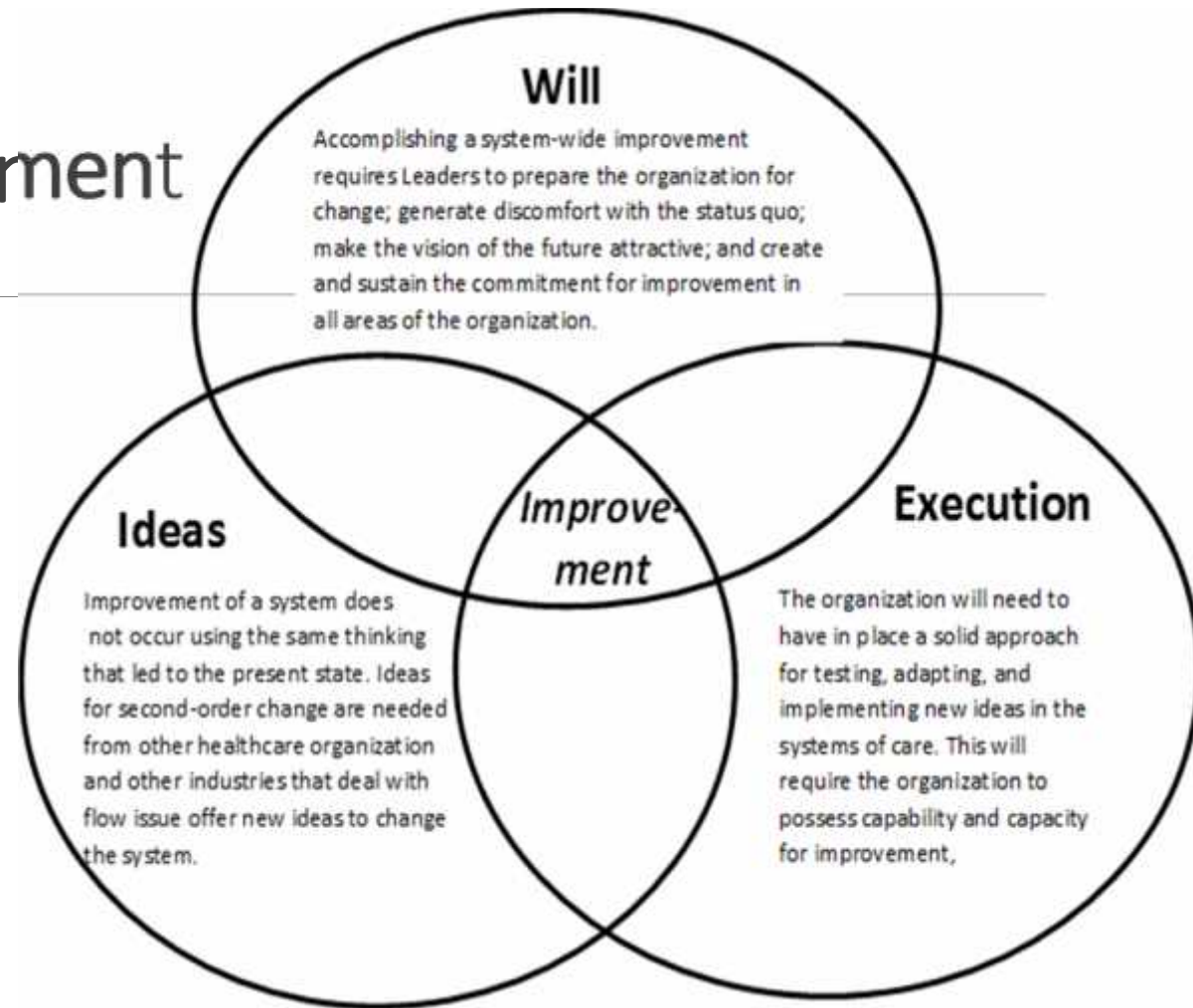
1. Review standard Learning Session that meets participant and Network needs
  2. Reflect on your Network's Learning Session agenda
  3. Discuss strategies to run sessions that meet Learning Session objectives
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# Key Elements for Breakthrough Improvement

**Will** to do what it takes to change to a new system

**Ideas** on which to base the design of the new system

**Execution** of the ideas



*Executing for System Level Results*

<http://www.ihi.org/IHI/Topics/Improvement/ImprovementMethods/ImprovementStories/ExecutingforSystemLevelResultsPart3.htm>

# Learning Session Objectives

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1. Develop a shared vision of the work of the Network
2. Learn and appreciate the Change Package
3. Learn method for accelerating improvement
4. Get connected to colleagues
5. Make solid plans for taking action quickly

Our agenda sets this up, but to get there...



# Learning Session: “Have to Haves” to Accelerate Improvement

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**Will** – Motivation comes from learning what is possible and from bonding with colleagues working on the same problem.

**Ideas** – Acquire great ideas for change using the Change Package, faculty, and colleagues

**Execution** – “All teach, all learn” environment. All will learn a method for making lasting changes and begin applying it



# Learning Session Design: Types of Sessions


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**Plenary sessions** - Everyone hears the same news and is in the work together

**Breakouts** - Small group discussions, connect to others, and invest in the work

**Team Meetings** - Process and planning time for the organization team

**Collaboration** - Connect to others and collaborate through storyboard session, informal meetings, and social interaction





# Types of Learning at Learning Sessions

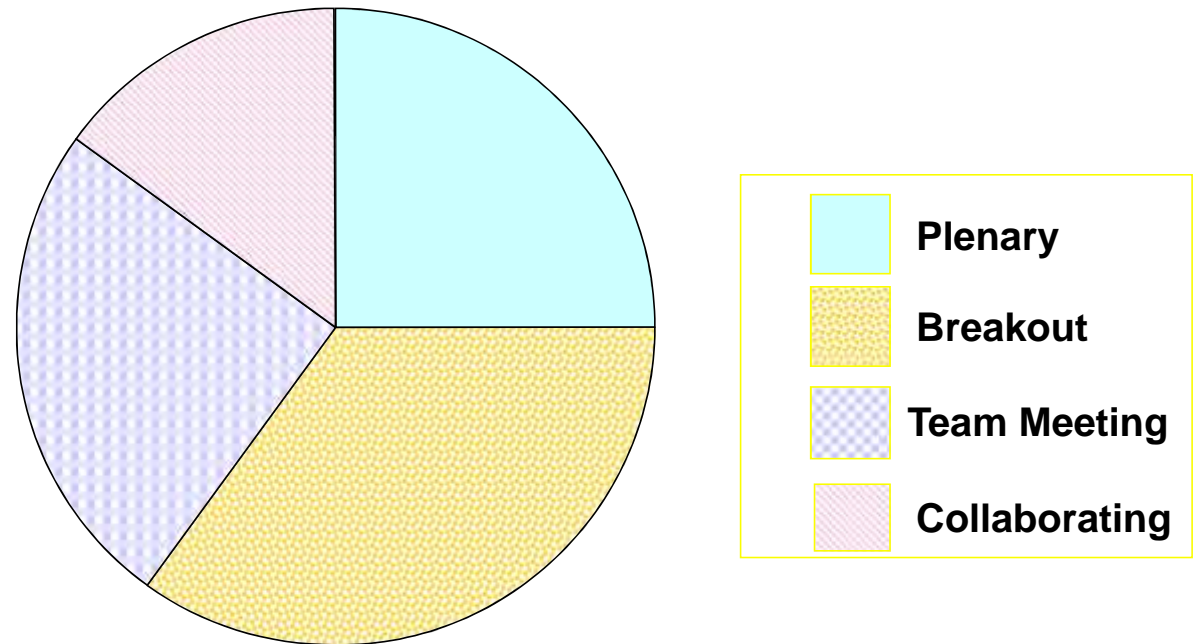
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Review your Network's  
LS1 Agenda

How much time are you  
planning for each of these  
types of sessions

Calculate % of each type.

**Types of Learning/Instruction at LS1**



## Percentage Distribution of LS1 Time

Network	Plenary	Breakout	Team Meeting	Collaborating
Glean				
Partners				
Epilepsy				
ALHN				

# Learning Session 1: Standard Agenda at a Glance

Day 1: Find Ideas	Day 2: Plan Changes
Welcome, Introductions & Overview	Open Panel Discussion
Shared Vision and Agenda	Skill Building Breakouts C & Measurement Breakout
Improving Care for population of patients	Accelerating Improvement - PDSA
Elements of a Good System of Care (Change Package)	Organizational Team Meeting II
Breakout Sessions A (changes)	Lunch (at your leisure)
Lunch & Storyboards	Breakout Session D - Collaboration and Feedback
Breakout Sessions B (changes)	Planning for Action Period I
Model for Improvement	Closing
Organizational Team Meeting I	

# Engaging Faculty and other Experts

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Plan the LS sessions with them

Play to their strengths

Orient them well with phone calls and meetings

Give them a “play book”—faculty agenda

Consider a Buddy system for new faculty



# LS1 Plenary Sessions

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**What:** Network leaders give well planned presentations on Vision, the gap (share data), and Change Package. Use data, patient stories, clinical stories.

## **Results:**

**Will - Establish culture, show the gap, show it can be done**

Ideas - Credible description of the Change Package

Execution - Stories of success



# Breakout Sessions – Change Package, Measurement, Skill Building

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**What:** Faculty give presentations and lead discussion on aspects of the change package and/or specific skills involved in using it.

## Results:

Will - Further evidence it can be done

**Ideas - Detailed “how to” from faculty and participants on the whole Change Package**

Execution – Measurement Strategy. Stories of success have more rich details on “how to”



# Storyboard Session

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**What:** Teams visit each other's storyboards, while faculty guide the discussion.

**Results:**

Will - "If they can do it, I can too"

Ideas - Identify ideas others have tried and give credibility to ideas

Execution – develop relationships. In later sessions, learn more about execution



# Model for Improvement Presentations



**What:** Improvement Advisor (QIC) gives a general picture of the MFI and details on Aims, Measurement Strategy, Changes, and using PDSA for testing.



## Results:

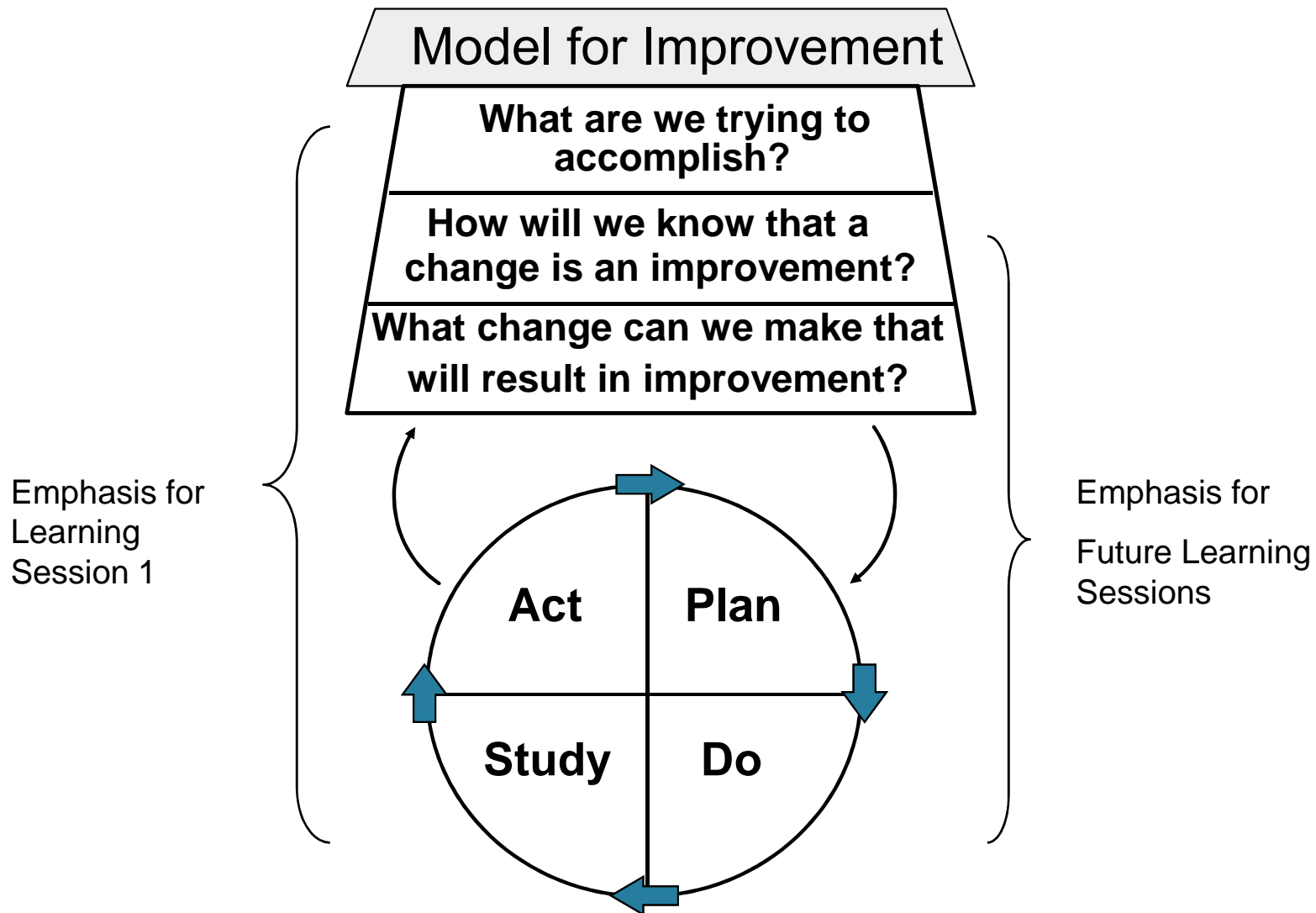
Will - Adds confidence: it can be done

Ideas - Use application of Network changes as examples

**Execution** - Sharpen focus on aim and how to measure for improvement. Prepare for the Organization Team Meeting







# Open Panel Discussion (Day 2)

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**What:** Faculty Comments about Day 1 and Worksheets, answer questions from participants

**Results:**

Will - Encourages raising issues and getting answers

Ideas - Clarifies specific technical issues about the changes

Execution - Brings together changes with methods for measuring and testing



# Organization Team Meetings

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**What:** Organization (e. g. Clinic) team meets to process what they have learned and apply to their own plans in their organization, including aim, measures, changes and PDSA testing plans.

**Results:**

Will - Learning from others now brought to team for encouragement

Ideas - Pool ideas gathered from others and sort through what their organization needs

**Execution - Build their execution plan based on sound improvement principles**



# Report Out - Breakout Session

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**What:** Groups of teams meet in breakout sessions with faculty to discuss plans

## **Results:**

Will - Builds confidence that they are on the right track

Ideas – Get specific ideas from colleagues

Execution - Gets feedback on first PDSA cycles and overall plans

# Using Worksheets to Foster Action

Worksheets at the Learning Session provide structure for action

## PDSA Worksheet

**PDSA Worksheet**

Project SMART Aim:  
What key driver does this test impact? What is the objective of the test?

**PLAN:**

A. Briefly describe the test:

B. What would the successful test look like?

C. How will you measure the success of this test?

D. What do you predict will happen?

E. Plan for collection of data:

F. Tasks:

List the tasks necessary to complete this test (what)	Person responsible (who)	When	Where

**DO:** Test the changes.  
Was the cycle carried out as planned? ☐ Yes or ☐ No

Record data and observations.

What did you observe that was not part of the plan?

**STUDY:**  
Did the results match your predictions? ☐ Yes or ☐ No

Compare the result of your test to your previous performance:

What did you learn?

**ACT:** Decide to Adapt, Adopt or Abandon (shade one box).

☐ **Adapt.** Improve the change and continue testing the plan. Plan/changes for next test.

☐ **Adopt.** Select changes to implement on a larger scale and develop an implementation plan and plan for sustainability.

☐ **Abandon.** Discard this change idea and try a different one.

James H. Anderson Center for Health Systems Excellence  
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## Project Planning Form (series of PDSAs)

**Ramp Strategy Planning**  
\*To be completed prior to beginning PDSA testing

Ramp Name:

	Test Cycle 1	Test Cycle 2	Test Cycle 3	Test Cycle 4
Test Description:				
Test Population (description & n=):				
Location of test:				
Duration (# hours/days/shifts/etc):				

# Action Period Planning and Closing

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**What:** Leaders reviews all the supports to help teams stay connected in the action period. Chair gives an encouraging message - “You have a plan - go forth and improve!”

## **Results:**

Will - Peer pressure to get started


Ideas – Plans to share

Execution - Know where to get help and know expectations for moving quickly to action

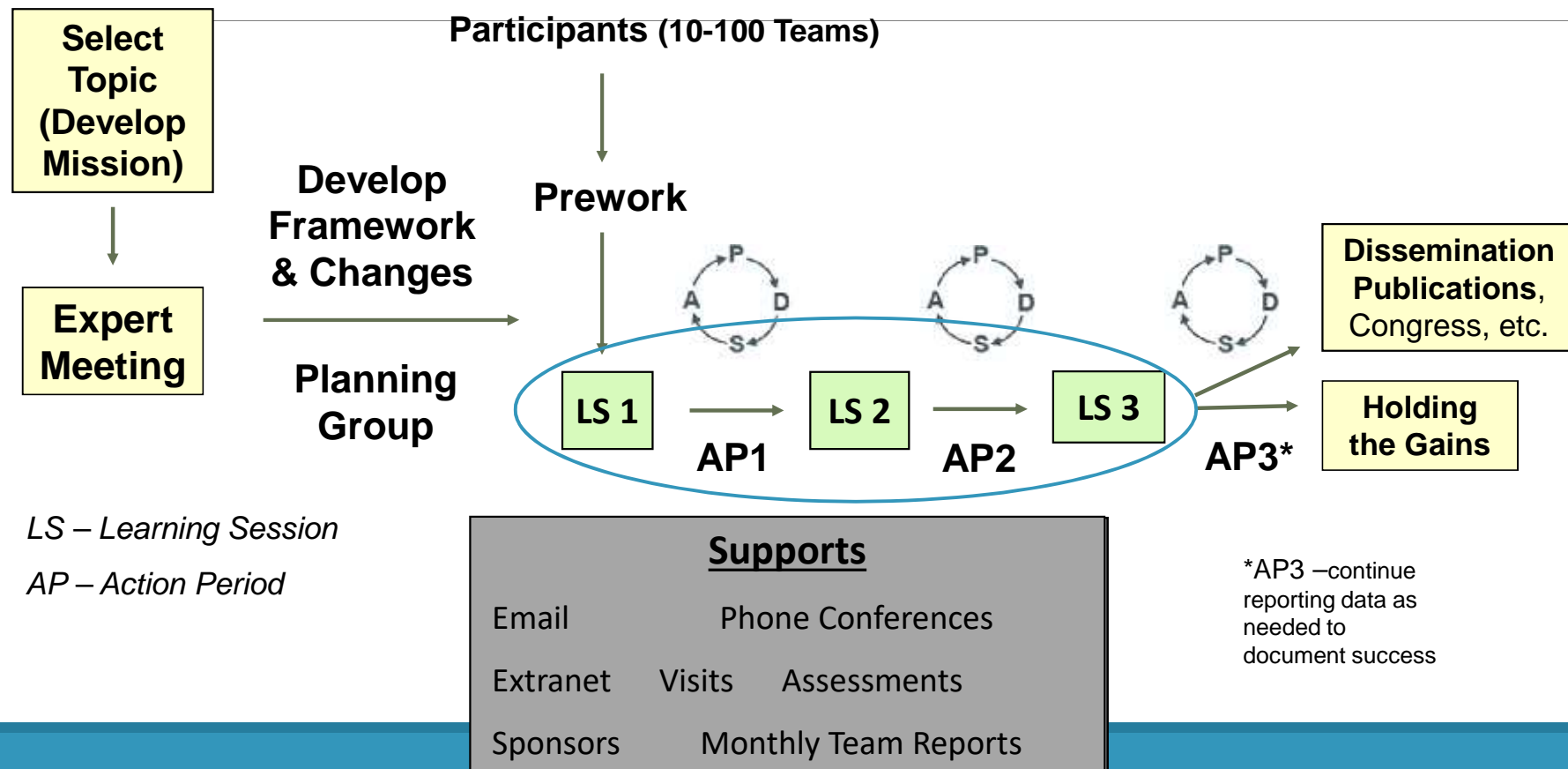


# Learning Session 1 Output for Teams

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- Clarity on project Aim and Measures
  - A viable plan for the first test of change
  - A written and feasible project plan that includes testing multiple changes
  - The motivation and confidence to get started immediately
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# IHI Breakthrough Series Style Collaborative (6 to 18 Months Time Frame)



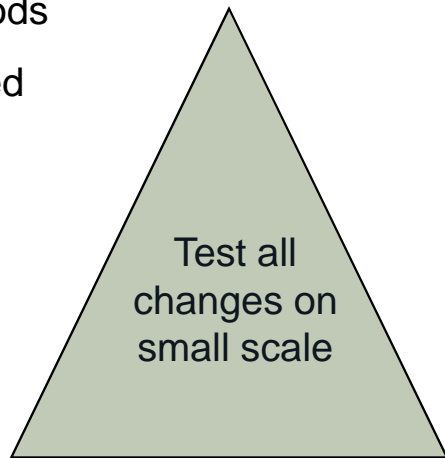


# Learning Session Objectives (with 3 LS)

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## Learning Session 1

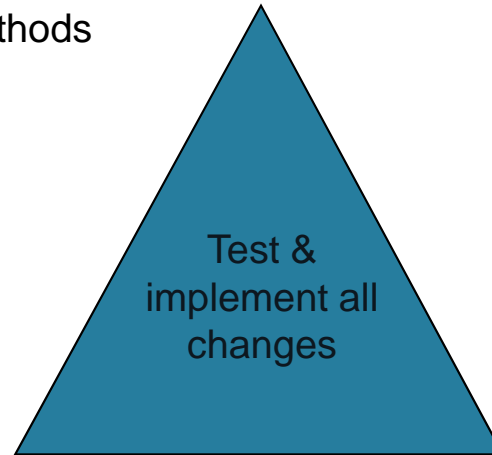
Get Ideas  
Get Methods  
Get Started



Action Period 1

## Learning Session 2

Get More Ideas  
Get Better at Methods  
Get a “Stride”



Action Period 2

## Learning Session 3

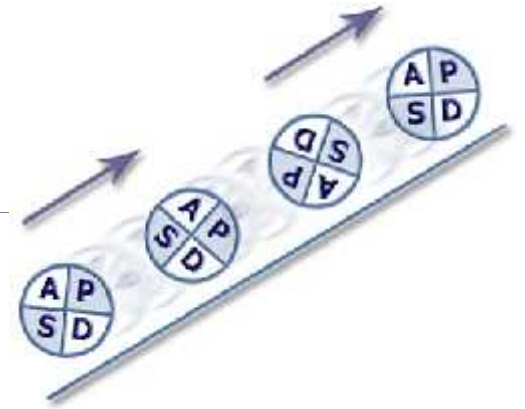
Celebrate Successes  
Get ready to Sustain  
and Spread



# From Learning to Action

Learning Sessions set up participants to take action in their organization:

- **Will** - Connection to colleagues, ambitious plans, confidence and competition
- **Ideas** - Begin with a prioritized list and prepare to learn more from colleagues
- **Execution** - A method that, once learned, will carry them through many cycles of learning and improvement



Action periods are the times when change happens and processes improve

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**HINT: All of the Work at the Learning Session is to Get Ready for the Action Period...**

Organization Teams:

Try changes

Measure results

Get help from colleagues and collaborative leaders

Collaborative Leaders:

Support teams in their improvement work

Build collaboration and shared learning

Assess collaboration and progress



## Reflect on your LS1 agenda with your leadership team

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Are there sessions on your agenda that you have questions or concerns about?

Is anything missing from the standard LS1 agenda?

What questions do you have about leading these sessions?

