

## COVER

Quality Improvement: A Tool for Transformation

Winter 2021: February 12, 2021 - May 20, 2021

## INSIDE

Dear Colleagues,

As clinicians, we have an essential leadership role to play in redesigning complex healthcare delivery. Over the last two decades, both our communities and the medical profession have recognized that the US healthcare system often falls short in meeting patients' and our own expectations for safety, quality, and efficiency. This disappointing performance persists and has been challenging to solve, despite the best intentions of all parties involved. Quality improvement is hard and complex, but essential. The financial viability and success of hospitals and physician practices will depend on their ability to improve quality, safety and value to patients and payers.

Physicians must lead the transformation of care delivery systems to fulfill the expectations of our patients. Responsibility for care improvements cannot be delegated to administrators and insurers. Unfortunately, many physicians didn't receive training in medical school on how to lead quality improvement projects. However, with the right training, physicians can acquire these skills at any career stage and can guide healthcare organizations with the optimal approach to safe and effective care delivery.

At the WSMA, we have been working to address this challenge and I am pleased to announce a new professional development course for physicians, physician assistants, and other members of the health care team. In partnership with the University of Washington Center for Scholarship in Patient Care Quality and Safety, the WSMA has designed a 14-week hybrid course to equip you to lead and participate in quality improvement projects in your organization.

We hope to see you and your colleagues at the course.

Mika Sinanan, MD, PhD

*WSMA Executive Board, 1<sup>st</sup> Vice President*

## Faculty

**Russell Migita, MD** is a practicing physician and the Clinical Director in the Emergency Department at Seattle Children's Hospital.

Russ is the Co-Director of Education at the UW Medicine Center for Scholarship in Patient Care, Quality & Safety, where he co-directs a Certificate Program in Quality and Safety .

Russ has trained hundreds of health care staff in the WWAMI region and led dozens of QI efforts using A3 methodology, Six-Sigma tools, Model for Improvement, Lean, and Lean facility design.

**Nicholas Meo, MD** is a hospitalist and Associate Medical Director for Quality and Safety at Harborview Medical Center in Seattle, Washington. As an educator, he has developed curriculum and taught hundreds of medical students, residents, faculty and staff in principles of quality improvement and patient safety.

## Guest Speaker

**Edwin Lindo, JD** is a Critical Race Theory Scholar and educator who is faculty within the Department of Family Medicine at the University of Washington School of Medicine; and Associate Director for Equity and Critical Teaching in the Center for Leadership and Innovation in Medical Education. Edwin teaches,

presents, and writes on issues of race and racism within Medicine and society. He is also the creator of The Praxis Podcast.

## CME Credit

### **Accreditation with Commendation**

The WSMA is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

### **AMA PRA Category 1 Credit™**

The WSMA designates this live activity for a maximum of xx *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

### **Washington State Category I Credit**

This activity meets the criteria for up to xx hours of Category I CME credit to satisfy the relicensure requirements of the Washington State Medical Quality Assurance Commission.

## Registration

Register for the WSMA Quality Improvement Course online at [wsma.org/qualityimprovement](https://wsma.org/qualityimprovement).

The tuition for the course is:

**WSMA Members** - \$1,500

**Non-Members** - \$2,000

Payment for the course is accepted by credit card or check. To pay by credit card, you may do so when registering online. To pay by check, please remit payment with the registration form, to the address below, and we will send you an email confirming your registration. It is important we receive payment prior to the first day of the course.

Washington State Medical Association

ATTN: Abby Vincent

2001 6th Avenue #2700, Seattle, WA 98121

## Objectives

- Teach frontline healthcare workers basic QI tools to lead improvement work in their clinical areas
- Develop an idea for a QI project using a systematic approach
- Understand impact of improvement work on equity and approaches to reduce healthcare disparities
- Outline quality improvement strategies to overcome barriers to implementation and maximize the

impact of interventions.

## Agenda

<b>8:00 a.m. - 8:10 a.m.</b>	<b>Welcome</b>
8:10 a.m. – 9:00 a.m.	Introduction to Quality Improvement
<b>9:00 a.m. - 9:10 a.m.</b>	<b>Break</b>
9:10 a.m. - 9:45 a.m.	Crafting AIM Statements
9:45 a.m. – 10:45 a.m.	Process Mapping
10:45 a.m. – 11:30 a.m.	Developing Measures
<b>11:30 a.m. - 12:00 p.m.</b>	<b>Lunch</b>
12:00 p.m. - 1:00 p.m.	<i>Building a Driver Diagram</i>
1:00 p.m.– 1:30 p.m.	Equity in Improvement
1:30 p.m. – 2:30 p.m.	Introduction to LEAN concepts
<b>2:30 p.m. - 3:00 p.m.</b>	<b>Closing and Next Steps</b>
<ul style="list-style-type: none"><li>• <i>Scheduled check in with progress report from participants</i></li><li>•<ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li></ul></li><li>•</li></ul>	
<b>8:00 a.m. - 8:10 a.m.</b>	<b>Welcome</b>
8:10 a.m. - 9:30 a.m.	Revisiting Driver Diagrams & Measures
<b>9:30 a.m. - 9:45 a.m.</b>	<b>Break</b>
9:45 a.m. - 11:00 a.m.	Planning a PDSA Cycle – the Iterative Process

11:00 a.m. -12:00 p.m.	Utilizing Data in Improvement
<b>12:00 p.m. - 12:45 p.m.</b>	<b>Lunch</b>
12:45 p.m. – 2:00 p.m.	Leading Change
2:00 p.m. - 3:00 p.m.	Disparities & Equity in Medicine (Edwin Lindo)
<b>3:00 p.m. – 3:10 p.m.</b>	<b>Closing &amp; Next Steps</b>
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