

# Quality Education and Quality Improvement Project

## Purpose

To define the process and responsibilities required for completion of the residency quality education and quality improvement project requirement.

The ACGME competency of “Practice-based learning and improvement” requires that residents perform practice-based improvement activities using a systematic methodology. There are many benefits for residents who are involved in performance improvement activities, not only do they feel they are an integral part of patient care, but they gain life skills that can be used in multiple settings. And most importantly, they gain a sense of ownership in their own education.

## Curriculum Goals

After completion of the course, residents should be able to:

1. Demonstrate knowledge and appreciation for the need to improve quality in health care
2. Demonstrate knowledge and skills necessary to effectively participate as a contributing member or leader of a quality improvement effort

## Responsibilities

### Quality Education

All residents will be required to complete the Institute for Healthcare Improvement (IHI) Open School Basic Training Certificate by the end of residency. This coursework will satisfy the Emergency Medicine Milestone – Practice Based learning requirement (PBLI2 Level 3) to “Know basics of a performance improvement methodology, such as PDSA”.

For **free registration** of the coursework, go to the following link and select “student” under “primary role”:

<https://www.ihl.org/ layouts/ihl/userregistration/userregistration.aspx?ReturnURL=%2fPages%2fdefault.aspx>

The **coursework** is available online free of charge at:

<http://www.ihl.org/offerings/IHIOpenSchool/Courses/Pages/default.aspx>.

The QI series of courses, QI 101 – QI 106, are required to be completed in the first three months of the intern year in preparation for choosing and starting your project. The rest of the coursework should be completed according to the schedule below:

Required Coursework	Completion Date
QI 101 – QI 106	September 1 of intern year
PS 100 – PS 106	July 1 of second year
PFC 101, QVC 101, TA 101, L 101	July 1 of third year

## Quality Improvement Project

All residents will be required to participate in a quality improvement (QI) project by the end of their residency. The intent of the project is to give you a better understanding of the quality improvement process from a hands on approach. In addition, involvement in a QI project will help satisfy the Emergency Medicine Milestone - Patient Safety requirement (SBP1 Level 5) that residents “Use analytical tools to assess healthcare quality and safety and reassess quality improvement programs for effectiveness for patients and for populations”.

Residents that are interested in leading a QI project will be required to complete online assignment worksheets to assist with guidance through the quality process. The online resources to assist in completion of the project include project worksheets and pertinent articles which are available on the ROD website and the quality wiki:

<https://sites.google.com/site/regionsemlongitudinalprogram/quality/quality-improvement-projects>

**Username:** residentoftheday

**Password:** resotheday

Finally, residents will be required to present their QI project progress at the scholarly and QI project review meetings.

#### **Steps in the Project:**

1. Choose and email a quality project to the quality director/ quality chief resident.
2. Study the process as it currently exists at Regions Hospital.
3. Review the medical literature, community standards or other information to establish what is defined as “good care” for the topic in question.
4. Develop a specific aim statement (i.e. what are we trying to accomplish?) that states the proposed change and method of measuring (i.e. How will we know that a change is an improvement?) the process.
5. Measure baseline performance of how well the current process is being achieved
6. Generate a list of possible changes that could be made to improve the process so that the aim is achieved more frequently or at a higher level.
7. Test and Implement agreed upon quality improvement changes
8. Study and measure results of the changes
9. Present QI project progress at the scholarly and QI project review meetings

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