

Nemours Children's Health Quality Champions Program

Cohort 5 Program Syllabus



NEMOURS
CHILDREN'S HEALTH

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Quality Champions Program Overview

Cohort 5 Program Dates

September 30, 2024 – June 25, 2024

Planning Committee

Arezoo Zomorodi, MD
John Sarandria, MD, MS, FAAP
Lloyd Werk, MD, MPH
Judith Guidash, BSN, RN, CPHQ
Tricia Flaherty, MPH, LSSGB
Justin Criddle, MBA, CSSBB
Ashley Medina, DHSc, MHA, CPHQ, CPPS, PMP

Program Coordinators

Celeste Pina, BS
Allie Goetaski, MPH

Email

QualityChampions@nemours.org

Monthly Class Meeting Location

In person session meeting locations:

- Session 2
 - NCHDE - 3rd Floor Lecture Hall
 - NCHFLL - 1st Floor Auditorium
 - NCHJAX - 10th Floor Auditorium
- Session 6
 - NCHDE - 3rd Floor Lecture Hall
 - NCHFLL - 1st Floor Auditorium
 - NCHJAX - 10th Floor Auditorium
- Session 10 (Graduation)
 - NCHDE - 3rd Floor Lecture Hall
 - NCHFLL - 1st Floor Auditorium
 - NCHJAX - 10th Floor Auditorium

All other sessions will be hosted via Microsoft Teams

Monthly Class Meeting Time

4:00 pm – 5:30pm

Check each course [here](#) for Teams meeting links

Monthly Teams Pre-Arranged Meeting Time (Can change based on group decision)

Third Wednesday of Every Month
4:00pm – 5:30pm

Course Overview

Interdisciplinary teams participate in a 10-month program for training in Quality Improvement and Patient Safety. In addition to individuals earning an IHI Basic Certificate in Quality and Patient Safety, each team will complete a team quality improvement project facilitated by their mentor. It is encouraged that teams submit their final Storyboards to the IHI Annual Forum in Orlando, FL and other national meetings.

Participants will complete online modules from IHI in our flipped classroom and meet monthly to expand on their learnings.

Among those who have already completed the Basic Certificate, participants can take Intermediate Level modules (Track B) outlined in the Schedule below (page 4).

Required Course Deliverables

Institute for Healthcare Improvement (IHI) Basic Certificate Program (13 modules) (Track A)

Institute for Healthcare Improvement (IHI) Intermediate Level modules (recommended for those who have already completed the Basic Certificate modules) (Track B)

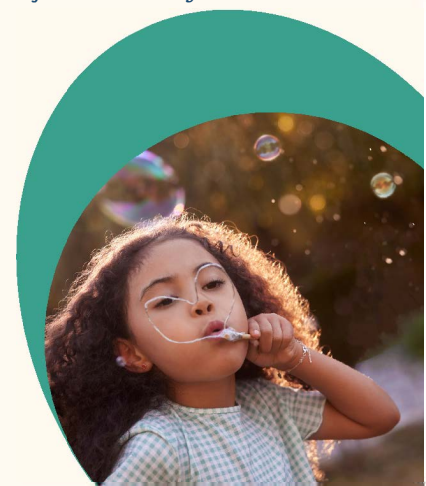
Team Storyboard and Presentation (Both Track A and Track B)

Aims:

- To develop a cohort of health care professionals with training in quality improvement
- To sponsor QI champions led projects at the unit level to advance the Mission Zero Initiative
- To promote interprofessional teamwork in quality improvement
- Graduates will disseminate learnings and lead future quality improvement activities

Measures:

- Completion of the 13 IHI modules for the Basic Certificate program or other assigned modules
- Completion of all required assignments (Supplemental learning activities and additional readings are optional)
- Attending Introductory Session and Graduation Session
- Attending at least 7 of 9 monthly didactic sessions
- Completion of pre and post tests
- Demonstration of meaningful participation in QI project and Storyboard



Program Schedule

Session Information	Session Activity	Homework (IHI Modules and Deliverables)		
		Track A - Newcomer	Track B - Intermediate	Due Prior to Next Session
Introductory Session September 30, 2024 4:00 PM - 5:30 PM Speaker: Lloyd Werk, MD, MPH	Work Styles Inventory	QI 101; QI 102	GME 202; GME 203	Pre-Test Due: October 18th
Session 1 Intro to Health Care Improvement October 23, 2024 4:00 PM - 5:30 PM Speaker: Lloyd Werk, MD, MPH	Aim Statements, Measures, Intro to Charters	QI 105; PS 104	L 201	Draft Title, Team Members, and Aim slides Due: November 1st
Session 2 Leading and Teamwork November 6, 2024 - In Person 4:00 PM - 5:30 PM Speaker: TBD Optional Slicer Dicer Session (45 min) November 6, 2024 @ 5:30 PM & November 13th 4:00 PM Speaker: Keith Vangilder	Process Mapping, Cause & Effect Diagram	QI 103, QI 104	L103	Complete Session 1 homework and Cause and Effect slide Due: November 27th
Session 3 Testing & Data December 4, 2024 4:00 PM - 5:30 PM Speaker: Arezoo Zomorodi, MD	Create Run Charts	PS 101 Noah's Story	PS 203; PS 202	Complete Measures and Background slides, revise Methods slide, start collecting measures Interim Review of PPT (explain everything up until slide 33 will be reviewed by mentors and commented on) Due: December 20th
Session 4 Patient Safety & Human Factors January 8, 2025 4:00 PM - 5:30 PM Speaker: Jonathan Ledbetter, PhD, CPE, CSP & Julie Ginsberg, DNP, RN	Activity Driver Diagram & Round Robin Breakout Session	PS 102; PS 103	QI 202	Complete Driver Diagram slide and extract purple slides for presentation report out Due: January 29th Submit to the Quality Review Committee Due: TBA
Session 5 Project Update February 5, 2025 4:00 PM - 5:30 PM Facilitator: John Sarandria, MD, MS, FAAP	Team Report Out; Cohort 1-4 Poster Presentation Review	Review Nemours Care Bundles, Catch up on previous IHI modules	Review Nemours Care Bundles, Catch up on previous IHI modules	Continue to record measures on run chart(s) Conduct PDSA cycles and annotate run chart
Session 6 Adverse Events, Harm Prevention March 5, 2025 - In Person 4:00 PM - 5:30 PM Speaker: Harm Prevention Program Managers Erin Coyle, DNP, APRN, ACCNS-P, CCRN & Katie Farrell, MSN, RN, CPN, CNOR	Work through Cause Analysis	PS 105, PFC 101	PS 201, PFC 201	Continue to record measures on run chart(s) Conduct PDSA cycles and annotate run chart

Program Schedule (cont.)

Session Information	Session Activity	Homework (IHI Module and Deliverables)		
		Track A - Newcomer	Track B - Intermediate	Due Prior to Next Session
Session 7 Patient and Family Centered Care April 2, 2025 4:00 PM - 5:30 PM Speaker: Peggy Greco, PhD	Family Advisory Council – Idea Team	TA 101	TA 103	Complete Lessons Learned, Barriers, Next Steps Final Review of MS PowerPoint Due: April 30th
Session 8 Quintuple Aim May 7, 2025 4:00 PM - 5:30 PM Speaker: Jonathan Miller, MD, FAAP	Work on 5-minute presentations	L 101	QI 201	Practice 5-min Presentation (Please reach out to Celeste to Schedule - May 8th-June 13th) Submit final draft of Storyboard Poster for review Due: May 16th Submit final Storyboard Poster to Printers Due: May 23th
Session 9 Leadership June 4, 2025 4:00 PM - 5:30 PM Speaker: TBD	TBD			Submit final 5-min Condensed PowerPoint Due: June 13th Post-Test
Session 10 Graduation (Project Presentations) June 25, 2025 - In Person 4:00 PM - 5:30 PM				Submit Abstract for Quality Week (look for announcement in August) *required Due: TBA

Schedule is subject to change.

Legend

Blue – Quality Modules Grouping (PS 101-105, 201-202)

Green – Patient Safety Modules Grouping (QI 101-105, 201)

See American Board of Pediatrics Maintenance of Certification Accreditation Statement below

Program Completion Policy

All participants are expected to be actively engaged in large group sessions, team meetings/project work, IHI modules, and complete both the pre-test and post-test. Missing more than 2 of the 11 sessions will jeopardize successful program completion and may result in program dismissal. By missing more than 2 sessions, participants will forfeit their graduation certificate and potential graduation gifts. Additionally, continuing education credits will be awarded commensurate to participants' active meaningful engagement. Please reach out to your mentor or to the program faculty for help if you are struggling to meet deadlines or deliverables.

Continuing Education Accreditation Statements

Nemours sponsored credits:

Nursing Accreditation

Nemours Children's Hospital, Delaware is approved as a provider of nursing continuing professional development by Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Physician Accreditation

Nemours is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education to physicians.

Nemours designates this live activity for a maximum of 13.5 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



American Board of Pediatrics Maintenance of Certification

ABP MOC – Part 2

Successful completion of this CME activity, which includes participation in the evaluation component, enables the learner to earn MOC points in the American Board of Pediatrics' (ABP) Maintenance of Certification (MOC) program. Immediately following each class session, physicians can complete a brief survey towards securing 1.5 ABP MOC Part 2 point through the Nemours Portfolio for the class and to earn up to 13.5 total MOC points for the program. It is the CME activity provider's responsibility to submit learner completion information to ACCME for the purpose of granting ABP MOC credit.

ABP MOC – Part 4 -

Active participation in the team project including poster presentation and attestation enables the learner to earn up to 25 Part 4 MOC points in the American Board of Pediatrics' (ABP) Maintenance of Certification (MOC) program. Upon successful presentation of the team project and personal attestation, physicians can secure 25 ABP MOC Part 4 points through the Nemours Portfolio. Guidance will be provided during class sessions. It is the Nemours Portfolio Sponsor manager's responsibility to submit learner completion information to ABP for the purpose of granting ABP MOC credit.

American Board of Medical Specialties Maintenance of Certification

MOC Part 2 and Part 4 Credits for boards other than ABP may be arranged through Nemours' American Board of Medical Specialties (ABMS) portfolio. Please contact QualityChampions@nemours.org for further information.

Continuing Education Accreditation Statements (cont.)

Institute for Healthcare Improvement sponsored credits:

Basic Certificate Program

In support of improving patient care, the Institute for Healthcare Improvement is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), the Accreditation Council for Continuing Medical Education (ACCME), and the National Association for Healthcare Quality (NAHQ) to provide continuing education for the health care team. 17.75 continuing education credits are available for nurses, physicians, and pharmacists, who earn the certificate of completion for all 13 courses.

By completing select IHI Open School courses, diplomates of several of the American Board of Medical Specialties (ABMS) Member Boards may now earn Maintenance of Certification (MOC) activity points in the following categories: Lifelong Learning (MOC Part 2 CME), Self-Assessment (MOC Part 2 SA), and Patient Safety. Note: the American Board of Pediatrics requires completion of a Quality grouping of 6 courses (QI 101, QI 102, QI 103, QI 104, QI 105, QI 201) for 20 points of Part 2 MOC credit. The Patient Safety grouping of 7 courses (PS 101, PS 102, PS 103, PS 104, PS 105, PS 201, PS 202) is required for another 20 points of Part 2 MOC credit. Other ABMS boards may have other requirements. Please refer to this [link here](#) for more information or email memberinfo@ihi.org.

Payroll Guidelines for Non-Exempt Associates

Program time is divided into three parts:

1. Large group sessions (1st Wednesday of each month) – 17 hours total
2. Independent work in online IHI modules – up to 18 hours total
3. Team meetings for project work (3rd Wednesday of each month, unless otherwise changed by team) –up to 20 hours total

Associates will follow unit-specific payroll practices to submit their worked time to their manager/timekeeper.

This time will be coded in Kronos as Education time and will not count against unit productive time. However, associates should not be scheduled overtime.

Total Allowable Hours: 55 Hours

Accessing Microsoft Teams

Most meetings will be scheduled in Microsoft Teams. You will need to be able to access Microsoft Teams from a computer or the app on your smartphone. If joining from a Nemours computer on campus, you can access the Teams app from the desktop.

If you are joining from a non-Nemours device, download the Microsoft Authenticator to be able to access Microsoft Teams remotely at

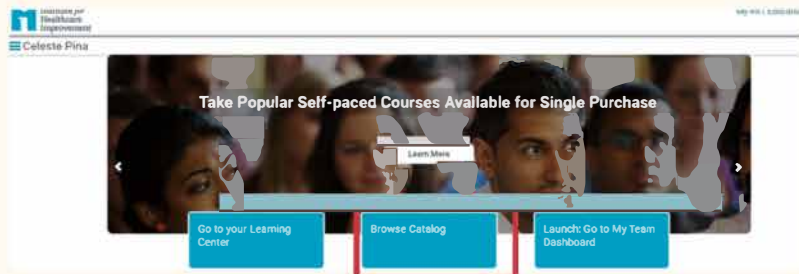
<https://www.microsoft.com/en-us/microsoft-teams/log-in> (does not need to be a Nemours device).

Please reach out to the Nemours Help Desk (407-567-4357) with any troubleshooting concerns.

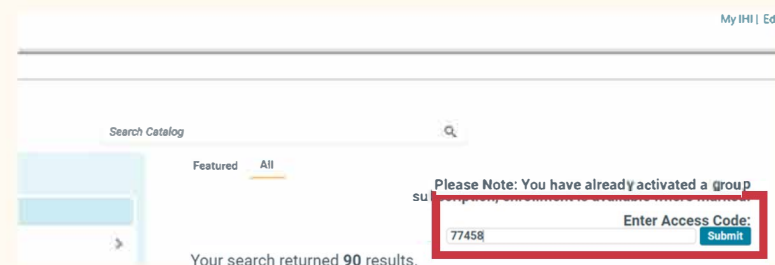
Accessing IHI Open School

Step 1: Associate will create an account at <https://my.ihl.org/topclass/lmsportal.aspx> using their Nemours email address.

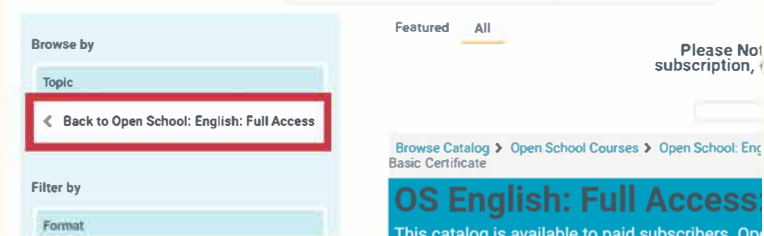
Step 2: Once account is created, associates will log in and Click on Browse Catalog.



Step 3: Enter **77458** into the Access Code bar (this code will change in April 2025)

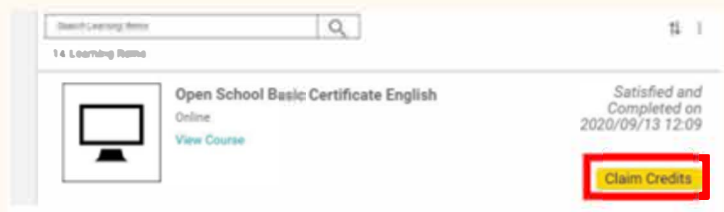


Step 4: After clicking submit, navigate to the left of the screen. Under “Topic” click **Open School Courses -> OS English: Full Access: Basic Certificate**. This will filter your results to the 13 modules required for the completion of this certificate program (Track A: Newcomer), which are shown below. Those on Track B: Intermediate, search for the designated 200 series module. Please complete modules in the order listed on the Quality Champions Program Schedule.



Step 5: Enroll in the modules and complete each of the associated lessons and the module’s post-course survey.

Step 6: Once all 13 modules are completed, the associate can claim credits in the “Completed” section of the Learning Center. Once the credits are claimed, the certificate can be printed by visiting www.ihl.org/certificatecenter. If the certificate does not populate, please contact memberinfo@ihl.org for assistance.



Submission to Quality Review Committee

The Nemours Quality Review Committee reviews proposed Quality Improvement projects for adherence with a plan consistent with QI methodology and provides approval or rejection in a timely fashion. The committee focuses on projects with potential for external dissemination – providing institutional letter of support to facilitate spread, ensures adherence with DHHS and related regulations.

You can download [Sample QRC Submission Form Worksheet.docx](#) to draft your application and, when ready, use the [link to online application](#) to submit.

Each team can use their working PowerPoint deck to complete the online submission.

A determination letter will be sent to the submitting applicant within 1-2 weeks.

At 6-month and 12-month intervals, a brief survey about progress of project will be requested.