



# Building Quality Improvement Skills Virtually

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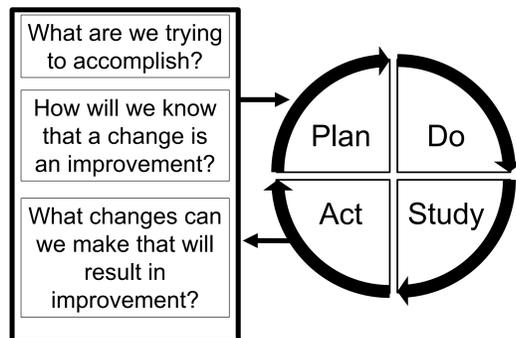
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## Aims

- Empower staff
- Build quality improvement (QI) skills
- Create online community
- Designed to be cost effective

## LEAP: Learn. Engage. Act. Process.

### Model for Improvement



### QI Coaching

- Improvement Coaches were trained in the Institute for Healthcare Improvement approach
- Coaches met with each team for 8-10 online, one-hour long meetings



### Virtual Collaboratives

Coaches facilitated 9 online meetings per cohort where teams collaborated and shared information



### Patient-centered Data

- User feedback
- Participants encouraged to use these data reports to set a program improvement goal



### Online Platform

- Online community (VA Pulse)
- Includes data reports, written and video guidance, and other resources

## Curriculum Timeline



## 42 Participating VAs



## Findings



Participants significantly improved their QI skills



Lack of time is the biggest challenge



Participants plan to continue making improvements

## Conclusions

- LEAP has the power to engage frontline staff in QI
- LEAP was successful in helping teams gain QI skills, even with little available time
- LEAP effectively showed “learning while doing” - teams conducted local improvement projects aimed at making an immediate impact on the delivery of care