



Building Quality Improvement Skills Virtually

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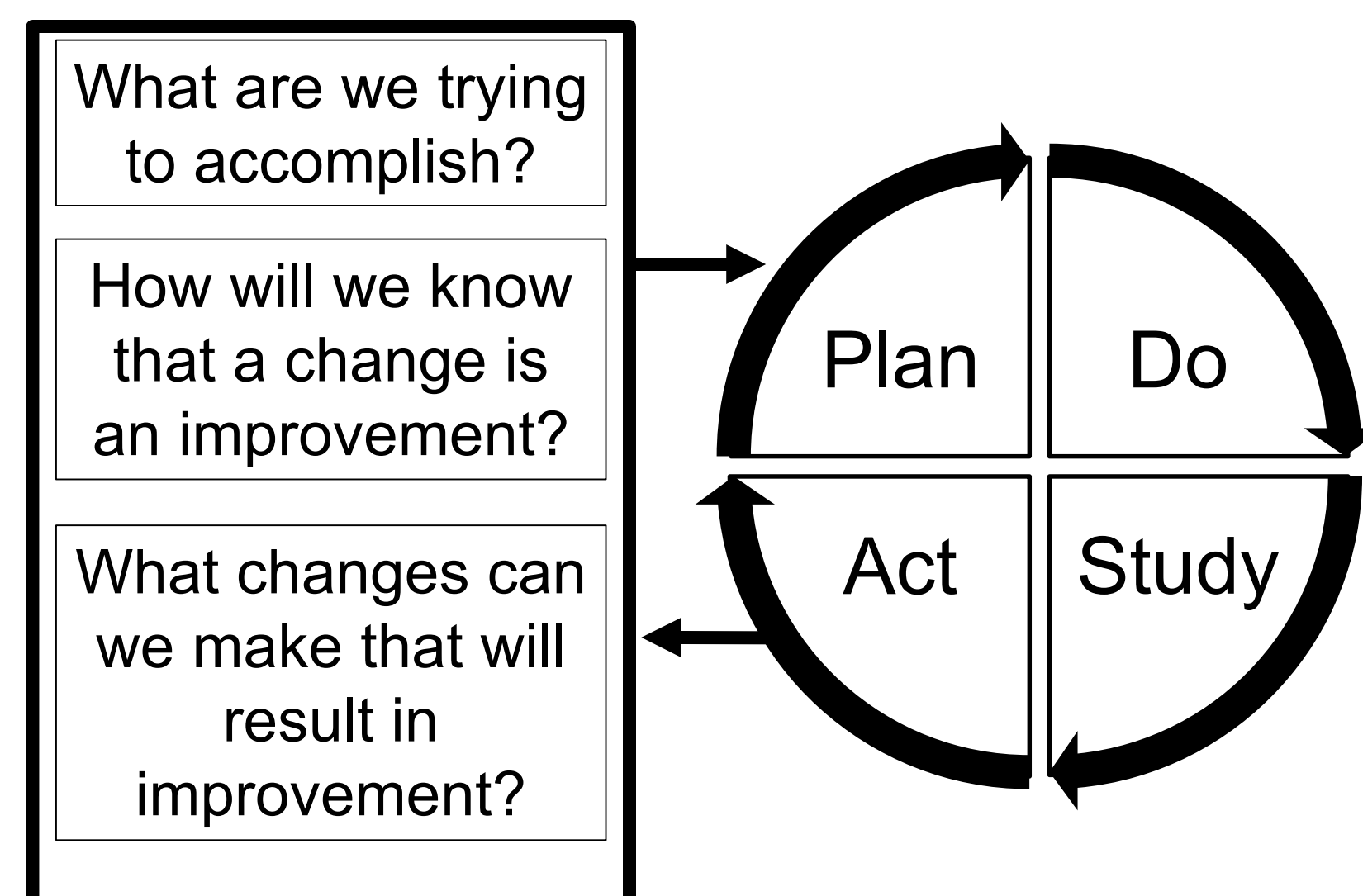
VA Ann Arbor Center for Clinical Management Research, Ann Arbor, MI

Aims

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

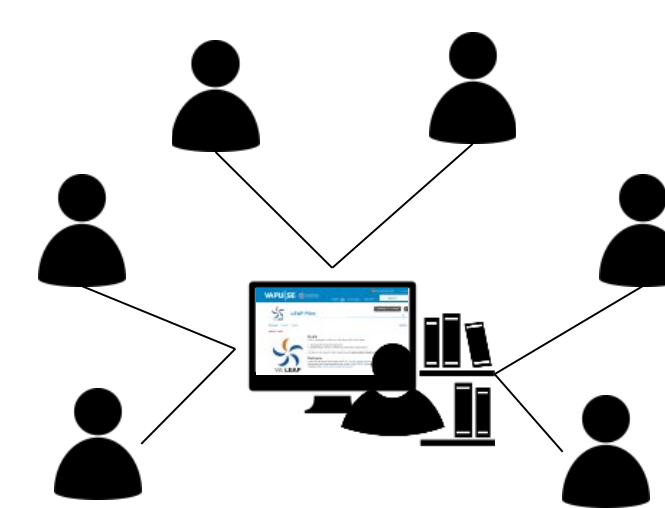
LEAP: Learn. Engage. Act. Process.

Model for Improvement



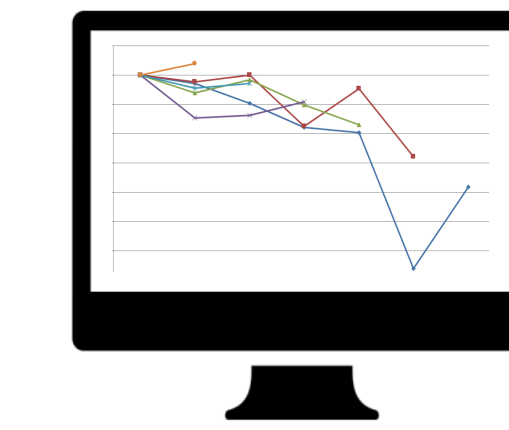
QI Coaching

- 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



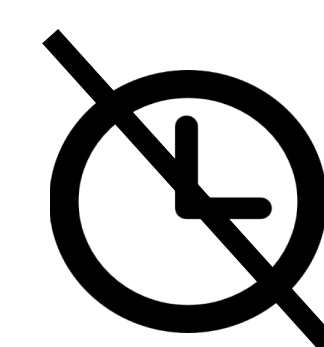
42 Participating VAs



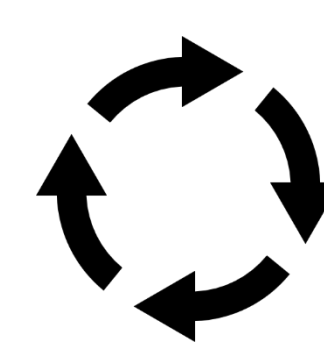
Findings



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