



What is the Goal of the Quality Education Series?

The goal is, over a 6-month time span, to help clinical and operational leaders see a quality improvement project to successful completion. In addition to successfully completing a project, by the end of the series, participants should have mastered the skills to tackle and serve as leaders for future improvement efforts.

What makes a successful Quality Education Series project?

Certain projects and participants are better suited to the Quality Education Series than others; these guidelines are to help identify projects and participants that are likely to lead to success.

Successful Quality Education Series projects have....

- a. A **process focus**, ideally redesigning a process already in place.
- b. **Available data to measure success** (ideally both process and outcome measures).
- c. A process that is under the **direct control of the project owner**. (If you work in radiology, you should not be tackling a project on Emergency Department flow.)
- d. **A focused scope – the project should be able to be completed in 6 months**. If larger in scope, students will need to focus on an element that can be completed in 6 months.
- e. **A focus on a system-wide clinical priority or improving efficiency** – i.e. reduce mortality, improve patient safety, reduce readmissions, reduce clinical complications (DVT, Sepsis, Infections -CAUTI, CLABSI, C. Diff) or improve flow.

Successful Quality Education Series participants have...

- a. **Support from leadership**. This is a critical element for success. Without leadership support, projects are highly unlikely to be successful.
- b. **Experience in their current role**. They must be performing their current operational duties effectively and be ready to tackle a new challenge.
- c. **Time commitment to project implementation**. Participants must be able to attend all classes and commit 3-5 hours a week to project implementation outside of class time. Change is hard and requires work outside of class.
- d. The **ability to pull together a multi-disciplinary group** and assign responsibilities to develop the project (i.e., collecting data, trying a test of change).
- e. **Enthusiasm** for and **engagement** with the project.
- f. **Good project management skills**.

Red Flags – The project...

- a. Tackles a rarely occurring event (unplanned downtimes, codes).
- b. Is hard to measure (staff satisfaction, nurses using critical thinking skills).
- c. Starts with a pre-determined solution.
- d. Is overly broad.

Questions? If you have questions about whether a project is appropriate for the Quality Education Series or other questions about the Quality Education Series, please contact Stephanie at knochse@upmc.edu.