Quality Improvement (QI) Learning Academy
March 18, 2021

HEALTHY start
TA & SUPPORT CENTER

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Agenda

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Housekeeping	Lisa Hong, NICHQ
Welcome	Olivia Giordano, NICHQ
Grounding Project Purpose and Data in Equity	Jane Taylor, EdD
Homework & Next Steps	Danisha Charles, NICHQ

Meeting Logistics

- This session is being recorded.

- All participants are muted upon entry. We ask that you remain muted to limit background noise.

- Members are encouraged to participate in the discussion by typing your comments or asking questions using the chat box.

Connecting to the Audio Conference

- Join the Zoom Meeting by **clicking the Zoom Meeting link** & launching the Zoom application

- An audio conference box will appear
  - If you do not see the box, click '**Join Audio**'

- From the audio conference box, select '**Phone Call**' or '**Computer Audio**'
  - If using the phone:
    - Dial one of the given numbers next to "**Dial**"
    - You will be prompted to enter the **Meeting ID**
    - Then you will be prompted to enter the **Participant ID**
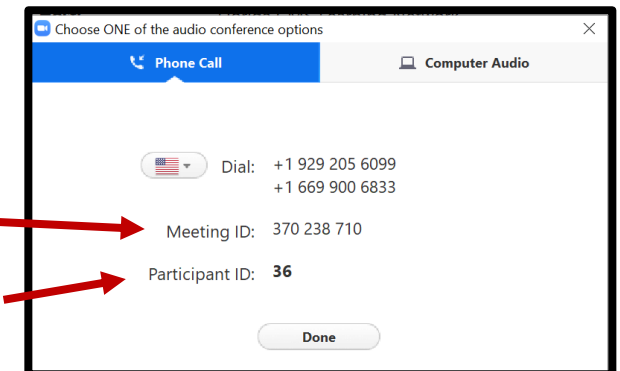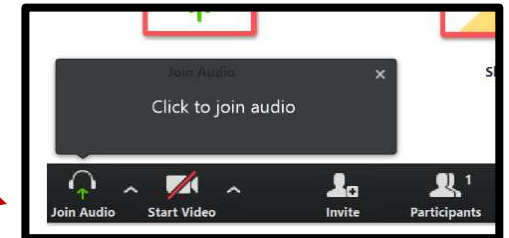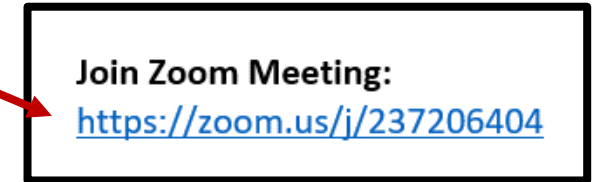
How to Chat

1 Click the **Chat** button at the bottom of the Zoom window.

2 A sidebar will appear where you can chat to all participants.

3 Chat here to everyone!

Welcome Back to the Healthy Start Learning Academy!

Did you attend the last QI Learning Academy session or watch the recording?

Or is this your first session?

Quality Improvement Learning Academy

Goal:

Build grantee knowledge and develop grantee skills around Quality Improvement (QI), to support them in executing a QI project with an equity lens, achieving their programmatic goals, and meeting the Healthy Start benchmarks

QI Learning Academy Schedule

Session #1: Power, Philosophy and Culture: Introduction to Quality Improvement	February 18, 2-4 p.m. EST
Session #2: Grounding Project Purpose and Data in Equity	March 18, 2-4 p.m. EST
Session #3: Testing Changes that Grow Equity	April 16, 2-4 p.m. EST
Session #4: Interpretation of Data with an Equity Focus	May 20, 2-4 p.m. EST
Session #5: Implementation, Holding the Gains and Spreading Change	June 18, 2-4 p.m. EST

QI Learning Academy Session #2

Learning Objectives:

- Surface untold stories that may inform improvement
- Use 1 or more QI tools
- Identify the 3 questions in the Model for Improvement

Jane Taylor, EdD
Improvement Advisor and Healthy Start Faculty

Grounding Project Purpose and Data in Equity

Jane Taylor, EdD
Improvement Advisor

Maryle Namyl,
American Indian artist
living in MN

Reflections after the first workshop
Power Map?
Blaming language?
What did you observe or practice?

The Model for Improvement
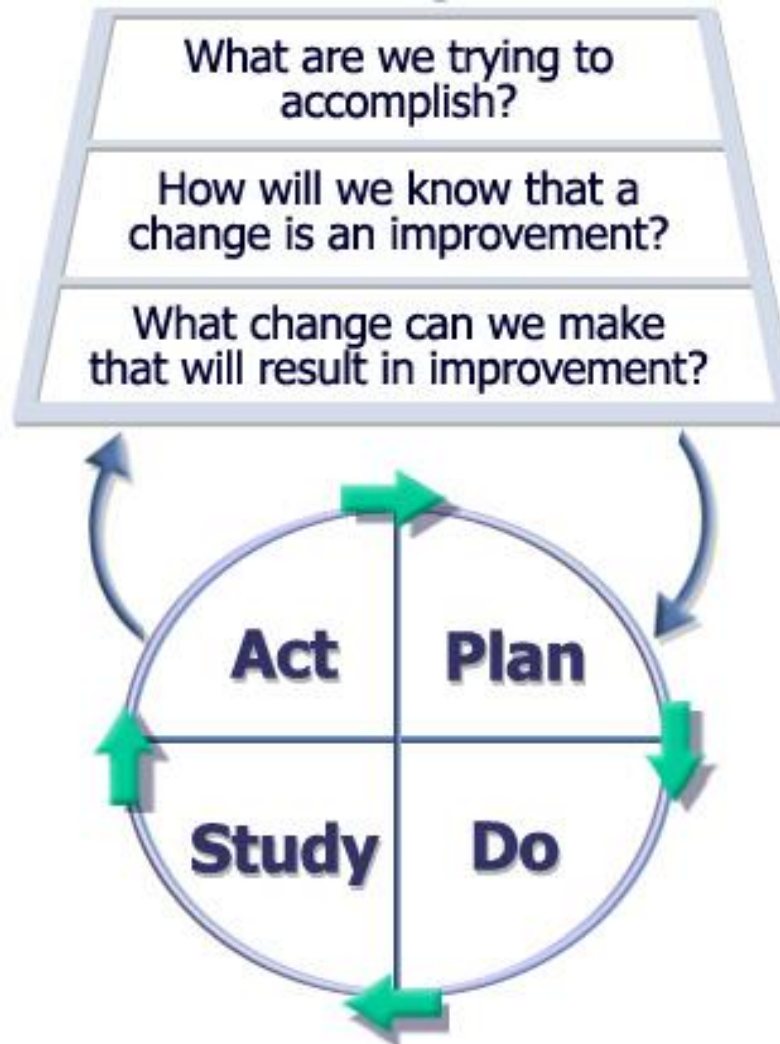
Other Models

- Lean
- 6 Sigma
- FOCUS PDSA
- Quality Circles
- . . .

Breakout Rooms

9 Minutes

Telling untold stories

- What is an untold story you experienced in your community about trying to make improvements?

- It can be positive or negative.

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Tools for Power Level Setting

- Ground rules, setting group norms, Agreements
- 7 Step Meeting Process
- Brainstorming
- Nominal Group Technique
- Structured Discussion
- Using a talking stick
- Sociograph

Team Roles

- Members
- Leader
- Timekeeper
- Recorder
- Facilitator

Seven Step Meeting Process

1. Clarify the objective of the meeting
2. Review roles
3. Review the agenda and time allotment
4. Work through the agenda
5. Review the meeting record
6. Determine next steps and plan next agenda
7. Evaluate the meeting

Meeting Agenda

Date _____   Team _____

Time _____   Place _____

Time   Method   Content

1. Clarify Objective _____

2. Review Roles _____

   Leader _____

   Recorder _____

   Timekeeper _____

   _____

   Facilitator/Advisor _____

3. Review Agenda _____

4. Work through Agenda Items _____
   A. _____
   B. _____
   C. _____
   D. _____

5. Review Meeting Record _____

6. Plan Next Steps and Next Meeting Agenda _____

7. Evaluate Meeting _____

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Change Ideas
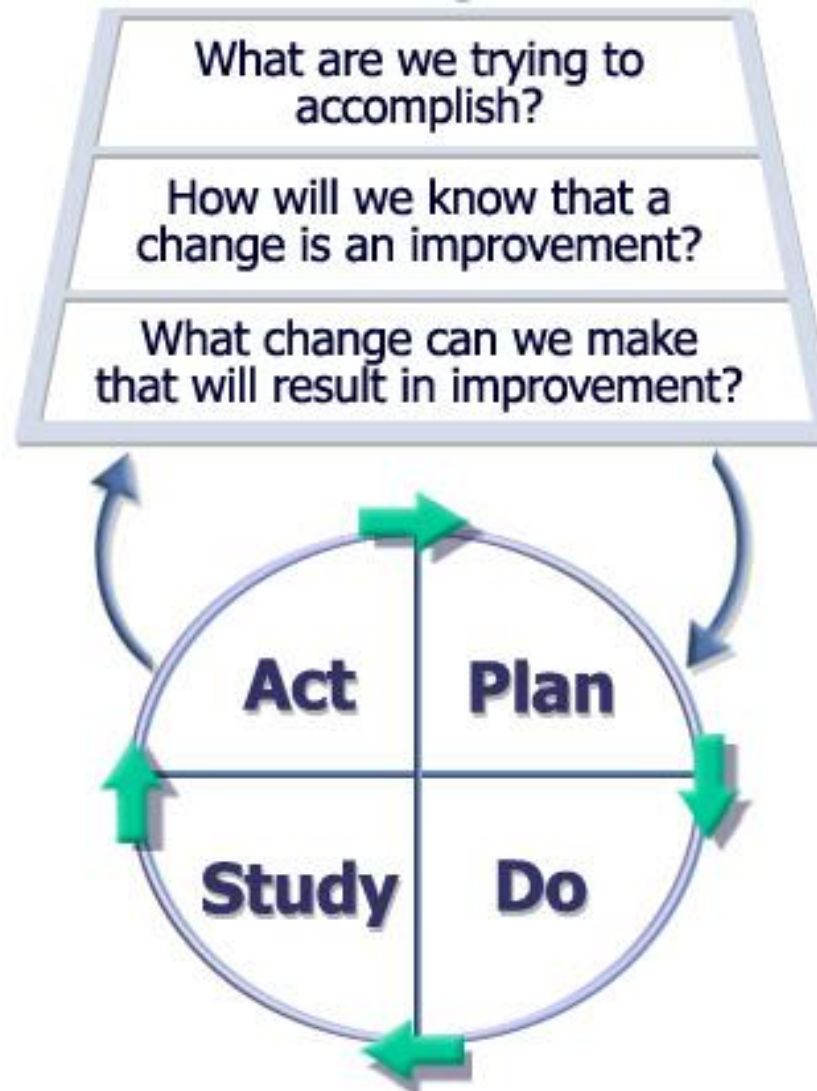
Brainstorming

A group decision-making technique designed to generate a large number of ideas through interaction among team members.

How to conduct a Brainstorming Session:

1. Clarify the brainstorming objective
2. Call out ideas in turn around the group
3. Record each idea on a flip chart
4. Build on and expand the ideas of others
5. Pass when an idea does not come quickly to mind
6. To generate as long a list as possible, resist stopping when ideas slow down
7. After all ideas listed, clarify each idea and eliminate exact duplicates

Fishbowl

I need 5 volunteers to practice brainstorming and demonstrating how to do it.

Nominal Group Technique

How to conduct a session using NGT:

1. Clarify the nominal group objective
2. Individually list as many ideas as possible
3. Call out ideas from the lists in turn around the group
4. Record each idea on a flip chart
5. Pass when all ideas on a list have been presented
6. After all ideas are listed, clarify each idea and eliminate exact
7. Duplicates

Idea Generating Tools –Key Points

- Effective decision making requires many options to be considered.
- Brainstorming and nominal group technique are designed to help increase options.
- Clarification is a critical step in both brainstorming and nominal group technique.
- Multiple voting, rank ordering, and structured discussion are designed to reduce a long list to a manageable number of options.

Group Decision Making

- Balance inquiry and advocacy
- Work to understand the data behind the opinions and positions
- Learn others' views (ask open questions)
- Go for consensus, not majority rule
- Try testing competing ideas if no one is harmed
- Explore how you might come to agreement about criteria for decision making

Multiple Voting

How to conduct Multiple Voting:

1. Agree on the criteria for selecting ideas
2. Identify each idea in the list with a letter of the alphabet
3. Agree on the number of ideas for which each member will vote – rule of thumb is ½ + 1 of ideas generated
4. Allow multiple votes on any items
5. Vote individually on paper, listing the letter of each selected idea
6. Take turns calling out the letters of selected ideas
7. Record and add the votes on a flip chart
8. Decide which ideas would receive further consideration

Now What?

- Array ideas on a matrix: impact, ease, costs
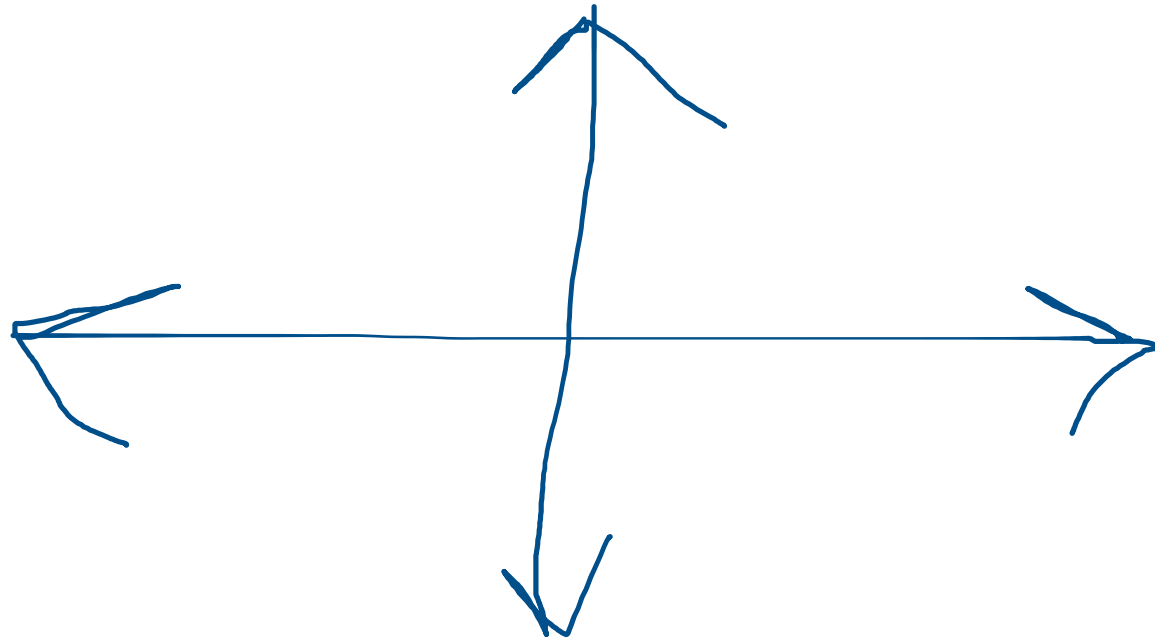
Rank Ordering

A group decision-making technique designed to provide a visual display of the degree of agreement on a list of ten or fewer ideas.

How to conduct Rank Ordering:

1. Agree on the criteria for ranking ideas
2. Identify each idea on the list with a letter of the alphabet
3. Individually list the letters on paper and indicate the rank of each idea, with 1. being the first choice
4. Take turns calling out the ranking of the ideas
5. Record and add the rankings on a flip chart
6. Analyze the results, looking at both the total for each idea as well as individual rankings

Structured Decision

A group decision-making technique designed to lead a group to consensus on a list of five or fewer ideas.

How to Conduct Structured Discussion:

1. Agree on the criteria for the decision

2. Take turns expressing points of view without interactive debate

3. Summarize points of agreement after all members have had an opportunity to speak uninterrupted

4. Debate and discuss conflicting ideas

5. Continue to discuss and debate the ideas until a decision is reached

The Affinity Diagram

- An organizing tool for identifying the major themes out of a large number of ideas, opinions or issues.

- It groups those items that are naturally related and then identifies the one concept that ties each group together. It is a creative rather than logical process.

  - Use when:

    - Chaos exists

    - The team is drowning in a large number of ideas

    - Breakthrough thinking is required

    - Broad issues/themes must be identified

The Affinity Diagram

1. Phrase issue to be considered

2. Generate and record ideas using NGT (use post-it notes or cards)

3. Have each person state ideas and put post-its on a wall, table, or flip chart

4. Sort the post-its into related groups

5. Create the header cards

Q&A

Homework & Next Steps

Danisha Charles
Healthy Start TA &
Support Center

Action Learning Until We Meet Again
Putting what you learn into motion

- Try 7 step meeting process
- Ask: "what are we trying to do, for whom?"
- Generate some change ideas with staff
- Run a brainstorming session
- Try a matrix
- Ask a client about an untold truth

Next up:

Testing changes

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Healthy Start CoLab

- Connect with your fellow Learning Academy participants and Jane on the Healthy Start CoLab!

- If you do not have a CoLab account, please email healthystart@nichq.org

Next QI Learning Academy Session

Friday, April 16
from 2-4 p.m. EST

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**Healthy Start
Deadlines & Events**

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March 2021

Can be found on the EPIC website or
bit.ly/hs-deadlines-and-events

Deadlines:
Mar 15 HSMED-II Report (CSV or XML) Due
Mar 31 Aggregate Report (Excel) Due

Events:
Mar 3   HS Breastfeeding Cohort Meeting #1 — *Cohort members only*
Mar 4   NHSA Women's Health Webinar
Mar 9   Fatherhood Talk Tuesday
Mar 10   HS CAN Cohort Meeting #3 — *Cohort members only*
Mar 17   HS COIN Meeting #4 — *COIN members only*
Mar 17   HS Evaluation Cohort Meeting #1 — *Cohort members only*
Mar 18   Quality Improvement Learning Academy Meeting #2
Mar 19   Building a Successful Fatherhood Program Workshop: Part 2
Mar 24   HS Fatherhood Cohort Meeting #3 — *Cohort members only*
Mar 29   Networking Café: Maternal Health Clinician Funding

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Survey

- Please scan the QR code or visit https://link.nichq.org/1dn to complete the survey

- Your responses will help shape the future Learning Academy sessions!

Questions?

Email Jane Taylor at
jane1taylor@mac.com
or the TA & Support
Center at
healthystart@nichq.org

Thank You!