

 <p><b>Karolinska Institutet</b></p>	<p><b>Spring 2023</b>  <b>Department of Women's and Children's Health</b>  <b>Course: Implementing Strategies for Quality Improvement in  Healthcare Settings, 7.5 points</b></p>	<p>Course Leader: Michael Wells  E-mail: michael.wells@ki.se  Reserve the right to change the syllabus as needed</p>
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### Quality Improvement Syllabus:

This course is designed for working clinical professionals from around the globe and with varying clinical backgrounds (e.g. physicians, midwives, nurses, dentists, speech and language pathologists, nutritionists, etc.).

The main goal of this course is that the course participant should be able to apply and integrate quality improvement strategies into their local healthcare setting. In addition, by having course participants from a variety of medical backgrounds, as well as countries, we can all learn from each other, both as individuals and from learning how other clinical organizations operate. The hope is that this method will help course participants be inspired and reflect on changes they want to make.

To accomplish the course's overall goal, the course integrates: i) asynchronous online learning, ii) individual interviews with a more experienced quality improvement person (you choose), iii) online discussions, iv) individual critical thinking and analysis, v) peer reviews, vi) an oral presentation, and vii) a final quality improvement paper.

All course assignments will be described in detail on Canvas ([canvas.ki.se](https://canvas.ki.se)) under their respective headings. In short, the final quality improvement paper will be consistently and continuously updated throughout the term, where course participants will integrate new aspects/angles of their quality improvement ideas based on the new knowledge they learn each week, including a) from the course lectures, b) course readings, c) insights from their fellow course participants, and d) from their own experiences and data collection efforts.

The grading is a pass/fail, where the main criteria to pass is demonstrated via your ability to continuously learn by integrating new concepts/ideas into your online discussions, as well as your final report. Therefore, you do not need to focus on memorizing facts, figures, or vocabulary. But rather course participants are expected to turn in all assignments, and show effort in relation to incorporating course concepts, in order to pass the course.

Below is the course's schedule. Assignments and their due dates are **bolded**. Weeks that have no bolding mean there is nothing due that week. Course readings will be posted on Canvas under each weeks' assignments.



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Course Week	Class Topic	Instructions
<b>Week: 3</b> <b>Dates: 16<sup>th</sup>-20<sup>th</sup> January</b>	What is Continuous Quality Improvement, Principles of Improvement, The Model for Improvement, PDSA Cycles	Download the Quality Improvement Template from Canvas. Complete the background information on your quality improvement project and answer the first three questions of the Model for Improvement (Note: you will probably change these answers throughout the term, but it's good to start to think what quality improvement project you want to do and get in the habit of writing ideas down).
<b>Week: 4</b> <b>Dates: 23<sup>rd</sup>-27<sup>th</sup> January</b>	Six skills to support improvement, Improvement Teams	Consider who would you want to be on your improvement team? Start to put a team together.
<b>Week: 5</b> <b>Dates: 30<sup>th</sup> January-3<sup>rd</sup> February</b>	Selecting and Developing Changes	Observe patients or take the role of a patient. Get into their shoes and see what they go through (e.g. call the clinic, see how you are talked to, what advice is given, what clinicians do you see, how easy is the process, what tools are used/not used, what could be put in place to make the office run more efficiently/effectively).  Use the change list of change concepts to consider what changes you'd like to make
<b>Week: 6</b> <b>Dates: 6<sup>th</sup>-10<sup>th</sup> Feb</b>	<b>Turn in a project plan about a quality improvement you'd like to make using the Model for Improvement (Due on the 10<sup>th</sup> of Feb)</b>	In the plan, list out what's known according to the Model for Improvement, what team you plan on having, and what change concepts you're using
<b>Week: 7</b> <b>Dates: 13<sup>th</sup> -17<sup>th</sup> Feb</b>	<b>Read group members' project plans and provide useful critical feedback on their Model for Improvement (Due on the 17th of Feb)</b>	<b>Get permission to interview and video record a colleague about a quality change they have made. Ask the questions in the Model for Improvement, as well as how they used (or could have used) a PDSA cycle (or if they used several PDSA cycles). The video should be less than 10 minutes. Upload the video onto Canvas. (Due on the 17th of Feb)</b>
<b>Week: 8</b> <b>Dates: 20<sup>th</sup>-24<sup>th</sup> Feb</b>	Testing Changes: Choosing the most appropriate metrics	Panzer, R. J., et al. (2013). Increasing demands for quality measurement. JAMA, 310 (18). Lazar, E. J., Fleischut, P., & Regan, B. K. (2013). Quality measurement in healthcare. Annu Rev Med, 64, 485-496.



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<b>Week: 9</b> <b>Dates: 27<sup>th</sup> Feb - 3<sup>rd</sup> March</b>	Testing Changes: Are changes an improvement?	Consider what data and how you'd like to present your data. Pay particular attention to making and using run-charts.
<b>Week: 10</b> <b>Dates: 6<sup>th</sup>-10<sup>th</sup> March</b>	Implementing Changes	Reflect and report on how you might go about implementing your change throughout your organization. How could you motivate others to implement the change?
<b>Week: 11</b> <b>Dates: 13<sup>th</sup>-17<sup>th</sup> March</b>	Sustaining and spreading Changes	What could you do to ensure that what worked locally within the organization could work on a broader scale? What communication strategies would you employ?
<b>Week: 12</b> <b>Dates: 20<sup>th</sup>-24<sup>th</sup> March</b>	Reducing risk, preventing harm, and reducing medical errors	<b>Submit your updated project to include all topics (e.g. Testing Changes, Implementing Changes, and Sustaining and Spreading Changes). (Due on the 24<sup>th</sup> of March)</b>
<b>Week: 13</b> <b>Dates: 27<sup>th</sup>-31<sup>st</sup> March</b>	Top performing organizations: What are they doing?	<b>Give feedback to your group members on their quality improvement papers. (Due on the 31<sup>st</sup> of March)</b>
<b>Week: 14</b> <b>Dates: 3<sup>rd</sup>- 7<sup>th</sup> April</b>	The role of the patient in quality improvement	How could you get patients involved in your quality improvement effort? What benefits do they add? How could you measure their involvement?



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<b>Week: 15</b> <b>Dates: 10<sup>th</sup>- 14<sup>th</sup> April</b>	Leadership and Quality Improvement	Does the leadership have a stake in and motivation for making quality improvements? What, if anything, needs to happen for leadership to build knowledge, take action, and review and reflect on the quality improvement initiative?
<b>Week: 16</b> <b>Dates: 17<sup>th</sup> -21<sup>st</sup> April</b>	Value in healthcare	What chain reactions might develop withing your organization due to your quality improvement?
<b>Week: 17</b> <b>Dates: 24<sup>th</sup>-28<sup>th</sup> April</b>	<b>Upload a video of your project so far—what have you done, how have you done it, what obstacles have you encountered, can they be overcome? (Due on the 28th of April)</b>	
<b>Week: 18</b> <b>Dates: 1<sup>st</sup>-5<sup>th</sup> May</b>	Hosting Effective Meetings	Describe the types of meetings you have now, what obstacles are in place that limit their effectiveness, how could they be improved to be more effective
<b>Week: 19</b> <b>Dates: 8<sup>th</sup>-12<sup>th</sup> May</b>	<b>Comment on your group members videos. It may be especially helpful to work on problem solving any obstacles a fellow student may still be encountering and/or if you notice any glaring issues with their quality improvement project. (Due on the 12th of May)</b>	
<b>Week: 20</b> <b>Dates: 15<sup>th</sup>-19<sup>th</sup> May</b>	No new course content	Work on updating and revising your quality improvement paper.



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<b>Week: 21</b> <b>Dates: 22<sup>nd</sup>-26<sup>th</sup> May</b>	Summary of Course Knowledge	Work on updating and revising your quality improvement paper.
<b>Week: 22</b> <b>Dates: 29<sup>th</sup> May- 2<sup>nd</sup> June</b>	<b>Turn in a final quality improvement project paper (Due by the 2<sup>nd</sup> of June)</b>	