

# QUALITY IMPROVEMENT AND PATIENT SAFETY LEADERSHIP PROGRAM

The **Quality Improvement and Patient Safety Leadership Program (QIPS)** creates and supports healthcare champions in the field of quality improvement and patient safety who can help to lead and facilitate change and improvements within their practice, their department, their hospitals, and across the entire health system.

## ABOUT THE PROGRAM

QIPS participants will be taught leadership and change management skills incorporating the *TOH Innovation Framework* – a unique five-step improvement method published in the *International Journal for Quality in Health Care*. They will also be educated about hospital and regional resources that will aid them in their project work. Some program sessions will be focused on the effective use of project-based learning groups for participants to learn through facilitated discussions with their peers.

## PROGRAM REQUIREMENT

Participants must undertake a quality improvement & patient safety project within their organization or department as part of this program. The project should have a duration that spans at least the length of the program. It may be a project that a participant is currently leading or one that they will initiate during the program. The program concludes with a Poster Presentation Day in which participants are required to formally present their project and its results to hospital CEOs and executives, medical department heads, senior management, program alumni and other healthcare professionals.



### PROGRAM LENGTH

10.5 days over 9 months, with a half day follow up 6 months later



### PROGRAM FORMAT

In-person & virtual



### PEER LEARNING GROUPS

Connect with peers at each module

## WHY CHOOSE QIPS?

**Tailored Learning for QI Projects:** QIPS is the only quality improvement program that utilizes the *TOH Innovation Framework*. This framework, along with coaching from process engineers, QI tools, and a structured process for project implementation helps participants make successful healthcare improvements.

**Leadership Concepts:** The QIPS program integrates healthcare project management skills with vital leadership learning. Participants learn how to navigate change, negotiate, handle objections, and create a community of invested stakeholders.

**Networking & Peer Learning:** Every cohort is designed to broaden the breadth and quality of each participant's network. Participants attend from a variety of hospitals and other healthcare organizations. At each module, participants meet with their peer learning group to work together on their projects.

## WHO SHOULD ATTEND?

This program is designed for individuals (clinicians and non-clinicians) in healthcare organizations who have an interest in improving quality and patient safety. It is not necessary for participants to hold (or aspire to hold) formal leadership positions within the health system. It is an ideal program for organizational dyads (i.e. physician and administrator) to participate in together.

## PROGRAM TESTIMONIALS

*"QIPS was very valuable and has already changed how I approach project management, but more importantly, how I approach ideas. Going back to the root cause and addressing 'what is the problem we are trying to solve' is so important in healthcare where we have a lot to accomplish with limited resources. We also learned how to address the problem, implement a solution, and to continue to look for improvements while leading change. I highly recommend this program."*

- Émilie Valiquette, Digital Experience Project Manager at The Ottawa Hospital

*"I have enjoyed meeting like-minded individuals from a variety of regional hospitals, both clinicians and administrators. I have learned a number of leadership skills which I can use as I continue to pursue projects and lead small teams. The program emphasizes a structured, simple approach to QI projects that can be utilized in a number of healthcare settings. I hope to use both the leadership and QI project skills in future projects."*

- Dr. Nita Scherer, Physician at Hôpital Monfort and Children's Hospital of Eastern Ontario (CHEO)

## PROGRAM TOPICS

**Patient Safety:** Learn from patient advocates the real-life impacts of gaps in healthcare quality.

**Change Leadership:** Understand the attributes of effective change leaders, how to navigate change in a complex organization, and how to turn skeptics into invested stakeholders.

**Organizational Factors:** Outline the healthcare landscape, the entities which play a role in making organizational changes, and how to utilize the resources available in the region for making quality improvements.

**QI Tools:** Gain a toolkit of instruments for collecting data and measuring improvements, including Pareto charts, run charts, value stream maps, driver diagrams, fishbone diagrams, spread planners and more.

**Leadership Styles:** Understand your own leadership style and that of others, and how individuals with different leadership styles come together to create high-performing teams.

**Thought Leadership:** Learn about important healthcare topics from expert guest speakers, including planetary health, human factors, just culture, patient experience, and more.

## YOUR CREDENTIAL

Upon completion of this program, participants will receive a **digital badge** via Credly to mark their achievement and celebrate their newly acquired skills. Digital badges are blockchain-encrypted credentials that are easy to share and verify.



For more information on the **Quality Improvement and Patient Safety Leadership Program**, please contact:

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