



Public Health Quality Improvement  
**exchange**

# Quality Improvement Training Opportunities and Resources

Welcome! Thank you for joining! Sound for the webinar will come through your computer speakers. Please feel free to submit your questions throughout the webinar using the chat feature. We will start momentarily.

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QUALITY IMPROVEMENT TOGETHER.

# Session Overview

- Virtual tour of PHQIX training resources
- Examples of training activities
- Your ideas about using PHQIX for training

# Outline of Tour

- Context for QI
- Training Topics
  - What is QI?
  - PDSA steps
- Q&A



# Practical use and adaptation of PHQIX tools and resources

*How can the many resources available on PHQIX be adapted for use in your training efforts?*

# 3 observations or examples

1. PHQIX is a “gateway” to the PHQI body of knowledge.
2. PHQIX is a resource to develop agency QI leaders.
3. PHQIX provides unique access to vetted, practice-based examples.

# Gateway to the PHQI BOK

- BOK = The sum of knowledge generally accepted on a subject.
- PHQIX resources are: vital, accessible and reliable.
- So what? PHQIX may be used as an online “playbook” for QI managers.

Source: Guide to the Quality Body of Knowledge (QBOK®) © 2009 ASQ. All rights reserved.



# Resource to develop agency QI leaders

- QI coaches & champions are key ingredients to grow & sustain organizational QI.
- QI coaches are PDSA experts.
- QI champions cultivate a spirit of QI within the organization.
- So what? PHQIX is an accessible and practical resource to support development of QI coaches and champions.

Sources:

[http://www.phf.org/resourcestools/Documents/Key\\_Ingredients\\_for\\_QI\\_Success.pdf](http://www.phf.org/resourcestools/Documents/Key_Ingredients_for_QI_Success.pdf)

<http://quality.chc1.com/echo/coaching/>

<http://www.hrsa.gov/quality/toolbox/methodology/qualityimprovement/part2.html>

# Access to practice-based examples

- To support content for training or workshop aids.
- As “benchmarks” or models for QI project teams.
- Use creativity to link practice-based examples to your QI efforts.

# What do you think?

*How can the many resources available on PHQIX be adapted for use in your training efforts?*