

Introduction to Quality Improvement for Community Health Care Workers: Module 3

Finding a QI partner at your organization, presenting your QI ideas to a team using “laser” communication, helpful resources for CHWs at the ADA

Prepared for: The American Diabetes Association® (ADA)

Prepared by: LA Net Community Health Resource Network

Primary Authors: Lyndee Knox, PhD, America Bracho, MD

INSTRUCTOR'S GUIDE

TIME

- Pre-session preparation for trainer: 30 minutes
- Session: 60–90 minutes

OBJECTIVES

After completing this module, learners will be able to:

1. Describe who they might work with on quality improvement (QI) at their organization or clinic
2. Use a presentation template to prepare and give a laser presentation on a quality issue to a group
3. List three elements of good quality diabetes care at a primary care clinic
4. Access resources on the American Diabetes Association® website to improve the quality of the care provided to people with type 2 diabetes.

EXERCISE AND ACTIVITIES TO COMPLETE BEFORE AND DURING THE SESSION

Pre-session preparation for trainer:

1. DETERMINE LOCATION: Determine if training is in person or virtual and prepare for the room or platform.
2. SET UP ROOM/VIDEO PLATFORM:
 - A. Room:
 - Set chairs in a semi-circle
 - Prepare the screen to project video and slides
 - Prepare snacks and beverages

- Cue up the video and PPT for the session

B. Platform:

- Deliver the orientation to participants, including how to change their name, raise their hand, and use emojis
- Utilize the notetaking/whiteboard function
- Cue up the video and PPT for the session

3. REVIEW CONTENT OF MODULE:

- A. You can use the narrative for this module as a “script” or as a guide/set of suggestions.
- B. The corresponding slide for each section of the narrative is provided in parentheses next to the header for that section.

4. PREPARE MATERIALS

- A. Download the accompanying PPT and make any modifications you want for your session
- B. Prepare printed (or an online location for download by learners) copies of
 - a. The QI journey
 - b. The QI goal worksheet
 - c. The process map worksheet
 - d. The QI project homework packet
- C. Prepare any job aids or handouts for learners to take home via printed copy, email, or text message
- D. (Optional) Bring a laser pointer to demonstrate the idea of a “laser”

During the session

1. Present concepts from the module along with PPT. Read the text directly or use it as a guide
2. Respect, recognize, and engage the expertise of your CHW learners
3. Incorporate participation and adult learning methods in your delivery of the modules (see companion PF module). Adult learners:

- Are internally motivated and self-directed and adult education should focus on creating empowered, perpetual learners.
- Bring life experience and knowledge to learning.
- Are goal-oriented, relevancy-oriented, practical, and collaborative. The teacher does not need to be the “expert” with all the answers and leadership roles can be assumed by different people at different times, and content and sequence negotiated among the learners.
- Like to be respected.

Reflection and evaluation questions:

1. What did you learn today that you think will be helpful to you at your practice?
2. How much do you feel this session increased your knowledge about quality improvement?
3. How satisfied are you with this session today?
4. What was the most helpful part of the session for you today?
5. What is one thing we can change to make this session more helpful next time?

Supplemental Resources for Learners

MODULE 3 OUTLINE

WELCOME TO MODULE 3 (SLIDE 1).....	7
LEARNING OBJECTIVES FOR MODULE 3 (SLIDE 2)	7
TOOLS IN YOUR BACKPACK (SLIDE 3)	7
1. <i>Creating a QI goal and mini plan</i>	7
2. <i>Creating a process map</i>	7
3. <i>Root cause analysis</i>	7
4. <i>Brainstorming</i>	7
TWO MORE TOOLS (SLIDE 4)	7
1. <i>Laser presentation</i>	7
2. <i>Resources from the ADA & Know Diabetes by Heart</i>	8
QI IN YOUR ORGANIZATION (SLIDE 5)	8
<i>Yourself</i>	8
<i>Another CHW</i>	8
<i>Other People in Your Organization</i>	8
QI TEAM OR PRACTICE FACILITATOR (SLIDE 6).....	9
<i>Exercise: Create a Personal QI Partner Plan (Slide 7)</i>	9
QI PROJECTS IN BUSY ORGANIZATIONS (SLIDE 8)	10
<i>Sharing Ideas with Family & Neighbors (Slide 9)</i>	10
<i>Sharing Ideas in Work Settings (Slide 10)</i>	10
<i>Create a Laser Presentation (Slide 11)</i>	11
<i>Ask the Magic Question: What are next steps? (Slide 12)</i>	11
<i>Exercise: Give a Laser Presentation (Slide 13)</i>	11
YOUR QI BACKPACK (SLIDE 14)	12
<i>The American Diabetes Association (Slide 15)</i>	12
<i>ADA Resources (Slide 16)</i>	13
<i>Standards of Care in Diabetes (Slide 17)</i>	13
<i>The ADA's Website (Slide 18)</i>	14

<i>Exercise: Explore ADA Resources (Slide 19)</i>	14
<i>(Optional) Exercise: Become an ADA CHW Member (Slide 20)</i>	14
YOUR QI BACKPACK (SLIDE 21)	15
REFLECTION (SLIDE 22)	15
EVALUATION (23-24)	15
<i>Participant Evaluation (Slide 25)</i>	16

MODULE 3

Welcome to Module 3 (Slide 1)

Welcome to Module 3 of Quality Improvement 101 for Community Health Workers!

In this module, we will be talking about the people you might work with in your organization on quality improvement (QI), how to communicate your QI ideas to your colleagues and supervisors to get them engaged, and exploring some resources from the American Diabetes Association® (ADA) you can use to improve quality of care specifically for diabetes and heart health.

Learning Objectives for Module 3 (Slide 2)

By the end of this module, you will be able to:

1. Describe people you might work with in your organization on QI.
2. Learn how to use laser communication to share your QI ideas with your organization.
3. Describe two resources available from the ADA and Know Diabetes by Heart™.

Tools in Your Backpack (Slide 3)

After the last two modules, you have added four tools to your QI backpack:

1. Creating a QI goal and mini plan
2. Creating a process map
3. Root cause analysis
4. Brainstorming

Two More Tools (Slide 4)

1. Laser presentation to present your homework from last night

2. Resources from the ADA & Know Diabetes by Heart

QI in Your Organization (Slide 5)

So far, you've learned about the six steps of the QI journey and have also learned four great tools.

But who in your organization will you work with on QI? Who are your QI colleagues?

Yourself

Sometimes, you may just work with yourself. You may just need to make improvements on simple things in your own tasks and processes and decide to do this on your own.

Another CHW

Sometimes, you will work with a colleague in your organization—another CHW—or other people in your department.

Other People in Your Organization

You may work with people in your organization, such as your supervisor, a colleague in your program or department, or possibly a client.

In a primary care practice, you might work with a physician, another clinician, or a staff person like the office manager front office clerk, or possibly a patient.

For example, a physician might have an idea of how you could provide education to patients about managing diabetes during the health care visit.

Or you may have some information you want to share with them about problems the patients are having accessing medications and ideas for how the doctor and practice could improve this.

QI Team or Practice Facilitator (Slide 6)

If your organization has a formal QI director or team, sometimes you will work with them. The QI director is the person in charge of making sure the practice is constantly looking at its data and working to improve it.

The QI team meets regularly and is continuously looking at ways to improve quality by studying, brainstorming, and testing improvements.

QI or Practice Facilitator

If you work in a primary care practice that has a practice facilitator or coach, you will most likely work with them. A practice facilitator is someone who is trained in QI and works with people from primary care practices to teach them QI skills, like the ones you've just learned, and helps them make changes in their practice.

If your practice has a practice facilitator, sometimes called a practice improvement coach, don't be shy. Introduce yourself to them and tell them you'd like to work with them on QI.

Practice facilitators can be great partners for you on QI work. They can help you create your goals, gather data, use the 5 Whys to identify root causes, generate changes to try, and prepare presentations for others in your practice to get their input and buy-in to your ideas.

Exercise: Create a Personal QI Partner Plan (Slide 7)

Who will you work with in your organization on QI?

Take a moment to complete the My QI Partners worksheet.

Ask for volunteers to share who they will work with. (5 minute)

QI Projects in Busy Organizations (Slide 8)

Now we are going to work on a new tool for your QI toolbox: giving a laser presentation.

There are different ways of talking in different places.

We talk one way with our friends at dinner, and another way to our child's teacher at school, and still another way with our boss at work.

Sharing Ideas with Family & Neighbors (Slide 9)

Sharing ideas with family and friends is typically relaxed and we do not feel rushed.

Conversations can wander and you can talk about a lot of different things.

If you were to draw a conversation with a friend or a family member, it might look like this.

Sharing Ideas in Work Settings (Slide 10)

Sharing ideas and communicating with your child's teacher or your boss, however, looks different. When you meet with your child's teacher, you are probably very focused and efficient. You know the teacher doesn't have a lot of time and you both need to focus on the needs of your child.

You wouldn't have a long, relaxed discussion with the teacher when you are there to talk about what your child needs.

It's the same at your work at your organization—especially if you work in a primary care practice.

Doctors and staff in primary care practices are always busy.

Because they are so busy, people working in practices want to be efficient, especially in meetings, and often use a way of talking that is called "laser beam" communication.

Create a Laser Presentation (Slide 11)

In a laser presentation, you:

- Share what the QI issue is you are concerned about
- Give a real-life example to help your colleagues understand why it is important
- Share what you think its root cause is
- Share one or two ideas you have for solutions you think would be good to test

Ask the Magic Question: What are next steps? (Slide 12)

Asking people to share their ideas on next steps is very powerful because it engages them as partners with you in your idea. It helps them think seriously about your suggestion.

When they answer the question, “What are next steps?” they help you create a to-do list, or action items, you can use to keep your idea or project moving forward.

You can use a script to do this if you get nervous:

“What do you see as the next steps for this idea?”

If you are in a group and the person you ask doesn’t have ideas, ask someone else directly by name:

“(Name), what do you think would be a good next step for this idea?”

Exercise: Give a Laser Presentation (Slide 13)

Pass out the CHW laser presentation worksheet and instruct the learners to:

- Take the next 10 minutes and use the CHW laser presentation maker to prepare.
- It doesn’t need to be perfect, this is for you to learn how to create a laser presentation.

After 10 minutes, instruct the learners to:

- Break into groups of two
- Pick one person to give the presentation
- You have five minutes

After 5–10 minutes, ask for a volunteer who was a listener and one who was a presenter to share:

- (For listener) What was it like to hear a laser presentation?
- (For presenter) What was it like to give one?
- What did you find most useful?
- What was challenging?

Your QI Backpack (Slide 14)

Let's check in on your QI backpack.

You have five great QI tools you can use to help you along each QI journey:

1. Creating a QI goal as a mini plan to guide your QI work
2. Process mapping to gather data
3. The 5 Whys to identify root causes
4. Brainstorming to generate ideas
5. Laser presentations to share your ideas with colleagues

Before we finish this training, I want to introduce you to one last tool you can use in your QI work—specifically for your work with patients with diabetes: resources from the American Diabetes Association and Know Diabetes by Heart.

The American Diabetes Association (Slide 15)

The American Diabetes Association (ADA) is a non-profit organization that helps people who have diabetes stay healthy.

ADA Resources (Slide 16)

The ADA provides information to physicians, nurses, CHWs, and patients about how to prevent and manage diabetes, such as:

- What to eat
- How to check blood glucose (blood sugar)
- How to take care of your feet and eyes
- How to take medications
- What diabetes management technology to use
- How to stay healthy

The ADA:

- Funds research to find new ways to help people with diabetes.
- Advocates for patients who live with diabetes.
- Has a professional development program and membership for CHWs.
- Has patient education resources for CHWs to use in several languages.
- Has a special joint initiative with the American Heart Association® called Know Diabetes by Heart that helps doctors, CHWs, and patients reduce the risk of heart disease, stroke, and kidney disease, which can develop as a result of diabetes.
- Helps us know what good quality care for diabetes looks like in primary care.

Standards of Care in Diabetes (Slide 17)

The ADA publishes the Standards of Care in Diabetes each year.

These standards are based on the latest research on what works to improve people's health with diabetes.

It includes recommendations about things like routine check-ups, annual diabetes eye exams, blood glucose monitoring, and foot exams.

It also says diabetes care should be person-centered, meaning care is:

- Guided by patient values and preferences
- Tailored to the person's language and reading level
- Accessible
- Based on the person's needs
- Collaborative between the health care provider and patient
- Inclusive of family & friends' involvement
- Emotionally supportive
- Physically comforting

The ADA's Website (Slide 18)

There are many wonderful resources on the ADA's and Know Diabetes by Heart's websites you can use to care for the people you see, available in English and Spanish.

The ADA's website: <https://diabetes.org/>

Know Diabetes by Heart's website: <https://www.knowdiabetesbyheart.org/>

Exercise: Explore ADA Resources (Slide 19)

For our last exercise, let's check out the CHW resources on the ADA's website.

<https://professional.diabetes.org/clinical-support/resources-community-health-workers>

Option 1: Show live on the presentation and narrate.

Take 10 minutes to look at the different resources available.

- What did you find on the website you are interested in using?

(Optional) Exercise: Become an ADA CHW Member (Slide 20)

Visit professional.diabetes.org/membership, then scroll down and select "Community Health Workers."

Your QI Backpack (Slide 21)

You now have another tool in your toolbox: Resources on the ADA's website that provides information on good diabetes care.

You will keep learning about QI and adding new QI tools to your backpack as you continue taking the QI journey.

Reflection (Slide 22)

In a quality culture, we are always improving. We'd like to improve this module too and would appreciate your feedback.

Let's take a few minutes before we close to reflect on and evaluate what you've learned and what we can do to improve the module.

First, let's see if we met the learning objectives for this module:

- Describe people you might work with in your organization on QI.
- Learn how to use laser communication to share your QI ideas with your organization.
- Describe two resources available from the ADA and Know Diabetes by Heart™.
- Describe one way you support patient-centered care.

Evaluation (23-24)

- A. How much do you feel this session increased your knowledge about quality improvement?
- B. How satisfied are you with this session today?
- C. What was the most helpful part of the session for you today?
- D. What is one thing we can change to make this session more helpful next time?

Participant Evaluation (Slide 25)

Please use the QR code to open your participant evaluation