



## Cultivating Quality Series

*A Down-to-Earth Approach to Improving Health Care.*

One of your key goals is to improve the quality of care delivered to patients. That's a tall order in light of the dramatic changes occurring in health care. But we can help.

As the consulting arm of the Institute for Clinical Systems Improvement (ICSI), Professional Partnerships can help your organization establish systems, teamwork and a quality-oriented culture through its Cultivating Quality Series.



This series of education workshops focuses on preparing, establishing or enhancing an infrastructure to support a sound quality improvement program. The workshops provide maximum value when delivered as a series, as each addresses a different aspect required to build a well-structured quality improvement program. However, individual

components can be delivered separately as fitting for your specific needs.

The sequence of topics addressed in this series and a brief description of each follows:

### **Building Consensus to Best Practice. Half- or One-Day Session**

Learn how organizations can develop a process in which evidence is used to ground statements of best practice. Using the evidence and a fair process structure for consensus-based decisions supports the start of any good quality program.

### **Leadership for a Culture of Quality. Half- or One-Day Session**

Organizational leaders need to commit to best clinical and management practices, as well as work to align quality with the business strategy, in order to promote and actively support the constant pursuit of improvement.

Based on John Kotter's book, *Leading Change*, leaders will learn a 7-step model for active involvement in quality improvement work, as well as adaptive and technical leadership skills based on the work of Ron Heifetz.

**Team-based Model for Improvement  
& Measurement. 1-Day Session**

Develop the concept of a prepared practice team. Learn to understand the model for improvement and how to use measurement and data as the key drivers for quality improvement.

**Culture, Change Management  
& Communications. 1-Day Session**

Learn how to align and nourish values that support the use of scientific evidence, team-based implementation and outcomes measurement. Your organization will use ICSI's change roadmap as a framework and guide to make adaptive and technical changes needed for process and system improvement. With these tools, organizations can establish effective plans for continuous modes of communication, training and orientation that support its quality improvement program.

**Patient-Centered Care.  
1-Day Session**

Learn how to create care processes that center on the patient and their families, and partner with their care providers. Through systematic listening, discover what patients and families want and need, and provide them with tools and processes to help them achieve their own health care aims.

**Strategic Planning for Quality  
Improvement Work.  
Half- or One-Day Session**

Learn how to assess your organization's current strategic plan for aspects of quality that are essential for success. Create a well-honed strategic planning process that scans all aspects of internal and external environments in order to identify and help prioritize quality improvement activities, and align them with all other aspects of the strategic plan.

**Our Team Is Ready**

The Professional Partnerships staff is highly qualified to facilitate these workshops, having done so to date with more than 50 integrated and independent medical groups and hospitals. If you're ready to build or enhance your quality improvement program, contact: [lynette.wheelock@icsi.org](mailto:lynette.wheelock@icsi.org) (952-814-7090).

**About ICSI Professional Partnerships**

ICSI Professional Partnerships offers providers, health plans, employers and policy makers clinically proven services, unique collaborative processes and innovations needed to improve their quality of care or redesign how they deliver or are paid for care. It is the service arm of ICSI, a non-profit, independent organization that serves 50+ medical group and hospital members in the Upper Midwest. Sponsored by six health plans, ICSI is recognized as a leader in driving health care system transformation.

**ICSI**

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