



Limited to
40 seats -
Apply today for
your chance to
be accepted!

Health Center Professional Development Program

QI Professionals

When: September 5 – December 12, 2023
(schedules vary by cohort)

Introduction: The NACHC Quality Center is excited to offer QI Professionals as a course offering in the fall 2023 Health Center Professional Development Program.

The Quality Center recognizes the critical importance of providing access to training opportunities for health center professionals to build skills, develop competencies, and advance careers while driving improved patient care and health outcomes. More specifically, these trainings help to achieve the Quintuple Aim: improved health outcomes, improved patient experiences, improved staff experiences, reduced costs, and equity.

Course Description: This course provides skills and techniques for facilitating quality and improvement strategies within health centers. The course will explore a whole systems approach, focusing on quality planning, improvement, control, and assurance. Participants will explore improvement models, learn of quality-improvement tools and appropriate application and use, and gain skills and techniques for facilitating improvement strategies within a health center.

Who Should Apply: The course is designed for staff who contribute to or lead quality-related initiatives within the health center (Recommended for staff to have 0-5 years of quality improvement experience).

Course Content: Three virtual, live webinars and bi-weekly small group cohort sessions in-between full-cohort webinars

Instructors: Faculty with RegLantern.
Kyle Vath, BSN, MHA, RN has worked in healthcare for almost twenty years with the last decade dedicated almost exclusively to community health centers and healthcare quality; **Lance Luttrell, MSIE** has spent the last 15 years developing people, processes and performance for organizations aimed at bringing high quality care and services to marginalized communities.

Quality Planning

- Developing a QI Plan
- Selecting a QI Model
- Setting Overarching Goals
- Setting an Annual Work Plan with Priorities and Goals
- Clarifying Committee/Staff Structure and Responsibilities

Quality Improvement

- Scaling Improvement Efforts (PDSA or other QI cycles)
- Reduced Cost - Reducing ED visits
- Quality - Clinical Quality Measures
- Satisfaction - Patient Satisfaction
- Team Satisfaction - Employee surveys
- Equity - Comparison of Quality Outcomes by Demographic Groups
- Data Reporting (dashboards)
- Ease of Use
- Clarity of Understanding
- Making Numbers Count

Quality Control

- Quarterly Clinical Assessment
- Check After Hours Access
- Data Monitoring (internal) and Resolutions
- Peer Review
- Incident Reports

See Quality Assurance and Small Group sessions on page 2

Health Center Professional Development Program: QI Professionals

Training includes:

- 12-month access to QI tools and resources
- Customized learning and coaching support from faculty and experts
- Completion of all applied work (Improvement Work plan and at least 1 Improvement Cycle), live sessions, and small groups is required to receive a Certificate of Completion



Participants attend three, 1.5-hour all-cohort sessions and six, 1.5-hour small group sessions.

Quality Assurance

- Using the Work Plan
- Annual Risk Management Report
- Annual UDS Comparison to National
- OSV for Compliance
- Mock Site Review
- PCMH Reporting
- Medicaid Managed Care Reports
- Credentialing and Privileging

Small Group Sessions

- A small cohort of 6-8 individuals
- Features live training, video recordings, and breakout sessions
- Facilitated exchange and peer-to-peer interaction covering topics such as:
 - Whole systems improvement strategies (planning, improvement, control, and assurance)
 - Understanding Root Cause Analysis and Improvement Models
 - Learn the different types of QI tools, and appropriate application
 - Discuss lessons learned from implementing these approaches

Cohort A Schedule	2023 Dates	Time
Webinar (all participants)	September 5	2 – 3 pm ET
Small group session #1	September 7	2-3:30 pm ET
Small group session #2	September 21	2-3:30 pm ET
Small group session #3	October 5	2-3:30 pm ET
Webinar (all cohorts)	October 19	2 – 3 pm ET
Small group session #4	October 26	2-3:30 pm ET
Small group session #5	November 9	2-3:30 pm ET
Small group session #6	November 30	2-3:30 pm ET
Webinar (all cohorts)	December 12	2 – 3 pm ET

Health Center Professional Development Program: QI Professionals

Cohort B Schedule	2023 Dates	Time
Webinar (all participants)	September 5	2 – 3 pm ET
Small group session #1	September 12	2-3:30 pm ET
Small group session #2	September 26	2-3:30 pm ET
Small group session #3	October 10	2-3:30 pm ET
Webinar (all cohorts)	October 19	2 – 3 pm ET
Small group session #4	October 24	2-3:30 pm ET
Small group session #5	November 14	2-3:30 pm ET
Small group session #6	November 28	2-3:30 pm ET
Webinar (all cohorts)	December 12	2 – 3 pm ET


Cohort C Schedule	2023 Dates	Time
Webinar (all participants)	September 5	2 – 3 pm ET
Small group session #1	September 14	2-3:30 pm ET
Small group session #2	September 28	2-3:30 pm ET
Small group session #3	October 12	2-3:30 pm ET
Webinar (all cohorts)	October 19	2 – 3 pm ET
Small group session #4	November 2	2-3:30 pm ET
Small group session #5	November 16	2-3:30 pm ET
Small group session #6	December 7	2-3:30 pm ET
Webinar (all cohorts)	December 12	2 – 3 pm ET

Cohort D Schedule	2023 Dates	Time
Webinar (all participants)	September 5	2 – 3 pm ET
Small group session #1	September 19	2-3:30 pm ET
Small group session #2	October 3	2-3:30 pm ET
Small group session #3	October 17	2-3:30 pm ET
Webinar (all cohorts)	October 19	2 – 3 pm ET
Small group session #4	October 31	2-3:30 pm ET
Small group session #5	November 7	2-3:30 pm ET
Small group session #6	December 5	2-3:30 pm ET
Webinar (all cohorts)	December 12	2 – 3 pm ET

Questions?

Please contact us at: qualitycenter@nachc.org

For more information and to apply, click [here](#).



**Applications due
by August 10, 2023,
11:59pm EDT**