

IHQSE and GME Quality and Safety Academy: 2021 - 2023

Purpose: The Quality & Safety Academy (QSA) is a series of interactive workshops co-sponsored by the Institute for Healthcare Quality, Safety, and Efficiency (IHQSE) and the CU Graduate Medical Education office (CUGME) built to teach, residents, fellows, and faculty in core concepts of quality improvement, patient safety, and change management. The QSA started in 2018 and was comprised of three series: residents, fellows, and faculty. These sessions were held in person. In response to the COVID pandemic, starting in Academic Year 2021 (AY 2021), the QSA transitioned to an entirely virtual format. The purpose of this review is to describe the transition to virtual workshops and report attendance data since AY 2021.

Objectives:

- 1) Describe the changes in QSA format and structure to accommodate virtual delivery.
- 2) Evaluate changes to the QSA with attendance data.

Methods: Prior to 2021, the QSA was conducted in person with workshops lasting four hours and held twice per academic year – Spring and Fall terms. Due to prior experience from other work, we elected to limit the virtual sessions to three hours but maintained the three tracks for residents, fellows, and faculty. In 2022, we recognized there was significant variability in knowledge and skills within each track, so elected to transition from three series into one series for all learners. The combined series was comprised of six different workshops: Intro to Patient Safety, Applied Patient Safety, Intro to QI and Change Management, Acquiring and Analyzing Data to Drive Change, Spreading and Embedding Change, and Teaching and Coaching QI. Finally, starting in AY 2022 we invited non-GME attendees including those from outside the University of Colorado. Attendance data is collected on all sessions and reported as total unique attendees – the number of individuals who attended sessions during each term. We also collected the number of GME programs represented.

Results: In AY 2021, a total of 163 unique persons attended QSA sessions across all three tracks (Residents: 43, Faculty: 26, and Fellows: 94) from 70 different GME training programs at the University of Colorado. In AY 2022, 121 unique persons from 46 GME programs attended sessions as did 15 non-GME attendees. In AY 2023, 128 unique persons attended from 35 GME programs and 13 non-GME attendees who were from outside the University of Colorado system.

Conclusion: The Quality and Safety Academy adapted to meet the needs of its learners by transitioning from in-person to virtual in AY 2021. In AY 2022, we changed again from pre-designated learner-level series to a comprehensive series for learners at all levels. Our attendance data indicate the transition to virtual decreased the number of attendees and diversity of training programs. However, it appears more individuals from each program attended. The change to a single-learner series did not appear to impact

attendance. We are presently evaluating our evaluation data to gain further insight into the implications of changes to the QSA.