



SCHOOL OF MEDICINE

Institute for Healthcare Quality, Safety & Efficiency

UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS

IHQSE Certificate Training Program

Sponsored by the University of Colorado School of Medicine
University of Colorado College of Nursing Office of Continuing Education
and Professional Development

Session 1: Creating a Community + Setting a Foundation for Improvement & Transformation

Date: 8/20/24

Session Duration: 4 hours

Location: Krugman Conference Hall

Research 2 Building - 12700 East 19th Ave., Aurora, 80045; second floor, north side of the building
Buildings are badge-access only. Please call Sloan if you have trouble getting in (325-374-7657).

Speakers: Drs. Jeff Glasheen and Katie Raffel, & UCH Rehab Team

Learning Objectives: By the end of this session, participants should be able to—

- Set collective ground rules and learning objectives for the course
- Explore an overview of the program’s purpose and structure
- Understand the core skills imbued by great leaders
- Deepen community by learning more about your team members and other participants
- Practice the skill of setting ground rules and objectives within their team
- Understand expectations for the course
- See an example of the QI work and leadership journey undertaken by a prior team

Schedule:

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|-------------|---|-----------------------|
| 1:05 - 1:25 | Welcome | (Glasheen) |
| 1:25 - 2:10 | Objectives, Introductions & Ground Rules | (Glasheen) |
| 2:10 - 2:25 | Break | |
| 2:25 - 2:55 | Intro to CTP and Transformation: Program Overview | (Glasheen) |
| 2:55 - 3:20 | Beginning with the End in Mind: Alumni Presentation | (UCH Inpatient Rehab) |
| 3:20 - 3:35 | Break | |
| 3:35 - 4:15 | Leadership Defined | (Raffel) |
| 4:15 - 4:30 | Team Norms & Next Steps | |
| 4:30 - 4:45 | Appreciative Debrief, Next Steps & Evaluation | (Glasheen) |

Homework before the session:

- 1) Complete 2024 Intake Survey: https://ucdenver.col.qualtrics.com/jfe/form/SV_9NqhlrqInfoZXgy
- 2) Suggested Readings:
 - Porter and Lee. “The Strategy that Will Fix Healthcare,” Harvard Business Review.
 - Souba. “Healthcare Transformation Begins with You,” Academic Medicine.

Disclosure Statement: Speakers have no financial relationships to disclose and will not be discussing any off-label items in their presentations.

The University of Colorado College of Nursing is an approved provider of continuing nursing professional development by the Colorado Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. This educational offering for 3.5 contact hours is provided by the University of Colorado College of Nursing Office of Continuing Education. One CNE certificate will be emailed to each nurse at the end of the program. Participants must sign in at each offering to receive credit for participation.