



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

Session 3: Investigating the Problem, Problem Statement, Voice of the Customer, Process Mapping, Stakeholder Analysis, EMR Process & Data

Date: 9/10/24

Session Duration: 4 hours

Location: Krugman Conference Hall

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

Speakers: Drs. Emily Gottenborg, Katie Raffel, and Moksha Patel

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

- Create an understanding of and scope a problem
- Understand what your customers want
- Define the key steps in your current process
- Recognize the people who will impact and be impacted by your project work
- Identify the role of the EMR in process improvement and data extraction

Schedule:

1:05 - 1:15	Team Check-in	(CHCO Secure Chat)
1:15 - 1:25	IHQSE Model for Change: Investigate the Problem	(Gottenborg)
1:25 - 1:55	Problem Statement	(Gottenborg)
1:55 - 2:10	Break	
2:10 - 2:45	Voice of the Customer & Stakeholder Mapping	(Raffel)
2:45 - 3:25	Stakeholder Analysis	(Raffel)
3:25 - 3:40	Break	
3:40 - 4:10	Process Mapping	(Raffel)
4:10 - 4:30	EMR Process & Data	(Patel)
4:30 - 4:45	Appreciative Debrief, Next Steps & Evaluation	

Homework before the session:

None

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 approved with distinction as a 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.