



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 4: Investigate the Problem, Root Causes, Baseline Data, and Business Case

Date: 9/24/24

Session Duration: 4 hours

#### 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, Tyler Anstett, Jeff Glasheen

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

- Create an understanding of and scope a problem
- Understand tools for organizing information about your current process
- Understand the financial impact of your work
- Recognize the importance of data in QI
- List sources for obtaining data
- List the tips for getting better data, more efficiently

#### Schedule:

1:05 - 1:15	Team Check-in	(UCH Multidisciplinary Pain Clinic)
1:15 - 1:30	Investigate the Problem	(Gottenborg)
1:30 - 2:00	Understanding Root Causes	(Gottenborg)
2:00 - 2:15	Break	
2:15 - 2:55	Baseline Data	(Anstett)
2:55 - 3:05	Break	
3:05 - 4:20	Business Case	(Glasheen)
4:20 - 4:30	Appreciative Debrief, Next Steps & Evaluation	(Glasheen)
4:30 - 5:00	Coaching	

**Homework before the session:** No assignments due

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.