

*Improvement Opportunity*  
**Continuous Quality Improvement**

Outcome: Design and Document Improvement Projects and Catalog Learning for Replication  
(Basic: 1 group, 10 on-site days w/ available off-site support)

**CONTENT**

**PROCESS**

Overview and Pre-planning with Leadership

1 day with the leadership team (including facilitator) to outline content/process for a multi-year training process to build internal training capacity within the organization; select improvement projects (1 project to 5 participants); select a cross-functional, internal training team (Group 1, <26); identify project teams; and establish method for sharing project learning

Internal Team Training

8 days to provide direct training for internal training team and improvement project support. Training process includes knowledge of continuous quality improvement process, a team practicum based on an identified project, reflection, and metacognition.

Content:

Improvement Project Identification

Current Situation Assessment

Ideal Situation with Lead System Measures (product/service outcome, process, financial, learning)

Barriers to Realizing the Ideal

Improvement Theory  
(how to overcome barriers and improve performance)

Improvement Plan Development

Management for Planned Change, Communication, Study of Results

Sharing, Celebration, Replication

Note: Each project team completes the process during Year One with the guidance of a QLR consultant. In Year Two internal trainers transition into the lead training and support role for new improvement projects with support from QLR consultants. QLR support is contingent on the internal trainer confidence level and complexity of the improvement projects.

Continuous Quality Improvement (Evaluation)

1 day with leadership team and facilitator to evaluate outcomes and create second-year training plan

