

Emory Healthcare Quality Academy: Leadership for Healthcare Improvement

Purpose: The Emory Healthcare Quality Academy was formed in 2007 to further the mission of Emory Healthcare and to help fulfill our quality promise to patients of impeccable outcomes, delivered safely, with excellent service. The Quality Academy serves the EHC community by training leaders and front line workers in health care in quality improvement skills that they can spread to their local settings.

Leadership for Healthcare Improvement is a 2-day course designed to give health care leaders an introduction to quality improvement – the national and local imperative to improve; an introduction to improvement concepts, vocabulary and techniques; specific leadership approaches to helping employees engaged in improvement work be successful and able to sustain improvements; and an understanding of the attributes of workplace culture that support improving quality and safety. The course is interactive and includes a pre- and post-test and a small project to turn in several months after completing the course in order to demonstrate learning of improvement principles.

The CEO of Emory Healthcare and the Dean of the Emory School of Medicine required completion of the course by their top leaders, including academic department chairs, with others invited to attend. Through multiple offerings of this course, more than 1,000 leaders at Emory Healthcare and Emory University have been trained.

To reserve your spot, Emory Healthcare employees please register through the **Healthcare Learning Center (HLC)**. This Quality Academy course is listed in the Leadership category, course number 750. Other interested persons may email Elizabeth Collins at elizabeth.c.collins@emoryhealthcare.org.

Emory Nursing Professional Development Center (ENPDC) is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Attendees to this CNE activity will be awarded contact hours by ENPDC. No conflict of interest has been found with the speaker(s) for this CNE activity nor with the members of the planning committee. For more information: contact us at ENPDC@emory.edu.

2020 Schedule:

- **Spring 2020 at Emory Saint Joseph Hospital**
 - Tuesday, February 25 and Thursday, February 27
- **Fall 2020 Virtual Meeting**
 - Tuesday, August 25 and Thursday, August 27

Syllabus:

- **Course Presentations Day 1:**

- The Case for Quality / Value

- Getting it Right Every Time: Human Factors & Reliability

- Understanding Variation

- Responding to Variation and Managing Change

- Improvement Methodologies and Leadership Oversight

- Lean Tools

- Waste Walk

- **Course Presentations - Day 2**

- Patient Safety and the EHC Care Transformation Model

- Medical Error Case Study

- Transparency with Patient Outcomes

- Fair and Just Culture

- Creating Value Through System Redesign