Morning Moderator: Elizabeth Baxley, MD
8:00 a.m. - 8:20 a.m.

Welcome and TQA in Context
Speaker: Elizabeth Baxley, MD, Senior Associate Dean, Academic Affairs
Objectives:
1. Describe the concept of Triple Aim and its component parts
2. Discuss the REACH Initiative and its relationship to a better prepared workforce and improving healthcare systems and health

8:20 a.m. - 9:00 a.m.

Health Care Systems – A National Perspective
Speaker: Erica Preston-Roedder, PhD, MSPH, Director of Quality Measurement, NC Quality Center
Objectives:
1. Describe the national and statewide landscape, purpose, advantages and potential downfalls of quality reporting systems
2. Discuss various types of national and state quality reporting programs including CMS programs and others

9:00 a.m. - 10:00 a.m.

Local and Regional Perspectives on Health Care Systems
Speakers: Joan Wynn PhD, RN, Chief Quality Officer, Vidant Medical Center (VMC); Paul Shackelford, MD, Senior Vice President of Medical Affairs, VMC
Objectives:
1. Describe organizational approach to PS/QI at Vidant Health (VH)/VMC
2. Understand how the VH/VMSC approach is aligned with the national quality strategy
3. Describe critical success factors and outcomes in the VH/VMC quality journey over the last several years
4. List current and planned quality initiatives at VH/VMC

10:00 a.m. - 10:15 a.m. BREAK
10:15 a.m.-12:00 p.m.  **TQA Project Teams: Project Ideas -- Narrowing the Focus**  
**Facilitators:** Donna Lake, RN, BSN, MEd, PhD, Clinical Assistant Professor, Graduate Nursing Sciences, Leadership Concentration, College of Nursing  
Elizabeth Baxley, MD, Senior Associate Dean, Academic Affairs  
Luan Lawson, MD, MAEd, Assistant Dean of Curriculum Assessment and Clinical Affairs, BSOM, Department of Emergency Medicine  
Danielle Walsh, MD, FACS, FAAP, Associate Professor of Surgery, Division of Pediatric Surgery  
Jason Higginson, MD, MA, Chief of Neonatology, Department of Pediatrics  
Herb Garrison, MD, MPH, Professor of Emergency Medicine, Interim Associate Dean for Graduate Medical Education, Vice President of Medical Affairs at Vidant Medical Center  
**Objectives:**  
1. Detailed introductions (2 minutes/TQA Fellow + Facilitator)  
2. Presentation of project ideas (10 minutes/fellow)

12:00 p.m.-12:45 p.m.  **LUNCH – Eat with TQA Small Group**

12:45 p.m.-2:00 p.m.  **Introduction to Project Management**  
**Speaker:** Stephen Walsh, MBA, PMP, Vice President, Operations, AutoID  
**Objectives:**  
1. The complete project plan: Charter, team, process mapping, direction and execution, implementation and integrating change, closing and reporting  
2. Scope of the project: Controlling the scope with the project charter; estimating schedules; determining budget and other resource needs

2:00 p.m.-3:00 p.m.  **Understanding Clinical Microsystems**  
**Speaker:** Donna Lake, RN, BSN, MEd, PhD  
**Objectives:**  
1. Define the steps of the Dartmouth Microsystems improvement ramp systematic approach toward quality improvement goals  
2. Describe the processes used in constructing a change project Specific Aim Statement using a PDSA cycle.

3:00 p.m.-3:15 p.m.  **BREAK**

3:15 p.m.-4:45 p.m.  **TQA Project Teams – Project Microsystems**  
**Facilitators:** Donna Lake, RN, BSN, MEd, PhD, Elizabeth Baxley, MD, Luan Lawson, MD, MAEd, Danielle Walsh, MD, Jason Higginson, MD, Herb Garrison, MD, MPH  
**Objectives:**  
1. Describe the microsystem for each project  
2. Determine necessary team members for each project  
3. Apply project management principles to project outlines

4:45 p.m.  **ADJOURN**
Tuesday, March 25, 2014

Morning Moderator
Herb Garrison, MD, MPH
8:00 am.-8:45 a.m.

The AMA’s Accelerating Change in Medical Education Initiative
Speaker: Susan Skochelak, MD, MPH, Group Vice President of Medical Education; Director of the Center for Transforming Medical Education, American Medical Association

Objectives:
1. Describe consensus on new directions for medical education
2. Identify gaps in physician training for ACGME/ABMS core competencies
3. List new approaches identified by the AMA Consortium medical schools to close gaps in physician training

Measuring Quality in Medical/Health Professions Education
Panel: Luan Lawson, MD, MAEd, Assistant Dean of Curriculum Assessment and Clinical Affairs, BSOM, Department of Emergency Medicine
Herb Garrison, MD, MPH, Professor of Emergency Medicine, Interim Associate Dean for Graduate Medical Education, Vice President of Medical Affairs at Vidant Medical Center
Richard Hawkins, MD, Vice President for Medical Education Programs, American Medical Association
Donna Lake, RN, BSN, MEd, PhD, Clinical Assistant Professor, Graduate Nursing Sciences, Leadership Concentration, College of Nursing

Objectives:
1. Undergraduate Medical Education: LCME, AAMC, USMLE – Lawson
2. Graduate Medical Education: ACGME, CLER – Garrison
4. Health Professions Education – Lake

Introduction to Performance Improvement Continuing Medical Education/Continuing Education and Maintenance of Certification
Speakers: Lorrie Basnight, MD, Executive Director, Eastern Area Health Education Center; Randy Horton, MS, Director, Office of Continuing Medical Education, BSOM

Objectives:
1. Compare traditional models of CME to Performance Improvement CME (PI/CME)
2. Identify the requirements for approval of AMA/PRA Category 1 credit for PI/CME
3. Describe the array of benefits to provider, patient & system when completing PI/CME
9:50 a.m.-10:05 a.m.  BREAK

10:05 a.m.-11:00 a.m.  The Model for Improvement
Speaker: Ann Lefebvre, MSW, Associate Director, NC Area Health Education Program, University of North Carolina at Chapel Hill
Objectives:
1. Introduction to the Model for Improvement
2. Demonstrate the use of the Model for Improvement
3. Identify the steps in applying the Model for Improvement

11:00 a.m.-12:30 p.m.  TQA Project Teams: Applying the Model for Improvement
Facilitators: Donna Lake, RN, BSN, MEd, PhD, Elizabeth Baxley, MD, Luan Lawson, MD, MAEd, Danielle Walsh, MD, Jason Higginson, MD, Herb Garrison, MD, MPH
Objectives:
1. Share and refine AIM Statements for projects
2. Present initial PDSA cycle and gain input

12:30 p.m.-1:30 p.m.  LUNCH – Eat with TQA Small Group

Afternoon Moderator  Jason Higginson, MD
1:30 p.m.-2:30 p.m.  Tools for Improvement
Speaker: Ann Lefebvre, MSW, Associate Director, NC Area Health Education Program, University of North Carolina at Chapel Hill
Objectives:
1. Introduce at least three tools in quality improvement work
2. Demonstrate the application of those tools
3. Identify the steps in applying those tools

2:30 p.m.-2:45 p.m.  BREAK

2:45 p.m.-4:00 p.m.  TQA Project Teams: Applying Tools to Projects
Facilitators: Donna Lake, RN, BSN, MEd, PhD, Elizabeth Baxley, MD, Luan Lawson, MD, MAEd, Danielle Walsh, MD, Jason Higginson, MD, Herb Garrison, MD, MPH
Objectives:
1. Apply tools for improvement to projects
2. Discuss baseline measures needed
3. Share and discuss preliminary ideas about baseline data needs
4. Determine resources for accessing, compiling and interpreting baseline data

4:00 p.m.-5:00 p.m.  Learning Session Summary and Plans for Work between Learning Sessions
Speakers: Jason Higginson, MD; Yancey Crawford, MPH; Danielle Walsh, MD
Objectives:
1. Putting It Altogether: Microsystem to Improvement
2. Resources and REACH Team Support
3. Q & A

5:00 p.m.  ADJOURN
Accreditation:
The Brody School of Medicine of East Carolina University is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Credit Designation:
The Brody School of Medicine of East Carolina University designates this live activity for a maximum of 14.25 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Faculty Disclosure:

Disclosure Statement: In order to ensure balance, independence, objectivity and scientific rigor in all CME presentations, teaching faculty, planners and reviewers are required to disclose any financial or other relationship they have with commercial entities-pharmaceutical, equipment or other for-profit corporations-that could be construed by learners as posing a possible conflict of interest. The planners, reviewers and faculty do not have financial or other relationships with ANY commercial interest and none are aware of personal conflicts of interest related to this program, with the exception of Dr. Richard Hawkins who has disclosed a financial relationship with Elsevier, where he serves as a Co-Editor of a textbook on the Assessment of Clinical Competence, in which he receives royalties. He not aware of any conflicts of interest related to this program.

Presentations Slides/Handouts:
Presentation slides will be made available electronically on the TQA Brody School of Medicine Blackboard site. Hard copies of worksheets needed for the small group sessions will be provided.

Learning Session Program Evaluation
It is very important that we receive your feedback on this learning session so we can make improvements for future sessions.

We will send an email with a link to an online survey to complete the evaluation. If you have your laptop during the session and would like to complete the evaluation as you go through the program, please go to the following link: https://ecu.qualtrics.com/SE/?SID=SV_cGzA4cSEsU5TIwJ.

You will only be able to resume your survey if you use the same computer each time you return.

THANK YOU!