

Performance Excellence and Quality Management (PExQM)

Cohort 29

September 21, 2023 – December 14, 2023

UT Southwestern Medical Center

Dallas, Texas

Purpose and Content

The Performance Excellence and Quality Management course was established with the goal of providing faculty and staff with the tools needed to initiate and maintain change. The purpose of this course is to provide healthcare professionals and staff with the skills and knowledge required to lead Quality Improvement (QI) projects and change initiatives. The course emphasizes the use of a systematic process to assess the current process/state; determine the root cause of problems; and explore, test, and deploy solutions to make sustainable improvements. Participants will apply their knowledge to a QI project completed during the course. A coach is available to each project team during the course to assist with QI methodology and quality tools to support a successful project outcome. Attendance at all classes and project completion including presentation of the QI project is required for graduation from the course.

Target Audience

The target audience for this program includes physicians, nurses, pharmacists, therapists, technologists, other healthcare providers and health system leaders who are committed to the implementation, development, and maintenance of change initiatives in their departments and organizations.

Educational Objectives

Upon completion of this activity, participants should be able to:

- Describe QI concepts and apply continuous improvement methods and tools in an improvement project.
- Develop a project charter and aim statement.
- Utilize a structured methodology (i.e. PDCA and/or DMAIC) to QI project.
- Demonstrate competency in the use of quality tools including process mapping, run charts, brainstorming, Pareto diagrams, histograms, Root Cause Analysis, Failure Modes and Effects Analysis (FMEA), team development, difficult/critical conversations and change management.
- Describe the types of control charts and when to use them.
- Describe variation in data and data collection.
- Describe cognitive, human, and medical errors and give examples.
- Describe lean methodology and how this methodology improves the delivery of services by reduction of waste and errors.
- Describe conflict styles and methods to deal with each style. Describe conflict resolution, conflict awareness, handling conflict modes, when to use each style, and dealing with anger.
- Describe the essentials of change management including how one moves through change, denial, resistance, exploration, and commitment.
- Describe how to sustain improvement after improvement implementation.
- Present QI project and results in a concise format (power point, poster).

Educational Methods

There are four didactic classes between September 21, 2023 and December 14, 2023. QI projects will be presented approximately six months after the first class day.

Accreditation and Credit Designation Statements

The University of Texas Southwestern Medical Center at Dallas is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The University of Texas Southwestern Medical Center designates this live activity for a maximum of **22.75 AMA PRA Category 1 Credit(s)[™]**. Physicians should only claim credit commensurate with the extent of their participation in the activity.

The University of Texas Southwestern Medical Center certifies that non-physicians will receive an attendance certificate stating that they participated in the activity that was designated for **22.75 AMA PRA Category 1 Credit(s)[™]**.

Evaluation

Evaluation by questionnaire will address program content, presentation, and possible bias.

DISCLOSURE OF FINANCIAL RELATIONSHIPS

As an organization accredited by the Accreditation Council for Continuing Medical Education (ACCME), The University of Texas Southwestern Medical Center, Office of Continuing Medical Education (UTSW CME) requires that the content of CME activities and related materials provide balance, independence, objectivity, and scientific rigor. Planning must be free of the influence or control of any ineligible company, and promote improvements or quality in healthcare. In accordance with ACCME's Standards for Integrity and Independence in Accredited Continuing Education, all persons in the position to control the content of an education activity are required to disclose all financial relationships in any amount occurring within the past 24 months with any ineligible company producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on patients. UT Southwestern also considers ineligible those companies producing, marketing, selling, re-selling, or distributing healthcare products in development for future use on patients, such as healthcare product research companies. All reported financial relationships with ineligible companies are reviewed for relevancy and then mitigated through a content review process prior to the activity (where applicable).

Faculty Disclosures

The following faculty and planning committee members have reported to have **no relevant financial relationships** and will not be discussing any off-label or investigational use of products:

- Gary Reed, M.D., M.S., FACP – Course Director, Speaker
- Mary Baldwin, MEd – Planner
- Patrice Griffith, MT (ASCP), M.B.A. – Speaker
- Lauren Smith – Speaker
- Suzanne Farmer – Speaker

GENERAL INFORMATION

Evaluations and Certificates

Online course evaluations will be available 3-5 business days after the course concludes. The evaluation is an important tool for assessing the effectiveness of this activity as well as for planning future activities. We value your feedback.

CME and Attendance Certificates will be available online at <http://cme.utsouthwestern.edu> after completion of the online evaluation. An account must be created at cme.utsouthwestern.edu in order to claim/view credit. Instructions are available upon request for creating this profile.

If you have any questions regarding your certificate you may direct them to: cmeregistrations@utsouthwestern.edu

Disclaimer

This CME program or activity has been planned to be well-balanced and objective in discussion of comparative treatment regimens, and allows for the free scientific exchange of ideas. All treatment recommendations in a CME program or activity must be based on evidence that is accepted within the profession of medicine as adequate justification for their indications and contraindications in the care of patients. All scientific research referred to, reported, or used in CME in support or justification of a patient care recommendation conforms to the generally accepted standards of experimental design, data collection, and analysis. Information and opinions offered by the speakers represent their viewpoints. Conclusions drawn by the audience should be derived from careful consideration of all available scientific information.