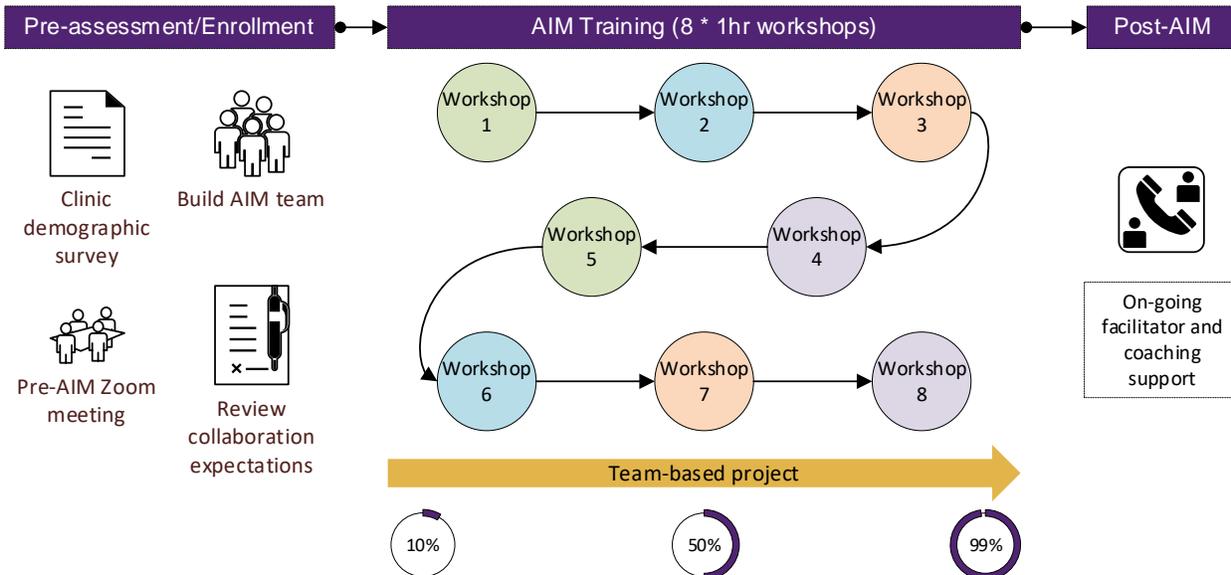


AIM OVERVIEW



Workshops 1 & 2

Teams will explore the concepts related to patient access and how to approach a quality improvement project incorporating change management and team building best practices to resolve inefficiencies and clinic operations, starting with a patient access project. Teams will begin their journey by creating a shared understanding of a barrier to access and developing a problem statement and performing a stakeholder assessment to develop their guiding coalition.

Workshops 3 & 4

Teams will become more familiar with the Model for Improvement, while continuing their drive for change creating an aim statement. In workshop 3, participants will develop a communication plan, as effective communication is essential to managing change to achieve collective buy-in. Emphasis will also be placed on defining types of measures (outcome/process/balance) and creating a data collection plan. This will facilitate the data collection and data visualization processes in order to further define potential gaps in meeting patients' needs.

Workshops 5 & 6

Teams will be introduced to various tools to conduct a root cause analysis for the purpose of understanding where gaps and inefficiencies exist in their process. Most initiatives fail to provide sustainable solutions and benefits because we often focus on addressing the symptoms of a problem rather than the root cause(s). Teams will need to challenge existing assumptions, beliefs, and values about their patient access by generating change ideas that may address identified challenges.

Workshops 7 & 8

Teams will learn about **Plan-Do-Study-Act (PDSA)** cycles for the purpose of testing change ideas, requiring teams to foster a learning mindset and be open to new information. Each PDSA cycle will be important in identifying what worked well and what didn't, informing subsequent PDSA cycles. Keeping team morale high is key throughout a change initiative, thus the importance of generating short-term wins will be discussed. Finally, teams will explore how to maintain momentum and implement successful trials into long-lasting change. Learners are now prepared to continue their improvement journey beyond AIM training!