

MHA MONTANA HOSPITAL ASSOCIATION
Advancing Health in Montana

PIN
Montana Flex
PERFORMANCE PARTNERSHIP FOR THE FUTURE

Champions of Quality Improvement Cohort

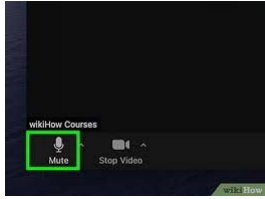
October 19, 2021

Welcome! We will begin shortly while everyone gets logged in!

Use the chat box.

Raise your hand and one of our team members will call on you.

Unmute and speak up!



Turn your camera on when speaking (if possible). We love your face!!

When you speak the first time provide your name and facility.

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Virtual Introductions

Name

Facility

Gratitude



Expectation Overview

We are honored to have you all with us! This was truly an application process and not all those that applied were able to be included. You truly are our Quality Champions of Montana and your individual experiences combine to build a powerful group!

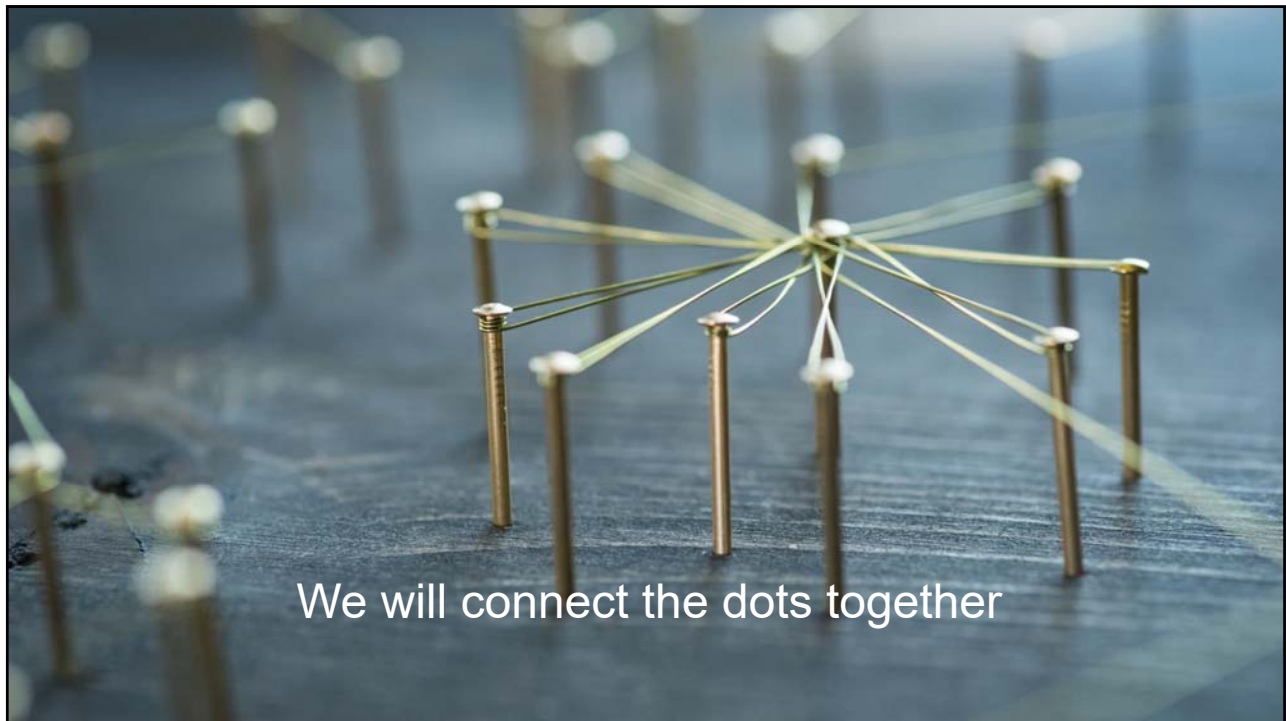
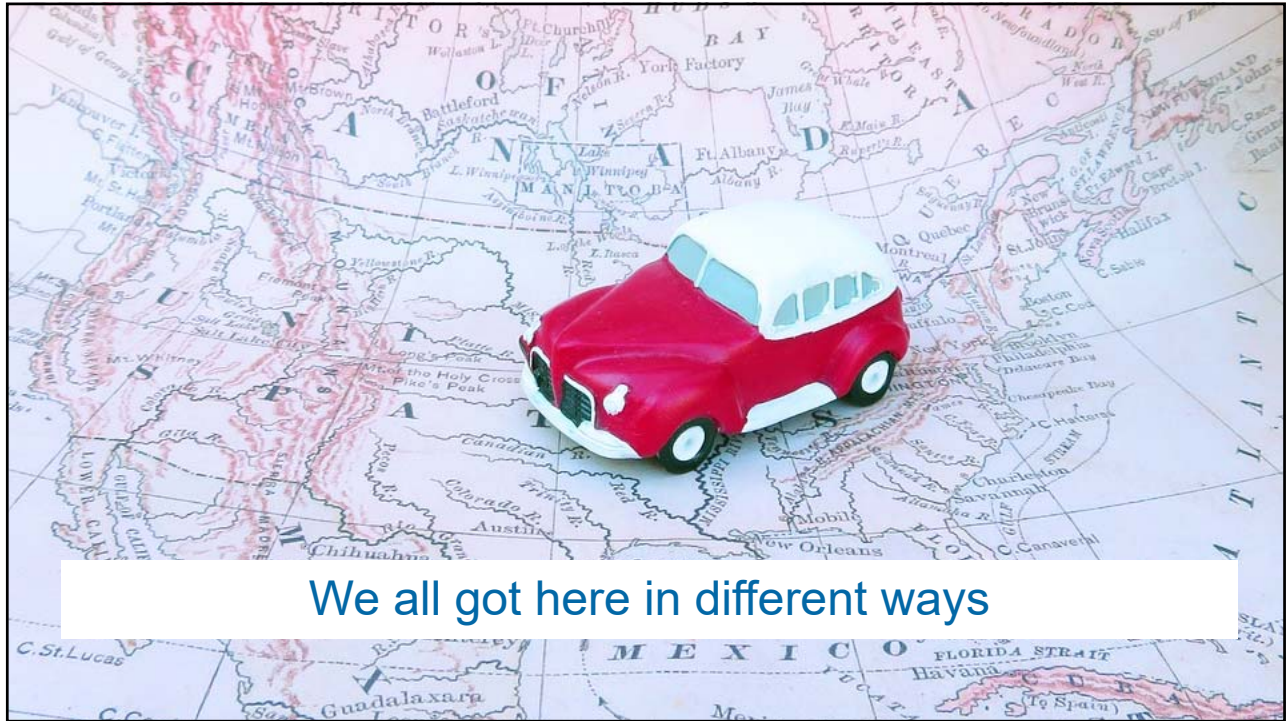
What you can expect from us:

- 6 education sessions, hosted and facilitated by SME and MT Flex & HQIC
- 2 hours of individual coaching with SME for each Champion
- Communicate upcoming deadlines and events.
- Assist with communication to coaches as needed.
- Provide opportunities to share.
- Encourage, support & celebrate!

What we expect from you:

- Attend education sessions
- Make use of coaching hours
- Volunteer to answer questions at 2 Flex/HQIC Office Hour sessions
- Support and mentor MT CAH staff via "Ask A Champion" emails.







What skills does a Quality Leader need to *have*?



We must be good at

- Relationships
- Influencing change
- Communication
- Project management
- Facilitation
- Presentation skills
- Managing people
- Looking calm when we are not
- Staying in our lane
- Staying current

Internal Relationships



Timing and Technique



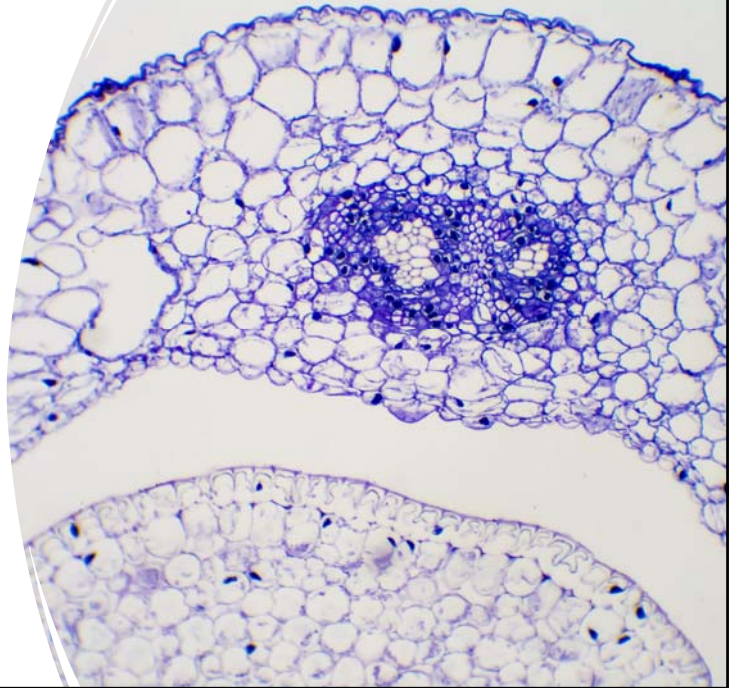


The power to influence



Change
doesn't come
easy for
everyone

Communication



Jot down the percentages (**BC...Before COVID**)

- When I am at work, what percentage of my daily communication with others is:
 - Face-to-face (in person)
 - Email/text/other written word
 - Telephone
 - Web-based (e.g., Zoom)



When trying to influence,
what carries the most
weight?

- Words
- Tone of voice
- Body language



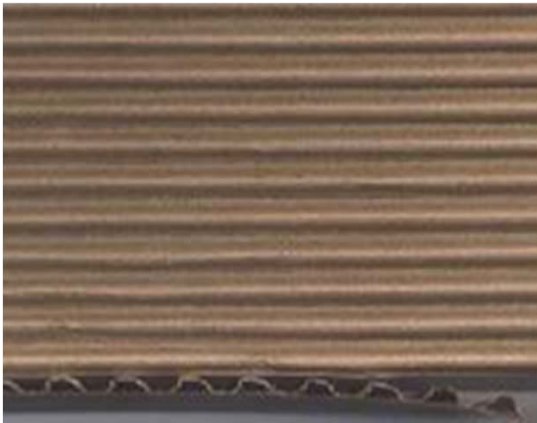
Customize your message and make it memorable

Communication Mishaps



PYXIS KEYBOARD	MED ROOM DOOR HANDLE
	
<p>These germs might not hurt you, but they can hurt your patients.</p>	<p>Wash your hands with soap and water for at least 15 seconds or use the alcohol hand gel and rub hands until dry— before AND after you touch your patient OR their environment.</p> <p><i>Your patients will thank you.</i></p>

Get Attention



Connect to 'the WHY'



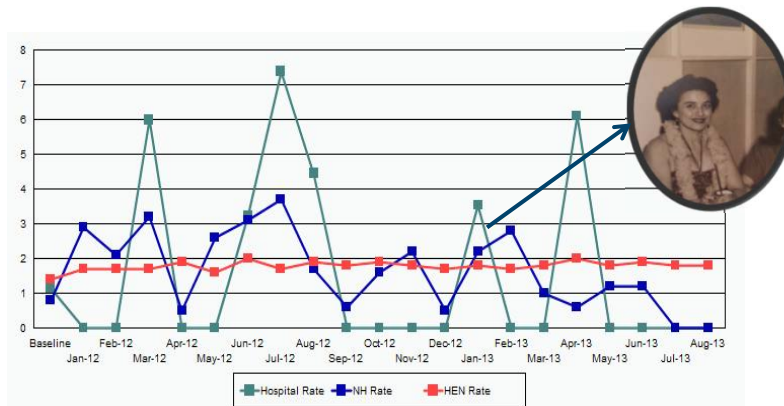
WHY THE FOLEY?!



Get creative to engage staff



To engage, it may take more than dots



Courtesy of Martha Leighton; Eliot Hospital, Manchester, NH



Reward the positive and do it publicly

- Small 'business' cards
- "Thanks for being a life saver" on one side
- "Your Infection Prevention Team" on the other
- Sign name



Focus on the Positives



Celebrate the 'non-events'; the bad stuff that didn't happen



Communication Tools

Group Email - gichampions21@googlegroups.com

All cohort members are included in this email group. Communications from us will come to here and we encourage you to use this as a list serve format to communicate and ask questions of each other between education sessions.

Website – <https://mtpin.org/qichampions21/>

There is a website specific to this project and only available to project participants. It houses the schedule, resources, recordings, presentations, etc.



Next Up

Date	Activity	Notes
November 17, 2021	Flex/HQIC Office Hours	Champions: Bobbie & Carly
December 15, 2021	Flex/HQIC Office Hours	Champions: Bobbie & Dena
December 21, 2021	Champions Education Session	Topics: <ul style="list-style-type: none"> • Performing FMLA/RCA/Etc • Use of Discovery Tools



Contact

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