

Institute of Healthcare Improvement Innovations Hub: A Quality Improvement & Patient Safety Consulting Charter for Wayne State School of Medicine Student-Run Free Clinics

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INTRODUCTION

- Quality improvement (QI) and Patient Safety (PS) are two integral pillars in medicine that foster improved patient outcomes and quality of care in a robust and efficient practice (1,2).
- The Institute for Healthcare Improvement (IHI) student chapter at Wayne State University School of Medicine (WSUSOM) has been providing QI and PS education for medical students since 2013.
- To provide opportunities for students to apply QI education learned during the first two years of medical school, IHI designed an Innovations Hub to foster experiential learning in QI.
- The IHI Student Clinic Innovations Hub provides a collaborative space for developing and implementing QI/PS projects within WSUSOM student-run free-clinics by leveraging the student-skills within IHI to enhance quality of care delivered in student-run free-clinics.

METHODS

- The IHI Innovations Hub works to enhance the QI/PS skills of medical students through two components.
- Component 1 The Innovations Hub facilitates a series of QI/PS and design workshops to develop the tangible skills necessary for students to integrate the QI framework inside and outside of their organizational practice.
- Workshop themes range from topics such as design thinking to data analysis and are delivered in an interactive, "incubator" format that allows students to apply current or future projects. (Figure-1)
- Component 2 Co-development of QI/PS projects to specific challenges faced by student run clinics.
- "Innovation Leads" will guide the student-run clinic leadership teams through the IHI Innovation pathway (Figure-2) starting with an onboarding survey.
- Throughout the process, an IHI Innovation Hub council comprised of previous board members and faculty will provide additional support.

PDSA Cycle Improvement Improvement Innovations Innovat

METHODS IHI Student-Run Clinic Innovations **Hub Pathway** Student Clinic On-Student Clinic On-**Boarding Meeting Boarding Pre-Survey** What is the population that you serve? Meeting between student clinic leadership team, How many patients do you see on average? IHI Innovations manager, and IHI Innovations Lead to outline the process. What are some of your main challenges? **IHI Innovations Team** Strategy Meeting IHI Clinic Site Visit Internal IHI Innovations planing meeting Five Whys³ Innovation Planning Cause and Effect³ Meeting Change Concepts³ Meeting between the IHI team and the student clinic utilizing observational and collected data to plan Failure Modes and Effects³ the innovation utilizing IHI Frameworks. Equity Stratification³ Develop Protocol Present to IHI Innovation Determine the resources, personnel, and Council data points needed to be captured. Evaluate and assess Initiate Innovation innovation Disseminate results and Student clinic participant process to network of post-survey evaluation other clinics Figure-2

ANALYSIS & EVALUATION PLAN

Evaluation of trainee's QI knowledge and confidence in project implementation

 Pre and Post self-assessment surveys on fundamental QI knowledge and trainees' self-efficacy in QI project development will be administered



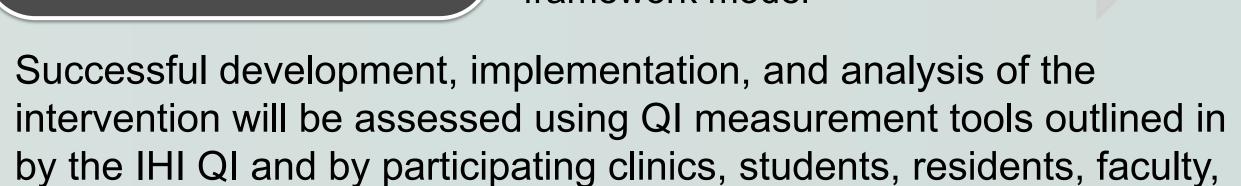
Evaluation of PS/QI project implementation

- Quality of final product will be assessed through final data collection and analysis
- Submission of project to showcase and implementation- an abstract, paper, presentation

Evaluation from Student-Run Free clinic members of IHI Innovations Hub collaboration

and patients.

- Self-reflection component from trainees and IHI consultants on project implementation
- Survey of satisfaction of IHI consulting hub and project framework model



DISCUSSIONS AND CONCLUSIONS

- Our student-clinic innovation model fosters a space for medical students to deliver QI/PS projects to better serve vulnerable patients in our Detroit community.
- This innovation advances and diversifies IHI's ability to disseminate education on QI/PS at WSUSOM.
- <u>Future goal</u>: We aim to create a streamlined model for the consulting QI/PS process with student-run clinics in medical school institutions and share this framework with other IHI chapters across the nation.

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