



# Institute for Healthcare Improvement Innovations Hub Expansion: Where Innovation Meets Impact

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## Introduction

- Quality improvement (QI) and patient safety (PS) are crucial components of medical education because of their relevance in modern healthcare. Despite the importance of QI/PS in medical education, having students participate in meaningful projects within this focus is challenging.
- Last year, the Institute for Healthcare Improvement (IHI) student organization piloted an Innovations Hub with the goal of evaluating the effectiveness of the Innovations Hub for completing QI/PS initiatives within one WSUSOM student organization. The Innovations Hub was successful in piloting an improvement project for one student-run free clinic at WSUSOM.
- This year, the IHI student organization aimed to expand the Innovations Hub to reach more student organizations and student run clinics while also educating students on the importance of QI/PS.

## Methods

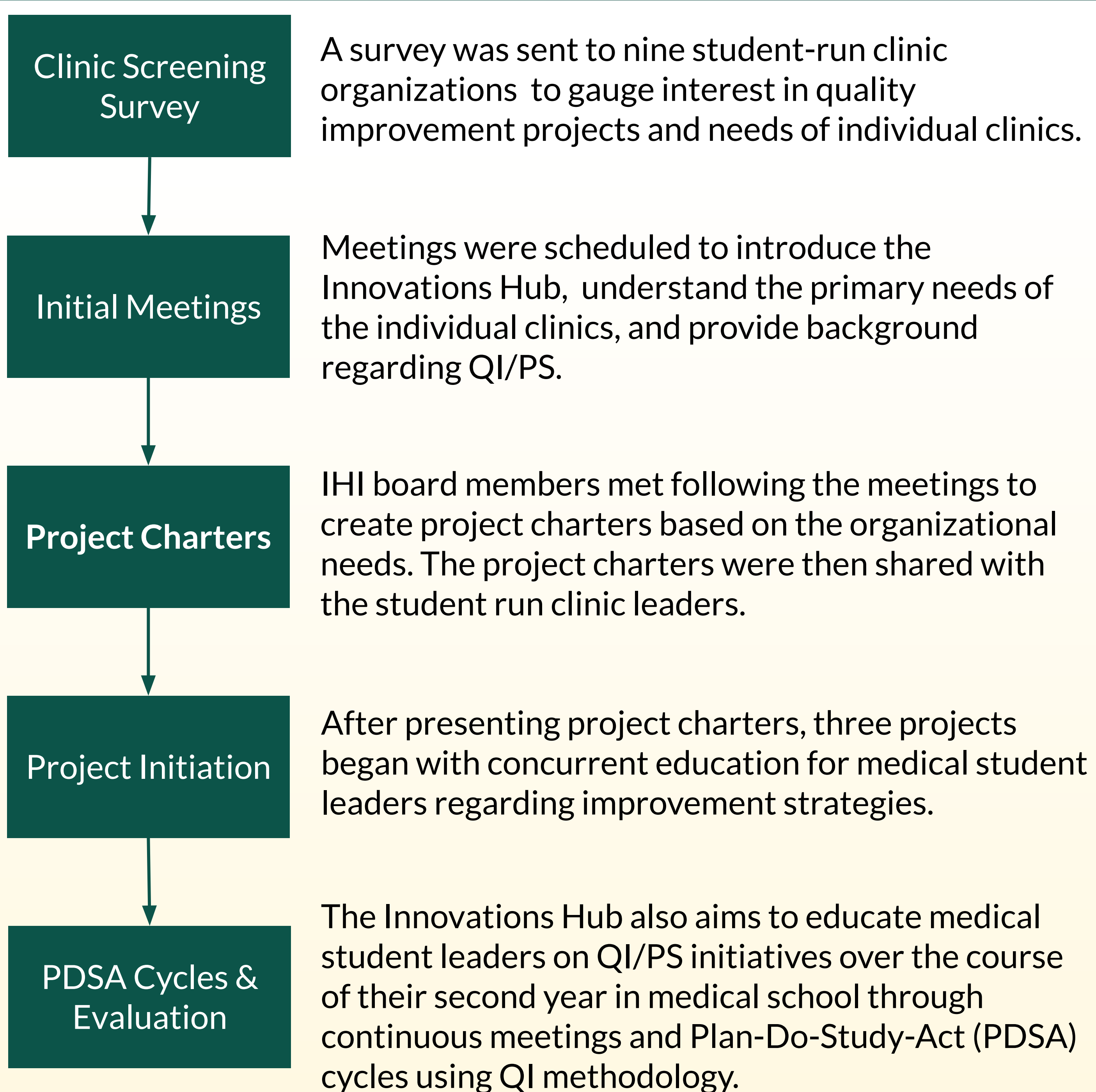


Figure 1. Workflow of Innovations Hub methodology.

## Ongoing Project Evaluation

Figure 2. Initial Survey Responses

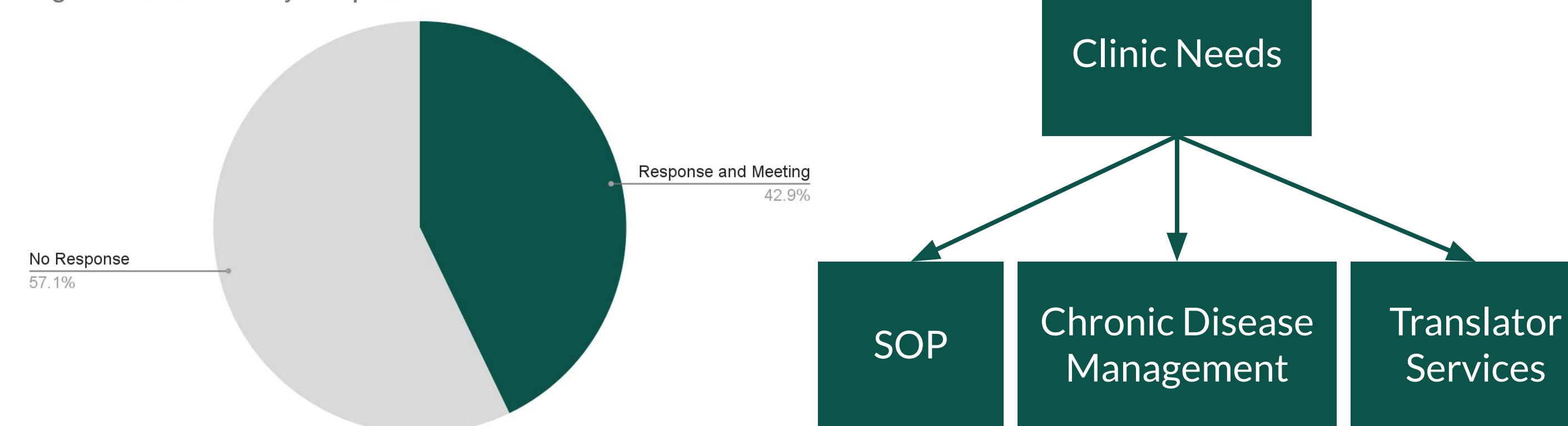


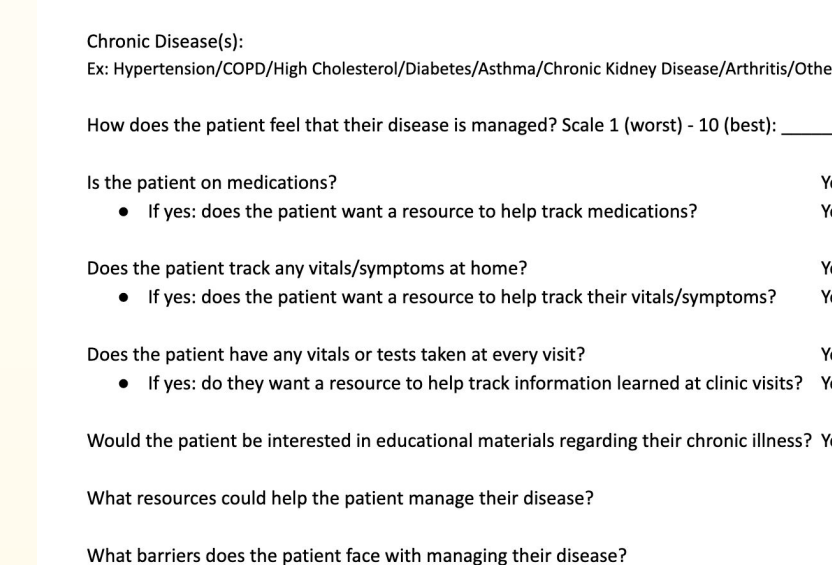
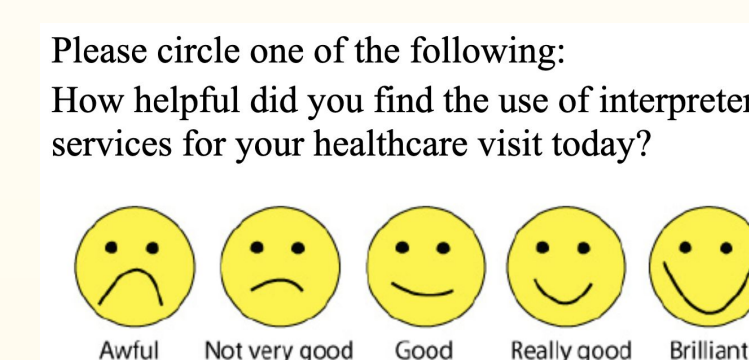
Figure 2. Out of the nine surveys sent, five student-run free clinics responded as shown above.

### Standard Operating Procedure Project

- This project will establish a standard operating procedure (SOP) for a Street Medicine group with a large number of volunteers who need training. Leaders will use the SOP to optimize efficiency and maximize training quality.
- Comparing feedback from training pre-and post-implementation of the SOP will determine both trainee/trainer satisfaction and the effectiveness of trainer sessions.

### Chronic Disease Management Project

- This project will create a chronic disease management strategy for a clinic. By developing a checklist to identify a patient's goals and the resources needed to achieve them, the project will improve patient-centered individualized chronic disease management.
- Process measures will include the use of the checklist and outcomes will include a survey to assess patient satisfaction with their disease management.



### Student Interpreter Project

- A student interpreter project is underway to create an interpreter resource for student-run clinics at WSUSOM.
- The project will allow student-run clinics to improve patient satisfaction and gives students space to utilize language skills.
- Both student interpreters and student-run clinic leaders will be surveyed to evaluate efficiency, student comfort and development, and quality of care.

## Next Steps and Conclusion

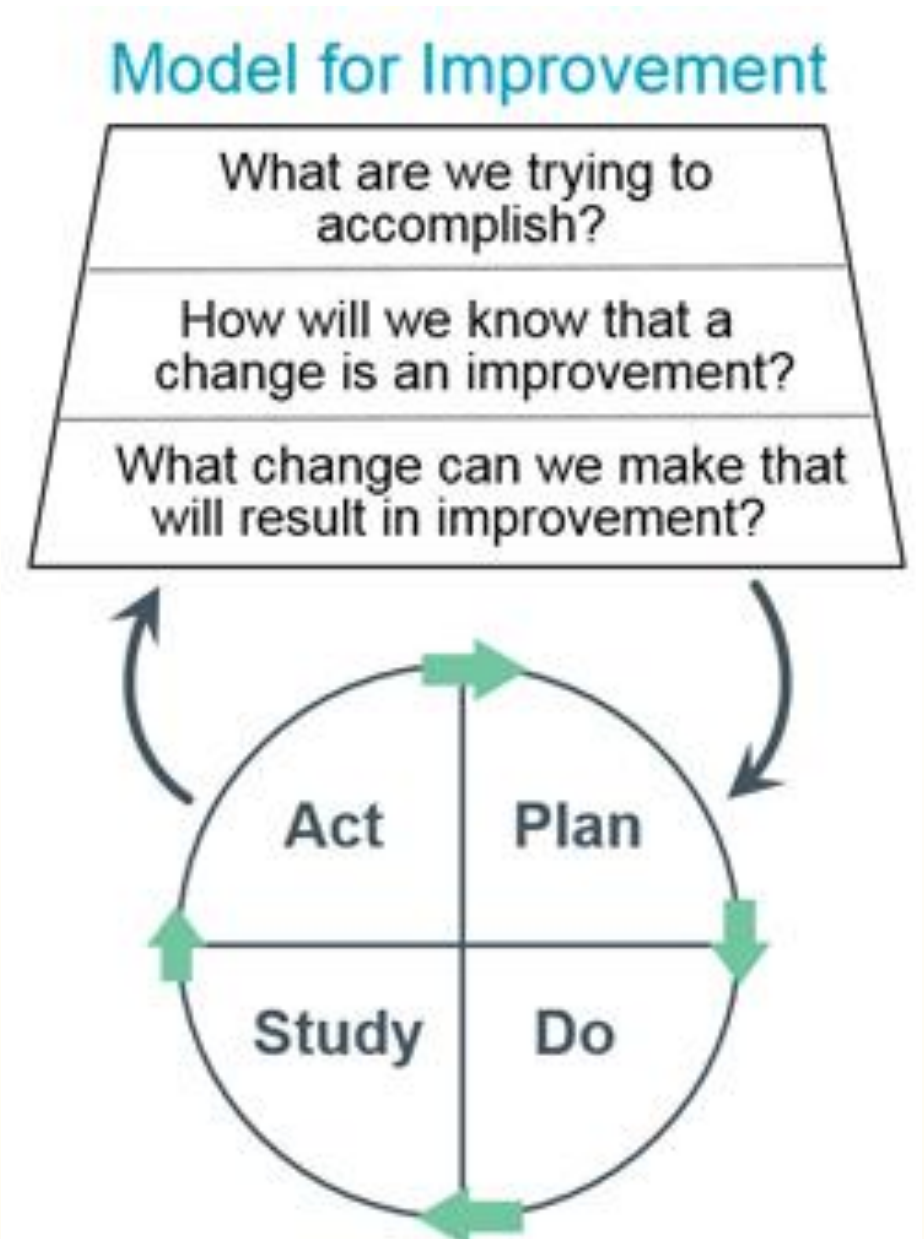
- Expanding the Innovations Hub provides an opportunity to educate student leaders on QI methodology and PS science through real projects within their organizations.
- The ongoing success of the projects shows a strong future for IHI's collaboration with organization leaders to create individualized projects while learning about quality improvement.
- The broad range of projects implemented across WSUSOM clinics introduce new ideas into student leadership that can move through

### Continuous QI/PS Education

- IHI will evaluate the effectiveness of the Innovations Hub in teaching students QI/PS strategies through a survey.
- Student leaders will provide feedback on their ability to design and implement projects by analyzing improvement data and implementing PDSA cycles.

### Future Directions

- In future years, this quality improvement resource could move beyond student-run free clinics and address the needs of a broader spectrum of student organizations at WSUSOM.



## References

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