

Building System Improvement Capability

Leverage Point	Target Audience	Competencies	CCHMC Target Categories	CCHMC Interventions
Macrosystem CCHMC (Whole System)	Sr. Leaders (e.g. CEO, Sr. VPs, VPs)	Lead the whole system based on Deming's System of Profound Knowledge	Approximately 28 Sr VPs & VPs	Intermediate Improvement Science Series (I2S2)
Mesosystem Clinical Systems Improvement {CSI} site of care teams and medical & surgical divisions	<ul style="list-style-type: none"> CSI Leaders MD Division Heads Asst VPs Directors/Sr. Directors Strategic Improvement Project Team Leaders 	<ul style="list-style-type: none"> Lead strategic improvement teams/complex/ cross-functional projects to get results Articulate the role of dept/unit/division as a sub-system that is interdependent part of larger system of CCHMC Coach others to do improvement publications Disseminate results via external presentations & prof journals 	Dept. Heads/Division Heads, VP's, AVP's, selected MD's, Sr. Directors, Directors (includes typically M3-M5 – approx. 380 people +) (Includes selected APN's & some Clinical Directors)	<ul style="list-style-type: none"> Intermediate Improvement Science Series (I2S2) JIT coaching and continued use of I2S2 learning while developing a portfolio of projects Advanced Improvement Methods (AIM) for faculty focused on publication Quality Scholars Program for young faculty with leadership aspirations
Microsystem Department units, clinics, ORs, etc.	<ul style="list-style-type: none"> Clinical managers Lead MDs 	<ul style="list-style-type: none"> Lead small teams/narrow scoped projects in a small microsystem & get results Lead microsystem efforts to remove defects & waste from processes of daily work Effectively participate in cross-functional & strategic improvement teams Successfully complete a narrow-scoped project & get results 	Includes all clinical & nonclinical front-line supervisors & managers typically in the M1 & M2 bands-approx. 250 people) (Includes Clinical Managers, Supervisors, Leads, Coordinators, Lead APN's, CNS's, Care Managers when appropriate, Clinical Directors or at the next level & "Faculty-Routine QI activities": (~200)	<ul style="list-style-type: none"> Rapid Cycle Improvement Collaborative (RCIC) & compressed team leader course JIT coaching while participating in a QI project by I2S2 graduate, QIC, etc.
Individual Contributors Front Line Improvers	All front-line, non-management staff	<ul style="list-style-type: none"> Engage in the improvement of daily work Effectively participate in improvement teams 	<i>Includes APN's, RN's all attending physicians (~400), residents and fellows; medical, nursing & allied health students</i>	On-line courses: <ul style="list-style-type: none"> Intro to Quality Intro to Measurement