

CVI MINISTRY | PRMCE JOURNEY MAP DESIGN

Theme : Removing waste, smoothing processes and flow

Pre-Join

+2wks

Join

+2wks

Learn

+2wks

Grow

+2wks

Renew

Learning Stage	Orientation & Empowerment	Project & Personal Readiness/CVI Business	Foundations 1	Foundations 2	Pebble in the Pond	Project Presentations; Pay it Forward
Length	2 hour Kick-off	1/2 day Business – 1 hour	1/2 day	1/2 day	1/2 day	1 day
Faculty	Kim, Liga, Scott, OE, Jannah	Liga, Scott, Sister Suzanne, OE	Liga, Scott, OE	Liga, Scott, OE Guest speaker: Jen Hoople	Liga, Scott, OE	Liga, Scott, OE Local Executives
Expectations/ Learning Goals	<ul style="list-style-type: none"> Emphasize requirement of including frontline caregivers in improvement project team Emphasize need to make project visible to staff and exec team (i.e. Learning Board) Training expectations/Participation (flipped classroom concepts) Key concepts: Decrease waste, improve efficiency, throughput, financial impact, quality Provide template for teams to complete for project ideas 	<ul style="list-style-type: none"> Present project ideas - Go/No Go from Liga/Scott Class time for drafting Charter and SIPOC Project ROI Examples of financial methodology – applying to real projects 	<ul style="list-style-type: none"> Continue to build Learning: Board communications Build project presentation Project team meetings 	<ul style="list-style-type: none"> Continue to build Learning: Board communications Build project presentation Project team meetings 	<ul style="list-style-type: none"> Introduce foundational concepts Peer teaching: Lessons Learned dialogue - capture the fails Team processing: discuss initial thoughts of scale plan based on lessons learned 	<ul style="list-style-type: none"> Project Presentation Pay it Forward Celebration
Critical Learning Components	<ul style="list-style-type: none"> Working with staff to identify project Problem statement Goal statement (AIM) Start to think about data – what data to collect, how to collect, etc. Check in on IHI Open School modules (give IHI assignment prior to Pre-Join) 	<ul style="list-style-type: none"> Charter SIPOC How we get paid? Business drivers - what drives cost? Mission stewardship Hard \$ vs soft \$ Linking financial methodology to project 	<ul style="list-style-type: none"> Waste – deeper dive Gemba observations Flows of healthcare Run Charts Root Cause Driver diagram 	<ul style="list-style-type: none"> PDSA Improvement elements (Standard work, visual controls, etc.) Planning time in class for first PDSA cycle 	<ul style="list-style-type: none"> Finalize project presentation Leadership assessment 	