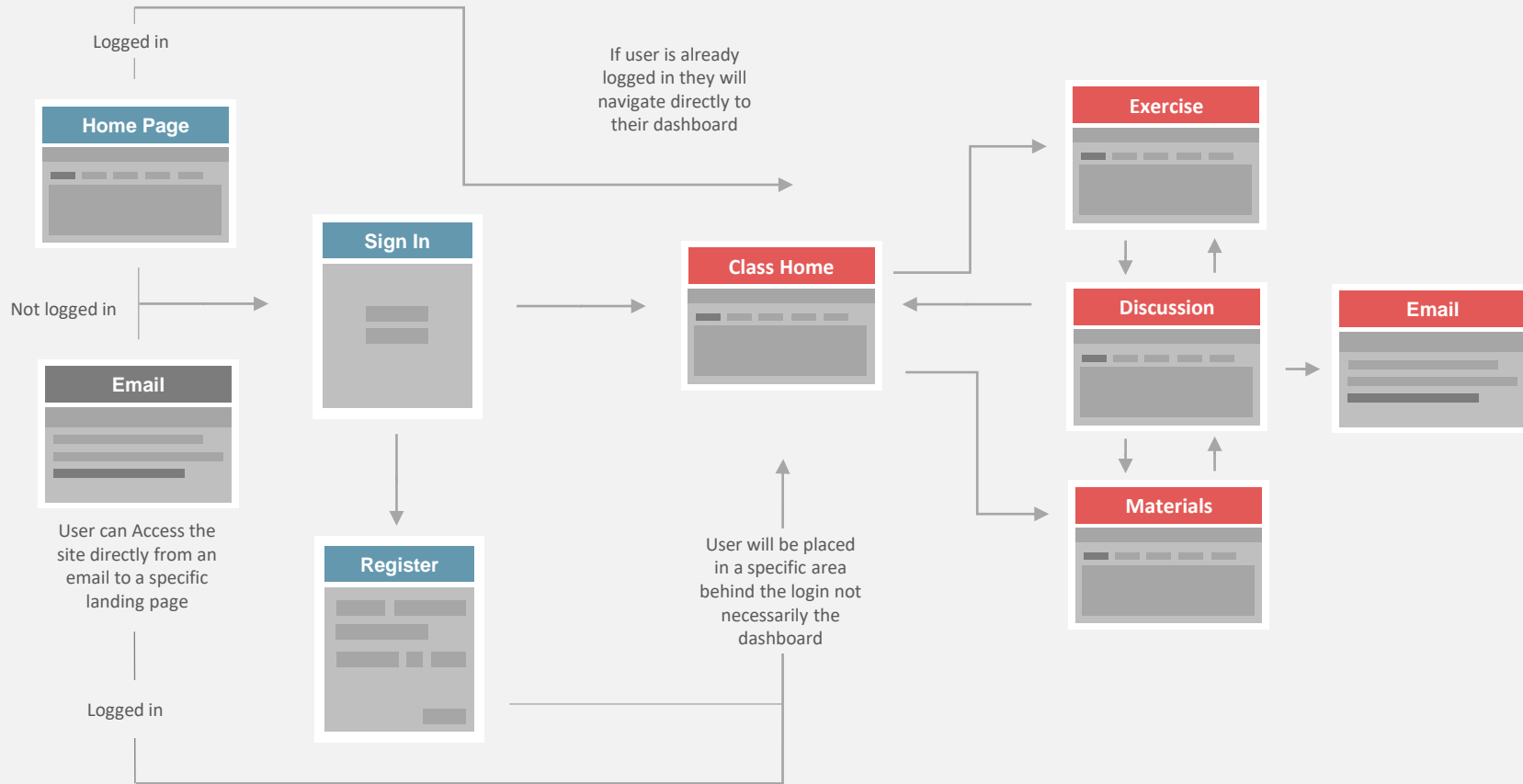




The Association: Classroom Wires

Wednesday, September 30

User Flow



Login:
As a user I need to login to the site to gain access to member content



Log in

[Forgot Password?](#)



User Story 0:

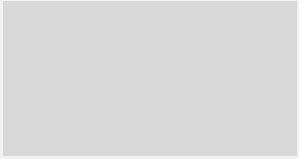
As a course participant, I need to be able to easily see my progress on all my current courses on the dashboard where I go to pick my classes, so I can always know the status of each class.

Priority 1

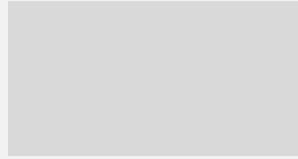


Current Classes

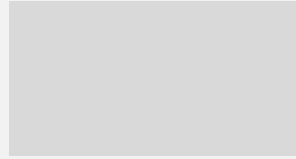
Expand



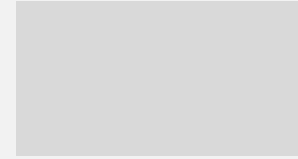
Class Name One Goes Here



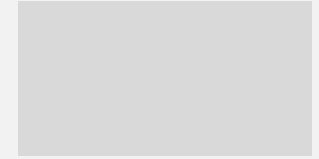
Class Name One Goes Here



Class Name One Goes Here



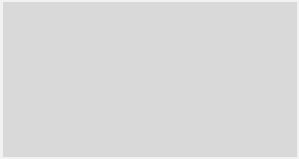
Class Name One Goes Here



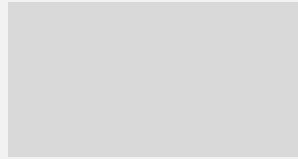
Class Name One Goes Here

Previous Classes

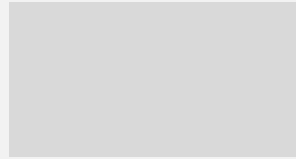
Expand



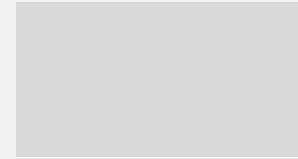
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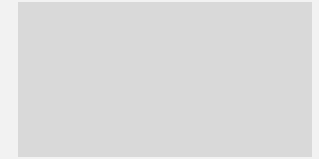
Class Name One Goes Here



Class Name One Goes Here



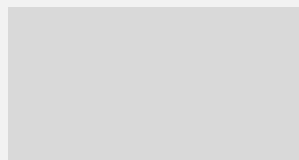
Class Name One Goes Here



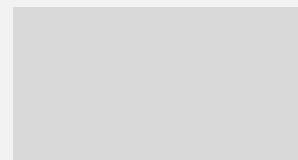
Class Name One Goes Here

Recommended Classes

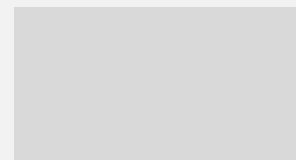
Expand



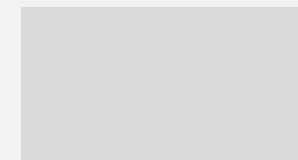
Class Name One Goes Here



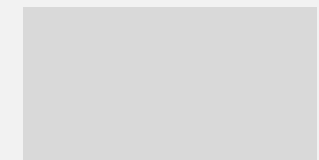
Class Name One Goes Here



Class Name One Goes Here



Class Name One Goes Here



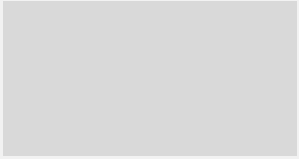
Class Name One Goes Here

■ Trending: Innovative Surgical Procedure Tested in Atlanta, Georgia

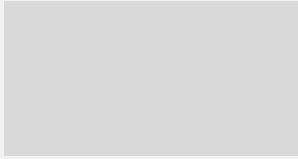


Current Classes

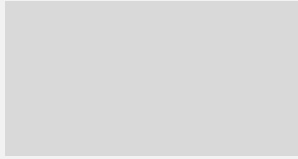
Collapse



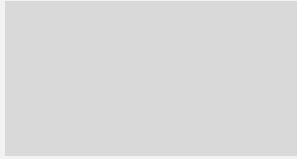
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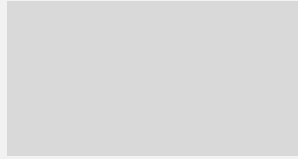
Class Name One Goes Here



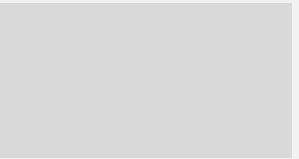
Class Name One Goes Here



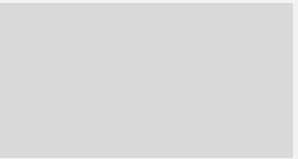
Class Name One Goes Here



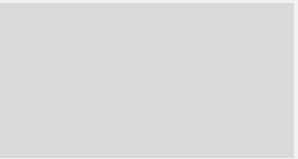
Class Name One Goes Here



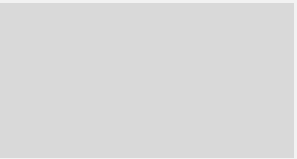
Class Name One Goes Here



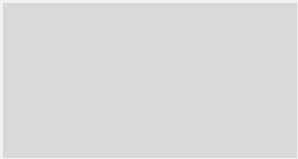
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Class Name One Goes Here



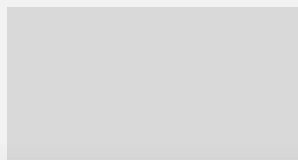
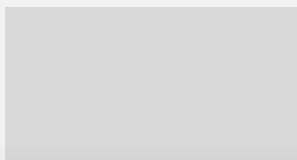
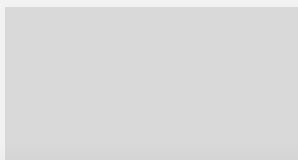
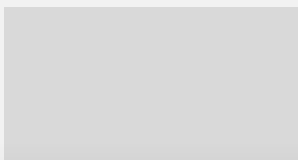
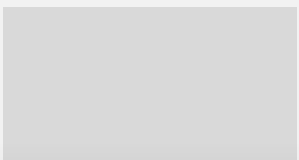
Class Name One Goes Here



Class Name One Goes Here

Previous Classes

Expand



■ Trending: Innovative Surgical Procedure Tested in Atlanta, Georgia



User Story 1A:

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Priority 1



User Story 1B:

As a course participant, I need progress visuals to show how many total exercises there are in a week and how many I have completed, so I can keep track of the work I have and have not completed.

Priority 1



User Story 1C:

As a course participant, I need progress visuals to show how many total exercises there are in a week and how many I have completed, so I can keep track of the work I have and have not completed.

Priority 1



User Story 1D:

As a course participant, I need the materials tab to be located first then the exercise tab, so I can access the information most important first.

Priority 1



User Story 1E:

As a course participant, I need to clearly see if an exercise is overdue, so I can see what work I need to get done before the class has ended.

Priority 1



User Story 1F:

As a course participant, I need to be able to see the list of course information in a given week including, videos with lessons and chapters and materials including, PDFs of PowerPoints, articles and resources, so I can access all information related to my course.

Priority 1



ALTERNATIVE



Week 1 Lesson 1 Chapter 1 ▼



Add Note



Title	Created	Updated
3 Points of Intersection	Tues, Aug 15	NA
3 Points of Intersection	Tues, Aug 15	NA

Course Description

Physicians must be leaders in performance improvement because of their unique roles in patient care. It's important to understand your role in supporting high quality health care. Discover how to design and implement systems that drive better patient and business outcomes. Apply real-world concepts to improve quality at your organization.

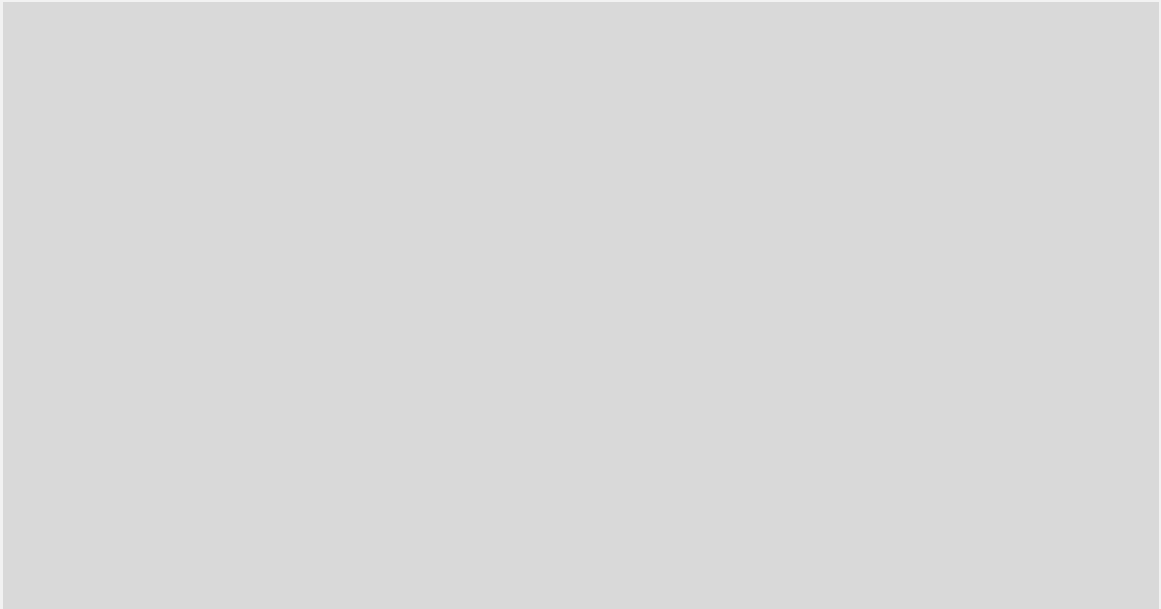
You'll see what you, as a physician leader, need to do to guide your team toward higher quality health care and learn about performance improvement tools you can use to deliver better quality care and ensure patient safety. You'll gain a better understanding of how a culture of high reliability can help your organization prevent, detect and mitigate errors, using examples from commercial aviation. And you will be able to outline a plan for your organization to initiate quality improvement and influence physician behavior to improve quality and cost-effectiveness.



ALTERNATIVE



Week 1 Lesson 1 Chapter 1 ▼



Add Note



Export Notes

Title	Created	Updated
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3 Points of Intersection	Tues, Aug 15	NA
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3 Points of Intersection	Tues, Aug 15	NA
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Course Description

Physicians must be leaders in performance improvement because of their unique roles in patient care. It's important to understand your role in supporting high quality health care. Discover how to design and implement systems that drive better patient and business outcomes. Apply real-world concepts to improve quality at your organization.

Exercises

Materials

Week 1 ▶

Week 2 4/5 Completed ▶

Week 3 0/5 Completed ▶



Week 1 Lesson 1 Chapter 1 ▼



Add Note



Export Notes

Title	Created	Updated
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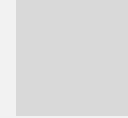
3 Points of Intersection	Tues, Aug 15	NA
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3 Points of Intersection	Tues, Aug 15	NA
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Exercises

Materials

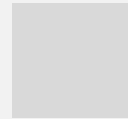
Week 1 ▼



Exercise 1 Name One Goes Here

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can ...

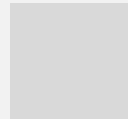
Due: Tuesday, Sep 29



Exercise 2 Name One Goes Here

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can ...

Due: Monday, Oct 5



Exercise 3 Name One Goes Here

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can ...

Due: Tuesday, Oct 11

Week 2 4/5 Completed ▶

Week 3 0/5 Completed ▶



Exercises

Materials

- SELECT VIDEO -

Week 1

Lesson 1

Chapter 1

Chapter 2

Chapter 3

Chapter 4

Lesson 2

Chapter 1

Chapter 2

Chapter 3

Chapter 4

Week 2

Lesson 1



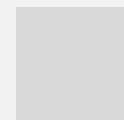
Add Note



Export Notes

Title	Created	Updated
3 Points of Intersection	Tues, Aug 15	NA
3 Points of Intersection	Tues, Aug 15	NA

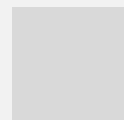
Week 1



Exercise 1 Name One Goes Here

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can ...

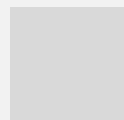
Due: Tuesday, Sep 29



Exercise 2 Name One Goes Here

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can ...

Due: Monday, Oct 5



Exercise 3 Name One Goes Here

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can ...

Due: Tuesday, Oct 11

Week 2 4/5 Completed ▶

Week 3 0/5 Completed ▶

- Home
- Three Faces of Quality - August-September 2015
 - Week 1
 - Materials
 - Introduction: PowerPoint
 - Lesson 1: PowerPoint
 - Lesson 2: PowerPoint
 - Lesson 3: PowerPoint
 - Article 1
 - Article 2
 - Videos
 - Introduction
 - Introduction
 - Lesson 1
 - Lesson 2
 - Lesson 3
 - Week 2
 - Week 3
 - Week 4
 - Edward Walker Biography
 - Harry Leider Biography
 - Course Practice Quiz

Introduction

Introduction and

Week 1 Notes

[+ New Note](#) [Export Notes](#)

Search:

Created	Updated	Title
No Notes in this session.		

Showing 0 to 0 of 0 entries



User Story 2:

As a course participant, I need to be able to view any attachments to assigned exercises, so I can fully understand the assignment.

Priority 1



Exercises

Materials



Video Name Goes Here ▼



Add Note



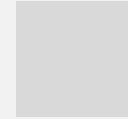
Export Notes

Title	Created	Updated
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3 Points of Intersection	Tues, Aug 15	NA
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3 Points of Intersection	Tues, Aug 15	NA
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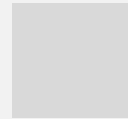
Week 1 ▼



Exercise 1 Name One Goes Here

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can ...

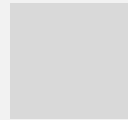
Due: Tuesday, Sep 29



Exercise 2 Name One Goes Here

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can ...

Due: Monday, Oct 5



Exercise 3 Name One Goes Here

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can ...

Due: Tuesday, Oct 11

Week 2 4/5 Completed ▶

Week 3 0/5 Completed ▶



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

[delta-medical-case-study.pdf](#)

[delta-medical-case-study.xls](#)

[delta-medical-case-study.doc](#)



Download All Materials

Discussions

New Discussion

Filter by : All ▼

[Expand All](#) | [Collapse All](#)

7:30am Today

Dr. Vito Rocco

7:50am Today

Delete

My name is Vito and I will take the chief of staff role. We need to provide physician scorecards of lengths of stay, core measure data, and patient satisfaction. As change needs to come, in line with Karim it must come from within. As the leader of the medical staff we have seen the previous regime jettisoned from failure to achieve standard in the aforementioned categories so there must be some accountability.

[Comment](#) • [Edit](#)

5:21pm Yesterday







Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone know how to upload audio files to a post?

[Comment](#) • [Edit](#)



-  Exercises for Three Faces of Quality - September-October 2015
-  Week 1
-  Week 2
-  Due: 10/02/2015
[Exercise 2](#)
-  Week 3
-  Week 4

Week 2: Exercise 2

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can really solve. You're in the same roles as last week.

[delta-medical-system-case-study-part-2.pdf](#)

Answers Discussion

[New Discussion](#)



User Story 3A:

As a course participant, I need to be able to discuss the exercise with other participants by posting comments, so I can satisfy the participation requirement for the course.

Priority 1



User Story 3B:

As a course participant, I need to be able to see who is in my group/class when I am posting to a discussion board, so I know who will be reading my post. (This user story is attempting to move away from the participant list we have now)

Priority 1



User Story 3C:

As a course participant, I need to be able to clearly see the following information when a thread is in the collapsed state: who wrote it, group number, time and number of posts in the thread), so I can quickly and easily see any new updates.

Priority 1



User Story 3D:

As a course participant, I need to be able to click on a course material and view it, so I can consume the information.

Priority 1



User Story 3E:

As a course participant, I need a refresh button for the discussions, so I can easily refresh the data so I can always have the most up to date information possible.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

[delta-medical-case-study.pdf](#)

[delta-medical-case-study.xls](#)

[delta-medical-case-study.doc](#)



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Discussions

New Discussion

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[Comment](#) • [Edit](#)

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[Comment](#) • [Edit](#)



Answers

Discussion

New Discussion

Dr. Vito Rocco · 9/21/2015 7:30 AM

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Dr. Harry Leider - Faculty · 9/23/2015 6:57 PM

Vito,

Scorecards are a great idea. Would you share the results: with other physicians? In addition a few hospitals, such as North Shore-LIJ in New your are sharing patient satisfaction data with the public and have seen impressive improvement in patient satisfaction - even though this was initially opposed.

Check out this article:

<http://www.marketwatch.com/story/north-shore-lij-begins-posting-online-patient-reviews-of-physicians-2015-08-27-14173584>

Harry

Dr. Vito Rocco · 9/25/2015 8:39 AM

Yes I think it is important to share results for physicians to see where they stand. Multiple studies have shown that this improves behavior mainly through the Hawthorne effect. This is especially true in the avenue of patient satisfaction.

Reply



User Story 4:

As a course participant, I need to be able to indicate that a post is my final answer, so faculty can clearly see what my final answer to the exercise is.

Priority 1



Week 2 | Exercise 2

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

[delta-medical-case-study.pdf](#)

[delta-medical-case-study.xls](#)

[delta-medical-case-study.doc](#)




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Discussions

New Discussion

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 7:30am Today

Dr. Vito Rocco


7:50am Today

Delete

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[Comment](#) • [Edit](#)

 [Mark Final](#)

 5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone know how to upload audio files to a post?

[Comment](#) • [Edit](#)



User Story 5:

As a course participant, I need to be able to edit a post, so I can correct a mistake on a post or add additional information to a post.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

[delta-medical-case-study.pdf](#)

[delta-medical-case-study.xls](#)

[delta-medical-case-study.doc](#)



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Discussions

New Discussion

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7:30am Today

Dr. Vito Rocco

7:50am Today

Delete

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[Comment](#) • [Edit](#)

[Mark Final](#)

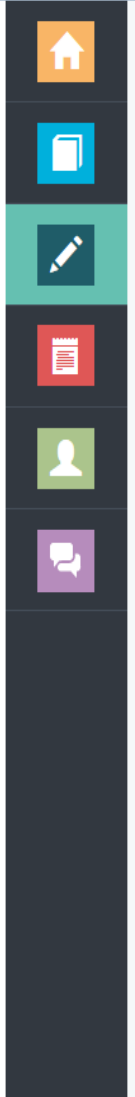
5:21pm Yesterday

Dr. Shepard

7:30am Today

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[Comment](#) • [Edit](#)



Week 3
Week 4

...going to supply some initial parameters for the simulation, but you're not... complexity of the simulation, feel free to make up a "fact" and run with it as if it were true. Once you put something in, it's in play for everybody. Because we're going to improvise this there will be an occasional factual contradiction, but try to stay flexible and move with the main trend of the group. Don't get obsessive about details. This is about the big picture of establishing a quality and safety model - we're interested in the forest, not the trees.

Once you declare your role you stay in that role for the entire week monitoring the process the way a person in that role would react. The only thing you have in common is that you're all physicians by training, irrespective of the role you take in the organization. If you really get into this you'll find you'll learn a lot about quality and safety as well as have a lot of fun.

[delta-medical-system-case-study.pdf](#)

Answers Discussion

Message:

Done or Cancel

Attach

Dr. Vito Rocco · 9/21/2015 7:30 AM

My name is Vito and I will take the chief of staff role. We need to provide physician scorecards on lengths of stay, core measure data, and patient satisfaction. As change needs to come, in line with Karim it must come from within. As the leader of the medical staff we have seen the previous regime jettisoned from failure to achieve standard in the aforementioned categories so there must be some accountability.

Dr. Harry Leider - Faculty · 9/23/2015 6:57 PM



Week 2 | Exercise 2

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

[delta-medical-case-study.pdf](#)

[delta-medical-case-study.xls](#)

[delta-medical-case-study.doc](#)




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Discussions

New Discussion

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7:50am Today

Delete

My name is Vito and I will take the chief of staff role. We need to provide physician scorecards of lengths of stay, core measure data, and patient satisfaction. As change needs to come, in line with Karim it must come from within. As the leader of the medical staff we have seen the previous regime jettisoned from failure to achieve standard in the aforementioned categories so there must be some accountability.

[Comment](#) • [Edit](#)

 [Mark as Final](#)

 5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone know how to upload audio files to a post?

[Comment](#) • [Edit](#)

 [Mark as Final](#)



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

[delta-medical-case-study.pdf](#)

[delta-medical-case-study.xls](#)

[delta-medical-case-study.doc](#)



Download All Materials

Discussions

New Discussion

Filter by : All ▼

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7:30am Today

Dr. Vito Rocco

7:50am Today

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[Comment](#) • [Edit](#)

Harry

8:06am Today

Scorecards are a great idea. Would you share the results with other physicians? In addition, a few hospitals, such as North Shore-LU in New your are sharing patient satisfaction data with the public and have seen impressive improvement in patient satisfaction – even though this was initially opposed.

[Reply](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone ...



User Story 6:

As a course participant, I need to be able to delete a post, so I can remove an erroneous post that I don't want other participants to see.

Priority 2



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

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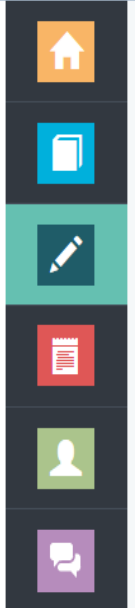
[Reply](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone ...



Week 3
Week 4

...going to supply some initial parameters for the simulation, but you're going to be dealing with the complexity of the simulation, feel free to make up a "fact" and run with it as if it were true. Once you put something in, it's in play for everybody. Because we're going to improvise this there will be an occasional factual contradiction, but try to stay flexible and move with the main trend of the group. Don't get obsessive about details. This is about the big picture of establishing a quality and safety model - we're interested in the forest, not the trees.

Once you declare your role you stay in that role for the entire week monitoring the process the way a person in that role would react. The only thing you have in common is that you're all physicians by training, irrespective of the role you take in the organization. If you really get into this you'll find you'll learn a lot about quality and safety as well as have a lot of fun.

[delta-medical-system-case-study.pdf](#)

Answers Discussion

Message:

Done or Cancel

Attach

Dr. Vito Rocco · 9/21/2015 7:30 AM

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Dr. Harry Leider - Faculty · 9/23/2015 6:57 PM



User Story 7:

As a course participant, I need to be able to see posts in an organized fashion, so that the area is easy to navigate and easy to access.

Priority 1



Week 2 | Exercise 2

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

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Discussions

New Discussion

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 Dr. Vito Rocco | Group 2 | 7:30am Today | 1 Reply




Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone ...

[Reply](#)

 Dr. Vito Rocco | Group 2 | 7:30am Today | 1 Reply

 Dr. Shepard | Group 2 | 7:30am Today | 1 Reply

 Dr. Vito Rocco | Group 2 | 7:30am Today | 1 Reply

 Dr. Stevens | Group 2 | 7:30am Today | 1 Reply

**Dr. Karim Awad** · 9/21/2015 6:47 AM

My name is Karim and I'll take the CMO role.

We should engage the rest of the physicians and staff through townhall meetings and involve those who are interested in a committee to help improve patient safety. This ensures that the physicians know why we want to make changes and help them be part of the process rather than simply told what to do.

Dr. Steven Lockman · 9/21/2015 12:05 PM

I'm Steve and I will take a service line medical director role.

The CEO can't totally disengage. He or she will be particularly important in helping change the overall culture of the organization.

There are a lot of diverse problems that Delta is facing. Ultimately they need to be addressed on an individual basis. There will be some commonalities to problems and solutions but that will need to come out of the work. First, increasing the role of quality in Delta's mission and overall strategy must be accomplished at an executive/senior medical leadership level. Then, goals, objectives and action plans need to be established moving down the chain of command. In my opinion, the PDCA approach needs to be applied to each individual problem at the lowest level possible (the people doing the work). Top-down solutions tend to be out of touch with reality.

Dr. Harry Leider - Faculty · 9/23/2015 6:54 PM

Karim and Steven,

Where would you both suggest that Delta get started. I like Karim's concept of starting with TownHall meetings to raise interest. And patient safety is often a good "rallying point" to get other physicians involved. But more specifically, how will the leadership team prioritize projects or areas of focus..

Harry

Dr. Karim Awad · 9/23/2015 8:38 PM

Using the MSW model would help us prioritize and focus on the most important points including patient mortality and safety, while patient satisfaction is a secondary goal. In fact, I question whether patient satisfaction is even an important metric as it is associated with greater inpatient use, higher costs, and increased mortality (<http://archinte.jamanetwork.com/Mobile/article.aspx?articleid=1108766>).

Dr. Steven Lockman · 9/24/2015 4:51 PM



User Story 8:

As a course participant, I need to be able to reply to any post as many times as I need, so I can be an active participant in a discussion.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

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New Discussion

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[Comment](#) • [Edit](#)

Harry

8:06am Today

Type Comment Here

Attach Files

[Done](#) [Cancel](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

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[delta-medical-system-case-study.pdf](#)

Answers

Discussion

Post Answer

Remember
You can only submit 1 answer.

Ms. Tricia Barnes - Faculty · 9/26/2015 11:31 PM

This is a test post.

Reply

Dr. Amit Shah · 9/24/2015 3:58 PM

Hi, this is Amit Shah. I will be the Internal Medicine Department Chairman.

We need to get patients more directly involved in improving our quality measures. It is extremely uncommon to find a health system that has high patient satisfaction scores and fails the other measures. Beyond filling out the surveys, we can schedule town hall visits where patients can openly voice their opinions about the health system and encourage open and secure electronic communication between providers, staff, and patients.

Our points of focus should primarily be to improve medication reconciliation and reduce diagnostic errors. Having patients actively involved with med reconciliation with staff and providers is critical. Invariably the medical staff will be engaged as thorough yet efficient reconciliation will improve patient outcomes. Having patients view their med list on a screen with an option on our EMR to add frequency of use (patients are more than willing to admit they don't take their meds 100% of the time!) will make visits more proactive and engaging for our patients and undoubtedly reduce medication errors and decrease adverse drug events.

Regarding the reduction in diagnostic errors, I will reference the recently released Institute of Medicine report on "Improving Diagnosis in Health Care" (please see attached). In particular, creating a culture of open, nonjudgmental dialogue amongst medical staff at Delta regarding examples of adverse outcomes (e.g. a nicer version of the M&M lectures a lot of us remember from residency) would be beneficial. Also, a novel approach of expanding the "multidisciplinary team" to routinely include pathologists, radiologists, laboratory supervisors, etc. as stated in the article would have a positive ripple effect on the organization as a whole.



Dr. Steven Lockman · 9/21/2015 12:05 PM

I'm Steve and I will take a service line medical director role.

The CEO can't totally disengage. He or she will be particularly important in helping change the overall culture of the organization.

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Dr. Harry Leider - Faculty · 9/23/2015 6:54 PM

Karim and Steven,

Where would you both suggest that Delta get started. I like Karim's concept of starting with TownHall meetings to raise interest. And patient safety is often a good "rallying point" to get other physicians involved. But more specifically, how will the leadership team prioritize projects or areas of focus..

Harry

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Dr. Steven Lockman · 9/24/2015 4:51 PM

I agree that safety is the most important priority. It is increasingly difficult to get physicians in the same room at the same time. As long as the town hall meeting is mandatory for medical staff, I think it would be a nice forum in which to create a burning platform. What physician model does Delta use? If it is a community hospital with a voluntary medical staff, physicians may have already moved their practices to hospitals with better numbers in order to avoid losing patients over community concern. An employed physician model would make things far easier.

Reply



User Story 9:

As a course participant, I need to be able to attach files (audio, video, PPT, Word, Excel, image files), so I can add more relevant information to a post.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

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Discussions

New Discussion

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7:30am Today

Dr. Vito Rocco

7:50am Today

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[Comment](#) • [Edit](#)

Harry

8:06am Today

Type Comment Here

Attach Files

[Done](#) [Cancel](#)

5:21pm Yesterday

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[Comment](#) • [Edit](#)

Harry

8:06am Today

Type Comment Here

[myPowerPoint.pptx](#)

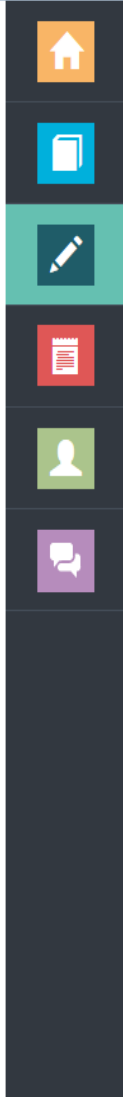
[Done](#) [Cancel](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone ...



- Due: 09/25/2015
Exercise 1
- Week 2
- Week 3
- Week 4

members of the group described in the attachment (delta medical system). try to get into the simulation as a participant. You can be anything or anyone you want. For example, introduce yourself by name, and declare your role on the medical staff leadership. It's a first-come, first-served process, so once someone declares himself or herself as the CMO or chief of surgery that position is taken. I'm sure you'll be able to find some role as a division chief, a clinic medical director, service line chief, or even an administrative role not traditionally held by a physician such as the COO.

I'm going to supply some initial parameters for the simulation, but if you see something missing that would add to the complexity of the simulation, feel free to make up a "fact" and run with it as if it were true. Once you put something in, it's in play for everybody. Because we're going to improvise this there will be an occasional factual contradiction, but try to stay flexible and move with the main trend of the group. Don't get obsessive about details. This is about the big picture of establishing a quality and safety model – we're interested in the forest, not the trees.

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[delta-medical-system-case-study.pdf](#)

Answers Discussion

Message:

Done or Cancel

Attach

Dr. Vito Rocco · 9/21/2015 7:30 AM

My name is Vito and I will take the chief of staff role.
We need to provide physician scorecards on lengths of stay, core measure data, and patient satisfaction. As



User Story 10:

As a course participant, I need to be notified via email of any new posts to a discussion I am part of.

Priority 3

I don't have current functionality for this - not sure what screenshot to put.



User Story 11:

As a course participant, I need the notification of a new post to tell me the name of the discussion, the time, who wrote it and have a link to the post so I can easily access this from my device.

Priority 3

I don't have current functionality for this - not sure what screenshot to put.



User Story 12:

As a course participant, I need to be able to sort the posts in chronological or reverse chronological order so I can customize the display to my preferences.

Priority 1



Week 2 | Exercise 2

Due: Tuesday, Sep 29

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Discussions

New Discussion

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 Dr. Vito Rocco | Group 2 | 7:30am Today | 1 Reply




Dr. Shepard

7:30am Today

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[Reply](#)

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 Dr. Vito Rocco | Group 2 | 7:30am Today | 1 Reply

 Dr. Stevens | Group 2 | 7:30am Today | 1 Reply



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Harry

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Reply



User Story 13:

As a course participant, I need to be able to turn off the new post notification, so I can be in control of what information I receive.

Priority 3

I don't have current functionality for this - not sure what screenshot to put.



User Story 14:

As a course participant, I need the ability to start a new thread, so I can discuss things that are interesting to me.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

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Discussions

New Discussion

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7:30am Today

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[Comment](#) • [Edit](#)

[Mark Final](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone know how to upload audio files to a post?

[Comment](#) • [Edit](#)

Classroom Discussion Forum

[New Discussion](#)

Introductions · Ms. Tricia Barnes - Faculty · 9/3/2015 11:52 AM

Please take a moment to introduce yourself to the class. In your introduction, identify your role, organization and what you plan to get from this course. Also, let others know if this is your first facilitated course.

Dr. Rajkumar Venkatramani · 9/12/2015 7:28 AM

I am a pediatric oncologist at Texas Children's Hospital. I am the director of the rare tumors program here. I am taking this course as part of the requirement for MBA program at UMASS.

Dr. Karim Awad · 9/15/2015 3:48 PM

I'm the sleep medicine director and associate chief of neurology at my organization.

Dr. Vito Rocco · 9/16/2015 5:16 AM

I am vice chief of the emergency dept of St John-Macomb Oakland. I am also taking this course for the MBA at UMASS commencing in January.

Dr. Ahmad Khalifa Alsaleh · 9/16/2015 1:01 PM

Hi,

I am a gastroenterologist in a leadership role in my organization.



User Story 15:

As an instructor, I need the ability to filter posts, so I can easily see specific participant's or group's posts quickly and easily.

Priority 1



Week 2 | Exercise 2 ▼

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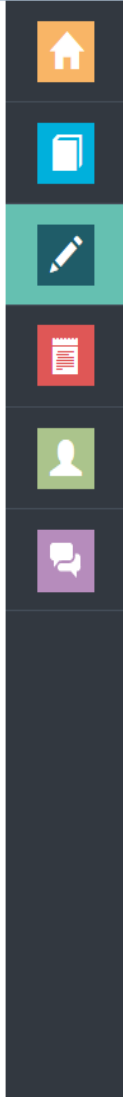
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[Reply](#)

Dr. Shepard

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[delta-medical-system-case-study.pdf](#)

Answers

Discussion

Groups: 1



New Discussion

Dr. Harry Leider - Faculty · 9/18/2015 8:16 PM

Faculty Intro to Course:
Hello everyone,

I'm Harry Leider, your faculty member for this exciting Interact course "The Three Faces of Quality." The live version of the course has launched in 1993 and it has evolved over time to reflect the tremendous progress in the area of Quality in Healthcare. The course has also been extremely well-received.

I joined the Three Face of Quality faculty over a decade ago. Since its inception, over 5,000 physicians take Three Faces (either "live" or via Interact) and it has consistently been one of the top-rated courses in ACPE history.

As far as my background, I currently am the Chief Medical Officer and Group Vice President of Walgreens. I am a "career physician executive," and have worked as a executive in group practices, managed care organizations, consulting, and disease management organizations for the last 25 years. I am also was on the Board of ACPE and was honored to be our organization's past President and Chairman of the Board. My full biography is on the Interact website.

Here's the "game plan" for week #1:

For those of you that haven't introduced yourself - please post (on the discussion board in under the teal tab - under Discussions):

1. Who you are,
2. Your position/job,
3. Brief summary of your organization

In addition, as indicated in the syllabus, during this first week, please review the lectures and reading materials under Week #1 of the Syllabus

After we all introduce ourselves, - please stay in your assigned groups as we have broken you down into two groups!



User Story 16:

As an instructor, I need the ability to easily identify a final answer post from a participant or group, so I can give credit to the participant.

Priority 1



Week 2 | Exercise 2 ▼

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[Comment](#) • [Edit](#)

[Final](#)

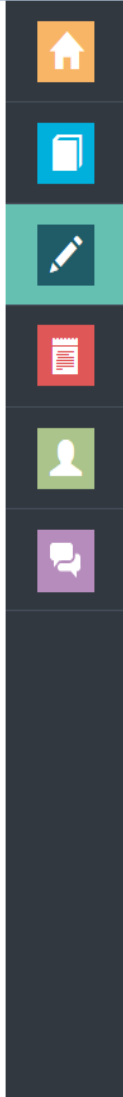
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[Comment](#) • [Edit](#)



delta-medical-system-case-study.pdf

Answers

Discussion

Groups: 1



Post Answer

Remember

You can only submit 1 answer.

Dr. Iva Ilic · 9/26/2015 3:08 AM

WEEK 1 TASKS

1. In order to improve culture of quality and safety at Delta Medical System, we should use FOCUS PDCA quality process model to tackle the issues in detail.
2. Quality committee will take representatives from Medicine, Surgery, ID and Nursing to help form subcommittee that will look into safety and mortality. Then we would choose several indicators and start measuring them for baseline data. We can pick hand washing, C diff acquired in hospital, catheter related UTI, central line associated sepsis etc.
As we get the baseline data, we will continue working on different indicators, continue education and analyze data to document improvement. We will set up a simple dashboards for each indicator, so we can document progress (or setbacks) on weekly basis.
3. In order to create high reliability culture of safety we would nominate a physician champion in each department and also a nursing representative on each floor, so the responsibility would be taken personally and tasks not dropped.
4. Our primary focus would be avoiding preventable injuries, preventable infections, compliance with mandated core measures, cost effective care, patient satisfaction, physician and staff satisfaction. As we review data in few weeks, we could shift priorities to task that seem to be showing more variability and higher level of priority, as per agreement in the quality meeting.
5. We will most likely run into barriers such as – hesitancy to change, (old habits), financial restrictions, culture of “not owning” the issue at hand... Continuous education and demonstrating improvement will motivate physicians and staff for change.
6. Two years from now we will see data that shows safer hospital stays. Also the variability will be more narrow on our graphs. Length of stay may improve as well, which will reflect on financial return too.



User Story 17:

As an instructor, I need the ability to make a post “sticky” or stay at the top, so participants can easily identify important posts about the course.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

[delta-medical-case-study.pdf](#)

[delta-medical-case-study.xls](#)

[delta-medical-case-study.doc](#)



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Discussions

New Discussion

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7:30am Today

Group

Participant

Final

Dr. V

7:50am Today

Delete

My name is Vito and I will take the chief of staff role. We need to provide physician scorecards of lengths of stay, core measure data, and patient satisfaction. As change needs to come, in line with Karim it must come from within. As the leader of the medical staff we have seen the previous regime jettisoned from failure to achieve standard in the aforementioned categories so there must be some accountability.

[Comment](#) • [Edit](#)



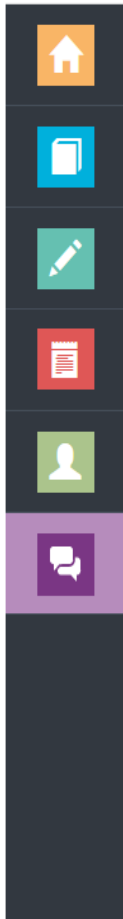
5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone know how to upload audio files to a post?

[Comment](#) • [Edit](#)



Classroom Discussion Forum

[New Discussion](#)

Introductions · Ms. Tricia Barnes - Faculty · 9/3/2015 11:52 AM ✖️ ⓧ

Please take a moment to introduce yourself to the class. In your introduction, identify your role, organization and what you plan to get from this course. Also, let others know if this is your first facilitated course.

Dr. Rajkumar Venkatramani · 9/12/2015 7:28 AM ⓧ

I am a pediatric oncologist at Texas Children's Hospital. I am the director of the rare tumors program here. I am taking this course as part of the requirement for MBA program at UMASS.

Dr. Karim Awad · 9/15/2015 3:48 PM ⓧ

I'm the sleep medicine director and associate chief of neurology at my organization.

Dr. Vito Rocco · 9/16/2015 5:16 AM ⓧ

I am vice chief of the emergency dept of St John-Macomb Oakland. I am also taking this course for the MBA at UMASS commencing in January.

Dr. Ahmad Khalifa Alsaleh · 9/16/2015 1:01 PM ⓧ

Hi,

I am a gastroenterologist in a leadership role in my organization.



User Story 18:

As an instructor, I need the ability to send an email to all or many or one participant, so I can inform them of important course information they may miss on the discussion boards.

Priority 1

User Story 19:

As an instructor, I need the ability to add attachments to an email, so I can add additional information to the email.

Priority 1

Message Composer



From

Select Sender

To

Select Recipient(s)

Subject

Type subject

Message

Type message

Send

Message Composer



From

Select Sender

To

Select Recipient(s)

[Select All](#) | [Deselect All](#)

Subject

doc382@gmail.om

linda32@enh.com

doc382@gmail.om

Message

linda32@enh.com

doc382@gmail.om

linda32@enh.com

doc382@gmail.om

linda32@enh.com

Send



Exercise Quality 2015
Week 1
Week 2
Week 3
Week 4

About Contact

American Association for Ph
400 N. Ashley Drive, Suite 40
Tampa, FL 33602

Forum E-mailer

From: tbarnes@acpe.org

- To:
- Toggle All
 - Mittal, Moneeshindra (mittal.fdk@gmail.com)
 - Primack, Daren (dprima@gmail.com)
 - Misra, Sutanu (sutanumisra@hotmail.com)
 - Meyer, Barry (Barry.Meyer@USAP.com)
 - Ilic, Iva S. (ilicMD@live.com)

Subject:

Body:

Send

Welcome, Tricia Barnes | Your Dashboard | Logout

Medical staff can really





User Story 20:

As an instructor, I need the ability to reply to participant's posts, so I can give feedback.

Priority 1



Week 2 | Exercise 2

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

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 7:30am Today


Dr. Vito Rocco

7:50am Today

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[Comment](#) • [Edit](#)

 5:21pm Yesterday

Dr. Shepard

7:30am Today

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[Comment](#) • [Edit](#)



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

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Discussions

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7:30am Today

Dr. Vito Rocco

7:50am Today

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[Comment](#) • [Edit](#)

Faculty Name Here

8:06am Today

Type Comment Here



Attach Files

[Done](#) [Cancel](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone ...



Week 2 | Exercise 2 ▼

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New Discussion

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7:30am Today

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[Comment](#) • [Edit](#)

Faculty Name Here

8:06am Today

Scorecards are a great idea. Would you share the results with other physicians? In addition, a few hospitals, such as North Shore-LU in New your are sharing patient satisfaction data with the public.

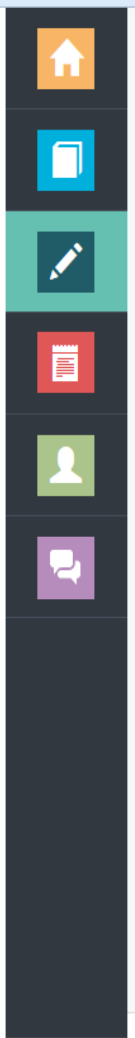
[Comment](#) • [Edit](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone ...



physician and staff satisfaction. As we review data in new weeks, we could shift priorities to tasks that seem to be showing more variability and at that time we could refocus our of priorities. Also identifying champions for each of the indicators will engage physicians and help change the culture in our hospital. I am willing to sit on various committees and tie different departments together, in order to keep communication and data flowing.

Reply

Dr. Harry Leider - Faculty · 9/20/2015 9:50 PM [close]

This is your Faculty Consultant,

None of the leaders of Delta have posted yet... Time to choose a role and start working on the Case and create a plan to turn Delta around..

Harry

Reply

Dr. Harry Leider - Faculty · 9/20/2015 9:49 PM [close]

Faculty Consultant:

Group #1 - Dr. Misra is your Chief of Medicine and needs help from the rest of the Delta team... Please choose a role and let's get going to turn Delta around!

Harry

Reply



User Story 21:

As an instructor, I need the ability to create threads, so I can discuss things that are interesting to me.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

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Materials

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[delta-medical-case-study.xls](#)

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Discussions

New Discussion

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7:30am Today

Dr. Vito Rocco

7:50am Today Delete

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[Comment](#) • [Edit](#)

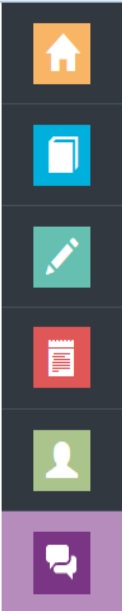
5:21pm Yesterday

Dr. Shepard

7:30am Today

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[Comment](#) • [Edit](#)



Reply

Week 1 - Ms. Tricia Barnes - Faculty · 9/3/2015 11:54 AM

Please conduct discussions regarding any of the materials you viewed in week 1 here in this area.

Dr. Vandita Johari · 9/15/2015 3:03 PM

Vandita Johari. Chief of Clinical laboratories at my organization. Actively involved in quality at the departmental and institutional level.

Dr. Daren Primack · 9/20/2015 11:08 PM

I will be chief of medicine. I think we should first focus on the high mortality at the hospital. Do we know what measures where this measured too high?

Dr. Iva Ilic · 9/25/2015 3:06 PM

I agree. We should look at the harm and mortality first. I will be chief of family medicine department. Let's get the info our quality nurses had for the last quarter and try to see what kind of cases bring our mortality up. Also let's check with coding personnel and verify that our high morbidity patients were correctly captured and do not count against our true mortality.

Reply

Week 2 - Ms. Tricia Barnes - Faculty · 9/24/2015 4:17 PM

Please conduct discussions regarding any of the materials you viewed in week 2 here in this area.

Reply

Dr. Mikhail Grinberg - Dr. Mikhail Grinberg · 9/21/2015 5:14 AM

I am medical oncologist in community practice learning to MBA degree.



User Story 22:

As an instructor, I need the ability to add attachments (audio, video, PPT, Word, Excel, image files), so I can add additional relevant information to posts.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

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Discussions

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7:30am Today

Dr. Vito Rocco

7:50am Today

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[Comment](#) • [Edit](#)

Harry

8:06am Today

Type Comment Here

Attach Files

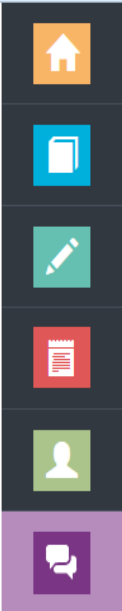
[Done](#) [Cancel](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

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Reply

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Done or Cancel

Attach

Week 2 - Ms. Tricia Barnes - Faculty · 9/24/2015 4:17 PM

Please conduct discussions regarding any of the materials you viewed in week 2 here in this area.



User Story 23:

As an instructor, I need to be able to edit a post, so I can correct a mistake on a post or add additional information to a post.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

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Materials

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Discussions

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7:30am Today

Dr. Vito Rocco

7:50am Today

Delete

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[Comment](#) • [Edit](#)

Harry

8:06am Today

Type Comment Here

Attach Files

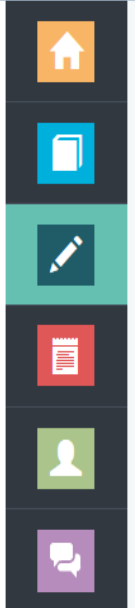
[Done](#) [Cancel](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone ...



Week 3
Week 4

...going to supply some initial parameters for the simulation, but you're going to be dealing with the complexity of the simulation, feel free to make up a "fact" and run with it as if it were true. Once you put something in, it's in play for everybody. Because we're going to improvise this there will be an occasional factual contradiction, but try to stay flexible and move with the main trend of the group. Don't get obsessive about details. This is about the big picture of establishing a quality and safety model - we're interested in the forest, not the trees.

Once you declare your role you stay in that role for the entire week monitoring the process the way a person in that role would react. The only thing you have in common is that you're all physicians by training, irrespective of the role you take in the organization. If you really get into this you'll find you'll learn a lot about quality and safety as well as have a lot of fun.

[delta-medical-system-case-study.pdf](#)

Answers Discussion

Message:

Done or Cancel

Attach

Dr. Vito Rocco · 9/21/2015 7:30 AM

My name is Vito and I will take the chief of staff role. We need to provide physician scorecards on lengths of stay, core measure data, and patient satisfaction. As change needs to come, in line with Karim it must come from within. As the leader of the medical staff we have seen the previous regime jettisoned from failure to achieve standard in the aforementioned categories so there must be some accountability.

Dr. Harry Leider - Faculty · 9/23/2015 6:57 PM



User Story 24:

As an instructor, I need to be able to delete a post, so I can remove an erroneous post that I don't want other participants to see.

Priority 1



Week 2 | Exercise 2 ▼

Due: Tuesday, Sep 29

As a course participant, I need to be able to view assigned exercises, so I can complete my course.

Materials

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Discussions

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7:30am Today

Dr. Vito Rocco

7:50am Today

Delete

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[Comment](#) • [Edit](#)

Harry

8:06am Today

Type Comment Here

Attach Files

[Done](#) [Cancel](#)

5:21pm Yesterday

Dr. Shepard

7:30am Today

I'm looking for some assistance with this week's exercise. Does anyone ...



Exercises for Three Faces of
Quality - 2015 September -
October



Week 1



Week 2

Due: 10/02/2015

[Exercise 2](#)



Week 3



Week 4



Week 2: Exercise 2

Let's stay in simulation for this next week and focus on a more detailed problem that only the medical staff can really solve. You're in the same roles as last week.

[delta-medical-system-case-study-part-2.pdf](#)

[Answers](#)

[Discussion](#)

Groups: 2

2



[New Discussion](#)

Ms. Tricia Barnes - Faculty · 9/27/2015 9:57 AM

Test Message posting to group 2

[Reply](#)

Team

Hans Zetterstrom	Chief Operating Officer
Dan Moran	-
Tricia Barnes	Product Manager
Jessica Messemer	-
Kristen DiGiacomo	Delivery Lead
Adam Wisniewski	Lead UI/UX Design
Iain Kinghorn	UI/UX Design

Draft History

Revision Date	UI/UX Designer	Description (provide a brief descript)	Effect User Stories (slide number)