

Virtual Quality Improvement Training for VHA Teams:

The Learn. Engage. Act. Process. (LEAP) Program

Improving Veterans' healthcare delivery at the frontline

The LEAP training hub was motivated by our belief that all employees have the power to make healthcare better for their patients, even while working in busy clinics with competing priorities. The central goals of the LEAP Hub are to 1) deliver hands-on virtual learning in quality improvement methods to clinical teams, and 2) train LEAP coaches to expand reach to more teams. We aim to engage teams in continuous quality improvement, a key pillar to achieve VHA's High-priority HRO goal of **Zero Preventable Harm to Veterans**.

Engaging frontline clinical teams in everyday QI to continuously improve Veterans' healthcare

The Veterans Health Administration (VHA) is leading the cultural transformation to high reliability (by becoming a **High Reliability Organization**, or HRO) and a mature learning health system. A key foundation for both HRO and learning health systems is that **all employees routinely engage in improving care processes and programs**.

In addition to delivering the LEAP virtual program to frontline clinical teams, we have partnered with the **National Office for Systems Redesign and Improvement** and the **National Center for Patient Safety** on the following initiatives:



High Reliability Organization Implementation We will deliver LEAP quality improvement training to VHA employees and continue to develop a validated assessment to monitor progress toward continuous process improvement (CPI), a central pillar of HRO. We continue to work with partners to develop a patient safety culture measure and explore lessons learned during the dramatic expansion in bed capacity in COVID-19 hotspots in VISN 10.



Bed Management During the COVID-19 Pandemic We are conducting a mixed methods study highlighting challenges and best practices to address VHA's remarkable increase in bed capacity in one of the earliest COVID-19 hotspot regions. Findings will help inform future system expansions in capacity to meet surges in demand during a pandemic.



High Reliability Organization Developmental Evaluation We are exploring changes over time in a purposive sample from among the 18 earliest HRO sites. Results from this work will build foundational knowledge of approaches to HRO implementation at multiple levels.

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Quality Enhancement Research Initiative

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Learn. Engage. Act. Process. (LEAP)

The Learn. Engage. Act. Process. (LEAP) program was developed for frontline employees who work in busy clinical settings and thus, have limited time to learn and engage in quality improvement (QI) as a part of their everyday work. LEAP is delivered completely virtually at low cost. Multiple implementation strategies are packaged into a single, structured program with hands-on learning, feasible to accomplish within normal clinical work demands; there is no need for travel and time away from clinical work is minimized. Our Institute for Healthcare Improvement (IHI) trained coaches lead VHA clinical teams through curriculum to: 1) form a team and develop an improvement aim; 2) develop a project charter; 3) test a planned change and monitor progress; 4) present results; and 5) plan for continuing future cycles of change.

LEAP features:

Coaching



A LEAP Improvement Coach meets with each team and facilitates virtual collaborative learning sessions.



Virtual Learning and Collaboration

LEAP written and video guidance is housed virtually. LEAP provides collaboratives to connect peers nationwide.



Data

LEAP helps teams identify sources of actionable data to monitor impact of changes.

Impacts

49 sites have participated so far



Measurable outcomes...

- Increased in QI skills & application
- High satisfaction with LEAP
- High intention to continue improvements as a team
- Positive clinical impact



For more information, please visit:

<https://marketplace.va.gov/practices/leap>

If you would like to learn more or partner with us, please contact VHAANNHSRDLEAP@va.gov

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