

# Learn. Engage. Act. Process. (LEAP)

VA



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Quality Enhancement Research Initiative

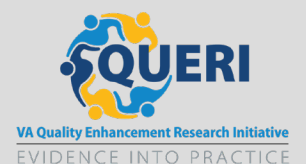
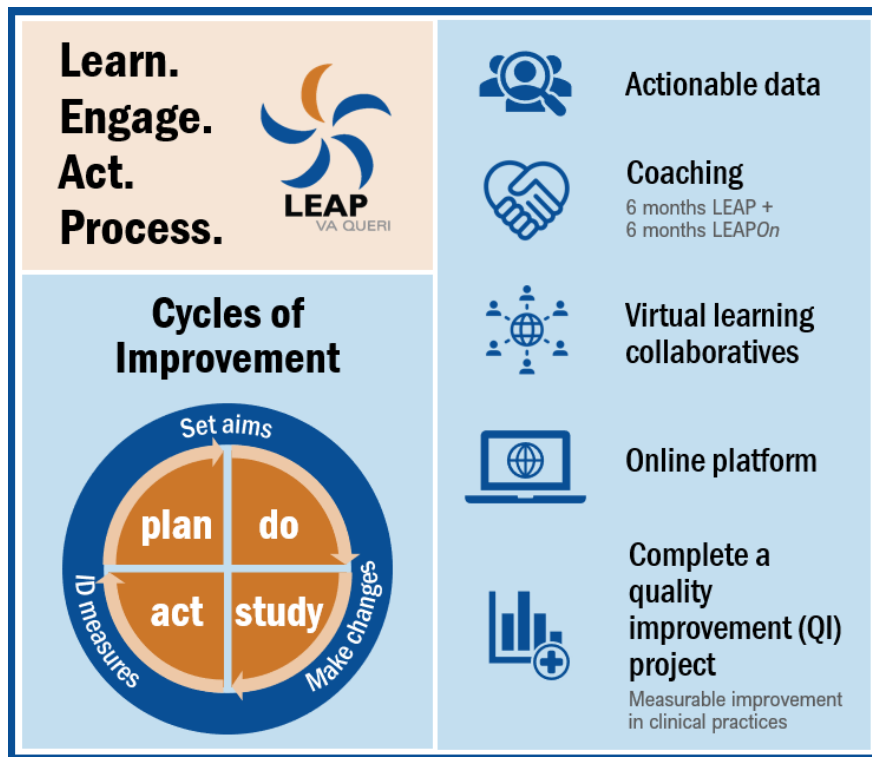
## Virtual Quality Improvement Training for VA Teams

The LEAP learning hub engages **frontline teams** in **quality improvement** (QI) using a **hands-on learning approach**.

During LEAP, teams complete a QI project with the help of a coach and support from a learning community comprised of other teams. LEAP team members gain experience in applying QI methods within the demands of everyday clinical practice and develop the skills and knowledge to lead new QI initiatives to optimize care for their patients.

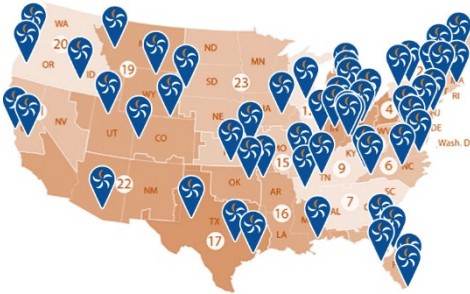
## Benefits of LEAP

- Team-based QI learning
- Personalized coaching support
- Virtual learning collaborative
- Online resources (brief videos, short readings, templates, tools) with selected content by Institute for Healthcare Improvement (IHI) and HarvardX
- Application of key QI concepts within everyday work routines
- Continued optimization of evidence-based innovations



## LEAP Impact

58 VA Teams  
have participated in LEAP



Outcomes  
from prior LEAP cohorts

- Increased use of QI methods 6 months after LEAP
- Positive clinical outcomes 12 months after LEAP
- High satisfaction with program materials and coaching support
- High intention to continue QI

### Testimonials

Click [here](#) to view a video testimonial from a recent LEAP Team Leader, Crystal A. Brzezinski, Pharm. D., BCPS



"Expectations for each week and a check list has made it very manageable."



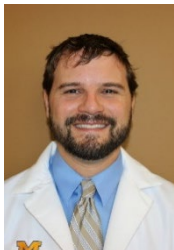
"[LEAP] really sparked the most conversation and discussion about the current process, identifying **opportunities for improvement**...we really thought through the whole reason of **why are we doing this**...and identified specific measures we were striving for and **specific goals**."

## Prepare for LEAP

VA providers or staff members interested in LEAP should:

- Ready to engage in a team-based improvement project. Participation may last up to 12 months.
- Commit to the role of Team Leader or Team Member. Time commitments vary based on team role and project scope.
- Obtain local leadership, systems redesign, and/or supervisor support for participation.
- Gain access to process and/or outcomes data related to the project topic.

## Staff



Jeremy Sussman  
MD, MS



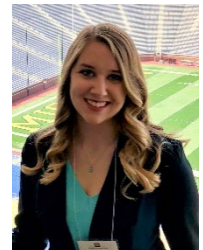
Laura Damschroder,  
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Madison Stewart,  
BS

## Contact Us

More information about LEAP is available on VA's Online Marketplace:

<https://marketplace.va.gov/practices/leap>. For questions, contact [VHAANNHSRDLEAP@va.gov](mailto:VHAANNHSRDLEAP@va.gov).