

# Leading Healthcare Improvement (LHI)



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

## Leadership Training for Applying Improvement Strategies VA QUERI Learning Hub

### What We Offer

Leading Healthcare Improvement (LHI) is designed to **train frontline providers and operations staff to implement and sustain change** in health care settings. We employ interactive learning activities to train participants in:

- Leadership
- Healthcare Improvement
- Interprofessional Collaboration
- Interprofessional Teamwork

### LHI Features

- Six 90-minute web-based modules delivered over the first five months
- Targeted pre-work readings to be completed before each module
- Novel training tools, templates, and resources integrated into each module
- Virtual mentorship, coaching, and tailored feedback offered throughout the course
- Additional coaching offered three months after course completion

MODULE 1	MODULE 2	MODULE 3	MODULE 4	MODULE 5	MODULE 6
<p><b>Generate Urgency</b>            Learning how to create urgency to address a clinical problem, assess the threats and opportunities of addressing the problem, frame a message, and tell a story.</p>	<p><b>Build Teams &amp; Communicate Vision</b>            Forming an interprofessional team, influencing and managing, relationships, and creating a clear vision to communicate the problem with the aid of quality improvement tools.</p>	<p><b>Solve Problem</b>            Solving problems by more effectively defining, and analyzing data to show the value of a change to key stakeholders through the use of value propositions.</p>	<p><b>Celebrate Victories</b>            Strategically using Plan-Do-Study-Act cycle to generate short-term wins to maintain support and increase buy-in among stakeholders and team members.</p>	<p><b>Build Momentum &amp; Embed Change</b>            Understanding and analyzing organizational culture to facilitate and build on maintaining and embedding a project change.</p>	<p><b>Additional Feedback &amp; Coaching</b>            Providing individualized guidance and next steps on participants change projects.</p>



## Who Should Take This Training?

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- Frontline providers and operations staff overseeing implementation and sustainment of a clinical program or evidence-based practice in a VA health care facility
- Health care teams implementing best practices and leading change in their health systems with previous background in process improvement or quality improvement methods

## About Us

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LHI is funded by the VA Quality Enhancement Research Initiative (QUERI). Derived from the [VA Quality Scholars \(VAQS\)](#) program, it was developed by QUERI investigators to train frontline providers and operations staff in a single methodology derived from evidence-based strategies for quality improvement and leadership skills for change management. The goal of LHI is to improve healthcare by increasing VA's frontline capability to implement and sustain effective practices.

What **barriers** did this course help you overcome in relation to your QI project?

“Engaging key team members”

“Understanding the importance of (stakeholder) buy in”

“Brainstorming potential facilitators and barriers. Helped to gain knowledge about how to get buy in from key stakeholders.”

## Facilitators

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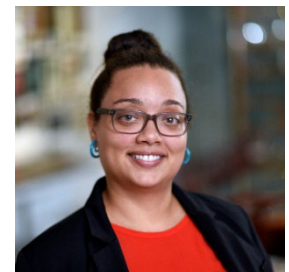
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## Contact Us

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For more information on the LHI training program and to sign up for this learning hub, please contact LHI course coordinator, Jade Jennings MPH: [Javeria.qadri@bcm.edu](mailto:Javeria.qadri@bcm.edu).