

Practical Strategies for Designing and Deploying Successful System-based QI CME/CE Programs and the Science of Persuasion

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This interactive case study will provide participants with key insights and practical strategies regarding the design, implementation and project management of a system-based Quality Improvement (QI) initiative that was deployed at the University of Miami Miller School of Medicine's Division of Rheumatology (7 practices). Faculty will review the original project model, technologies used, system, provider, and staff challenges, learner-centric scope changes, and how one health system adopted and adapted the model to improve screening, assessment and documentation of select PQRS measures for their clinic (e.g., Tuberculosis Screening, Functional Status Assessments, and Periodic Activity Assessments). This program was rated one of the most successful QI projects in the past decade at UHealth. Faculty will take a deep dive and facilitate discussion regarding key criteria you should consider when planning QI projects, change management leadership best practices, provider on-boarding strategies and tactics, the benefits of QI Coaching, continuous quality improvement (CQI) cycle planning tips, how to overcome workflow and system barriers, as well as review high-level system, provider and patient level outcomes. Moreover, the Faculty will also talk about how Cialdini's principles of persuasion were used to optimize success. Lastly, during this session Faculty will address key elements of QI CME that supporters need to consider when designing requests for proposals (RFPs).