

# Stanford Medicine Center for Improvement CONNECTOR

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## Stanford Medicine Center for Improvement (SMCI) Launches New Improvement Video Series!

The Stanford Medicine Center for Improvement (SMCI) has developed a series of improvement videos to support asynchronous learning (or learning at your own pace) of foundational improvement methods and tools. These complement the already available Realizing Improvement Through Team Empowerment (RITE) videos and support a variety of training demands including:

- Resident/Fellow quality improvement training
- Unit and/or clinic specific frontline staff meetings and projects
- Department specific QI workshops and courses
- And other training venues needing more flipped classroom content

The videos are accessible via the SMCI Website and on YouTube: [SMCI Video Series](#)

Consider the following tips before using these videos in your improvement efforts:

- The videos are best watched in order, as they go step by step through the process of choosing a Quality Improvement (QI) method, building a project team, working on an improvement project, and then sustaining the gains.
- The videos work well with specific project team tasks. For example, if you are helping a team get ready for root cause analysis, you may have them watch that video with the expectation they will use the tools immediately after watching the video.
- You may find it helpful to watch the video while doing an exercise, starting and stopping the video as you apply an improvement tool or method.
- These videos are not meant to be a comprehensive curriculum of QI. They are scoped to include basic concepts used frequently by project teams.

[READ MORE](#)

## Event Announcements

### SMCI Lecture Series

#### Save the dates!

Please save the date for our future SMCI Lecture Series.

**August 10th** 12 noon, PDT  
Title: Packard Clinical Pathways Program- A story of program building and lessons learned.



Presenter: Whitney Chadwick, MD



Presenter: Hannah Bassett, MD

*Sign up to be a member of SMCI for more information on upcoming events*



## Writing a Problem Statement



## Sustaining the Gains



### Leadership Perspective:

## Update from SMCI Co-Executive Director, Paul Maggio, MD, Chief Quality Officer, SHC



Over the past several months, we have engaged multiple stakeholder groups in determining the SHC FY 22 Operational Plan. This plan will soon be finalized and shared broadly. The plan is an important vehicle for aligning our teams toward shared goals. We use it to drive the right work that focuses on our True North goals. We are often very eager to take on new goals and less willing to have deliberate discussions as to what to stop.

On July 30, we convened all the leaders of SMCI work groups and committees to examine what we had accomplished in FY 21 and to set goals for FY 22 that are aligned with the Stanford Medicine Integrated Strategic Plan and the goals of SHC and SCH. We are taking steps to be more deliberate in our recognition and inclusion of the goals of Stanford ValleyCare, UHA and PCHA as we mature as a Center. [READ MORE](#)



### SMCI Spotlight:

## *Announcing the Caritas Nurse/Caritas Partner Humanistic Care Certificate Program*

The Caritas Nurse/Caritas Partner Humanistic Care Certificate Program is a collaboration between the Stanford Health Care Center for Education & Professional Development (CEPD) and Watson Caring Science Institute (WCSI). It is a unique, inter-professional certificate program designed to introduce healthcare providers and staff at all levels to Watson Caring Science as theoretical and philosophical foundation of practice. Through dynamic inquiry and collaborative dialogue, participants will explore the diverse lived-experiences of patients, families, communities and colleagues through the lenses of human caring consciousness and ways of knowing-being-doing-becoming, empowering them to transform practice and life and to live with deeper meaning, purpose, dignity, and wholeness.

This three-month program incorporates interactive online instruction, virtual small group work, one-to-one coaching relationship with dedicated SHC Caritas Coaches, and completion of a Caring Science practice-based integration project related to promoting human caring consciousness within their areas of work.

Participants will receive Contact Hours, a Certificate of Completion, a pin, and be recognized at SHC as a "Caritas Nurse or Caritas Partner."

The program is open to SHC employees in ANY job role and is FREE and VOLUNTARY!

Applications will be open August 6-31, 2021: for application and additional information [click here](#)

## Improvement Training Programs

[RITE](#) Realizing Improvement through Team Empowerment

[CELT](#) Clinical Effectiveness Leadership Training

[PE](#) Process Excellence

[ACIS](#) Advanced Course in Improvement Science

[SMCI Video Series](#)  
Stanford Medicine Center for Improvement Video Series

# Lean Healthcare Academic Conference from Stanford

*Learning and Improving Together in a Hybrid World*

Virtual | September 21 - 22, 2021



## Review our program and **register NOW** for the 2021 **Virtual Lean Healthcare** **Academic Conference from Stanford**

We're excited our event is only weeks away, and even more excited to announce our final [program](#) is now available on our website!

Aligned with our conference theme - "**Learning and Improving Together in a Hybrid World**" - our speakers and delegates will present real stories of how Lean Thinking and Practice are being adopted and adapted as we continue to discover and shape this **hybrid** way of working.

With no border restrictions and only time zones to consider, our virtual program provides an unlimited opportunity to connect and learn from speakers and delegates from across all continents. So have a look at our [program](#) and [register now](#) for the **2021 Virtual Lean Healthcare Academic Conference from Stanford**.



### Interested in Joining Us?

Together, we are creating a community of improvers that is inclusive of everyone in the Stanford Medicine community.

[Join SMCI today](#)

### *Special Thanks to the SMCI Communications Workgroup!*

*Amy Alcantara, Teri Ard, Nathalie Cheng, David Crichton, Lisa Freeman, Roxanne Hyke, Celina Meza, Jose Munguia, Sharon Platt and Hayley Tse*

*If you would like to join our team, please contact us at [SMCI@stanfordhealthcare.org](mailto:SMCI@stanfordhealthcare.org)*



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