

Facilitator's Guide:
Quality and Safety Educators Academy

Session: Curriculum minus Culture = Failure

Time: 75 minutes

Goal: Develop appreciation of the importance of culture change and sustainability strategies in QSEA attendees

Specific Learning Objectives:

- 1) Describe the key components required for successful culture change
- 2) Illustrate concrete strategies to translate vision into action
- 3) Recognize how overcoming hidden barriers to culture change can sustain your improvement efforts in the long run

Methods: 1) Small group work
2) Didactic teaching
3) Table work: discussion of current or previous experience with regards to table management
a) Opening discussion (in pairs at the table): Share a time when you worked on a quality improvement project that didn't go well. What did you take away from that and how did it make you feel? If you have not lead a QI/PS project, please reflect on one you may have participated in.
b) Closing Discussion: With regards to the issues discussed above, discuss the reasons why you encountered resistance. Use the 'wonder' question – I wonder why the parties opposed to me acted in the way they did? What could you have done differently, and what will you do the in the next similar situation?

Toolkit Items:

1. Professionalism/change management articles

General Principles and Flow of Session:

10 minutes Introduction and initial discussion

25 minutes Didactic – (Jeff) –High level discussion of culture change

25 minutes Didactic – (Eric) –Hidden barriers to culture change

15 minutes Closing discussion