

## 2021 APHL NewSTEPS Continuous Quality Improvement (CQI) National Meeting

### Session 1 Resource List

Session Presentations	Resource	Description
<b>Quality Improvement 101</b>	<a href="#">PDSA Worksheet</a>	The Plan-Do-Study-Act (PDSA) Worksheet is a useful tool for documenting a test of change.
	<a href="#">Run Chart Rules</a>	Rules to apply to run charts to uncover signals of real change.
	<a href="#">Creating Run Charts</a>	Instructions on creating run charts.
	<a href="#">Change Concepts</a>	Using change concepts to come up with improvement ideas.
	<a href="#">Change Package</a>	An example of a change package on reducing diagnostic error related to the laboratory testing process.
	<a href="#">Design Thinking Overview</a>	An introduction to the design thinking process guide.
	<a href="#">Quality Improvement (QI) Tools</a>	A list of quality improvement tools and templates from ASQ.
	<a href="#">Design Thinking Guidebook</a>	Summary of design thinking concepts and tools.
<b>Effective Teams</b>	<a href="#">Team Building Exercises for your QI Project</a>	A list of team building exercises that can help with different aspects of a quality improvement project.
	<a href="#">Tuckman's Stages of Development</a>	A guide through Tuckman's four stages of development.
	<a href="#">How to Give Constructive Criticism</a>	How to give constructive criticism by using the "Constructive Criticism Sandwich" method.
	<a href="#">Drucker Exercise</a>	How to strengthen your team using the Drucker Exercise and Tuckman Model.
	<a href="#">Ice Breakers</a>	A list of icebreakers and activities for encouraging wellbeing in the workplace.
	<a href="#">SMART Goals Worksheet</a>	The SMART Goals Worksheet is a useful tool for crafting SMART goals to help you identify if what you want to achieve is realistic and determine a deadline.

	<a href="#">QI Roadmap</a>	A guide to provide strategies and resources for building a culture of QI.
	<a href="#">CHA Practice Improvement Team Toolkit</a>	Cambridge Health Alliance Practice Improvement Team (PIT) Toolkit. Includes Norms of Collaboration worksheet.
	<a href="#">IHI QI Team Member Worksheet</a>	QI Team Member Matrix Worksheet for identifying team members and their expertise or perspective that they represent.
<b>Communication</b>	<a href="#">MI Strategies</a>	Motivational interviewing strategies and techniques.
	<a href="#">OARS Worksheet</a>	OARS observation worksheet.
	<a href="#">Strategies for Evoking Change Talk</a>	Ten strategies for evoking change talk.
<b>Additional Resources</b>	<a href="#">APHL Newborn Screening Program Brochure</a>	This resource describes the numerous technical assistance resources and activities from NewSTEPS and the APHL Newborn Screening and Genetics program to support NBS programs and stakeholders.
	<a href="#">NewSTEPS New Disorder Checklist</a>	This checklist outlines four phases to consider when implementing a new disorder.