

2021 APHL NewSTEPS Continuous Quality Improvement (CQI) National Meeting Resource List

SESSION 1

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

	SMART Goals Worksheet	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.
	QI Roadmap	A guide that provides strategies and resources for building a culture of quality improvement.
	CHA Practice Improvement Team Toolkit	Cambridge Health Alliance Practice Improvement Team (PIT) Toolkit. Includes Norms of Collaboration worksheet.
	IHI QI Team Member Worksheet	QI Team Member Matrix Worksheet for identifying team members and their expertise or perspective that they represent.
Communication	MI Strategies	Motivational interviewing strategies and techniques.
	OARS Worksheet	OARS observation worksheet.
	Strategies for Evoking Change Talk	Ten strategies for evoking change talk.
Additional Resources	APHL Newborn Screening Program Brochure	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.
	NewSTEPS New Disorder Checklist	This checklist outlines four phases to consider when implementing a new disorder.

SESSION 2

Session Presentations	Resource	Description
Overview of the NewSTEPS Data Repository	Data Repository Data Elements	A list of data elements in the NewSTEPS Data Repository.
	Data Repository Data Resources	A list of data resources for the NewSTEPS Data Repository.
	Data Repository Data Visualizations	A list of data visualizations that are available in the NewSTEPS resource library.
	Data Repository Informational Guide	An informational guide for the NewSTEPS Data Repository.
Beyond the Run Chart: Using Data to Tell Your Improvement Story	Using Written Narratives in Public Health Practice	This article provides techniques for creating written narratives that communicate health information for chronic disease prevention.
	Creating Narrative Health Messages	An article on creating narrative health messages.
	Better Storytelling for the Public Health Workforce	This article provides techniques on storytelling for the public health workforce
	Strategic Storytelling for Public Health Messengers	A research-based toolkit for telling strategic stories about public health.
Additional Resources	Creating Run Charts	Instructions on creating run charts.
	PDSA Worksheet	The Plan-Do-Study-Act (PDSA) Worksheet is a useful tool for documenting a test of change.
	Run Charts	Rules to apply to run charts to uncover signals of real change.
	APHL Newborn Screening Program Brochure	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.
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SESSION 3

Session Presentations	Resource	Description
<p>Keynote: Championing a CQI Culture</p>	<p>IHI: Creating a Culture of Continuous Improvement That Outlasts Your Leaders</p>	<p>This special edition podcast presents different evidence-based approaches that ensure a culture of improvement lasts beyond the tenure of any senior individual and can be sustained during times of transition and succession.</p>
	<p>Understanding organisational culture for healthcare quality improvement</p>	<p>An article that discusses how notions of culture relate to service performance, quality, safety, and improvement.</p>
	<p>Advancing the Culture of Patient Safety and Quality Improvement</p>	<p>This review article explores the national efforts to create a culture of quality and safety, the principles of quality improvement, and how these principles can be applied to patient care and medical practice.</p>