



**Capacity Building Workshop & Symposium on Quality Improvement,  
2-3 August, Director's Board Room, New Delhi**

**PROGRAMME**

Day 1; 2 August 2016 Facilitators: AIIMS , USAID-ASSIST,IHI Cambridge , ACCESS – CIFF		
Time	Session	Comments
08:30- 9:00	Registration, Mini Inaugural Session	
<b>Session –I (HODs will be invited for Session –I) Chairperson- Prof Balram Airan, Dean Academics; Co Chair – Prof D.K. Sharma, Med Supdt</b>		
09:00- 09:30	<b>Theory of Quality Improvement</b> Planning, Assuring and Improving Quality	Prof Pierre Barker, Senior VP , IHI
09:30-10:00	<b>Science of Quality Improvement</b> Redesigning the health system for better result: The model for improvement and collaborative learning	Dr Rashad Massoud, Director, USAID-ASSIST
10.00 -10.30	<b>Q&amp;A</b>	All
10:30 – 11:00 Tea/Coffee		
<b>Session II Improvement Process: Steps Under guidance of Prof Pierre Barker &amp; Rashad Massoud</b>		
11:00 - 11:15	<b>QI concepts in healthcare &amp; Introduction to workshop</b>	Dr Ashok Deorari
11:15 – 11:30	<b>Step –I : Picking a problem and forming a team</b>	How to pick an aim, how to write an aim statement
11:30 – 12:15	Group work	
12:15– 12:30	<b>Step –II : Developing a measurement system</b>	Review 5 why's, flow chart, pareto, fishbone, indicators
12:30- 13:00	Group work	
13:00 - 14:00 Lunch		
14:00- 14:20	<b>Step –III : Developing change ideas ,testing changes</b>	How to select change ideas& How to test small changes
14:20- 14:45	Group work	
14:45 - 15:30	<b>Step IV :Sustaining and spreading success</b> Videos –AV podcast Team work, Run chart ,Pareto	Sustaining improvement
15:30 - 16:00 Tea/Coffee		
16:00 - 17:30	Sharing of experience from health facilities	Teams from AIIMS. Understand what hospital teams did, hear from them especially on the issues discussed during the day
<b>Home work</b>	<b>Think about the problem ( also reasons causing ) you wish to address tomorrow</b>	

AIIMS Diamond Jubilee Celebration, August 2016

Day2, 3 August 2016		
Facilitators: AIIMS , USAID-ASSIST , IHI Cambridge , ACCESS – CIFF		
Time	Session	Comments
08:45- 9:00	<b>Recap – Agenda for Today</b>	
<b>Session –III (HODs will be invited for Session –III)</b>		
<b>Chairperson –Prof M.C. Misra, CEO Director, Co –Chair : Prof Vinod Paul</b>		
09:30 -10:30	<ul style="list-style-type: none"> <li>• <b>Quality Improvement strategies for Improved patient safety</b></li> <li>• <b>Relevance of QI for India</b></li> </ul>	Dr Pierre Barker Dr Rashad Massoud
10:30 -11:00	<b>Q&amp;A</b>	All
11:00 -11:30 Tea /Coffee		
<b>Session IV Developing own projects</b>		
11:30-13:00	Group work	Working on own improvement project
13:00 – 13:15	QI game: Rocket & Pin exercise	Coming up with good change ideas, study, act
13:15 - 14:00 Lunch		
14:00- 15:30	Group work continued Plenary presentations of new projects	Working on own improvement project All Faculty /Facilitators
15:00 - 16:00 (Simultaneous session)	Round Table meeting with Director, Senior Faculty & Guest Faculty in Committee Room Agenda - QI support for New Delhi AIIMS <b>Chair- Director AIIMS</b>	
15:30 - 16:00 Tea/Coffee		
16:00 - 16:30	Tips on practicing the QI for the first time , UG,PG Education, Next steps	Deorari /Nigel /Abha / Vikrant
<b>16.30-17.00 Valedictory Function</b>		



**Pierre M. Barker, MD**, Senior Vice President, Institute for Healthcare Improvement (IHI), is responsible for IHI's large-scale health systems improvement initiatives outside the USA. In addition to advising governments and large organizations on quality strategies, IHI uses the science of improvement to promote improved outcomes in the areas of patient safety, population health, patient-centred care, and cost of care. Before joining IHI, he was Medical Director of University of North Carolina (UNC) Children's Hospital clinics and was responsible for leading health-system-wide initiatives on improving access to care and chronic disease management. A renowned authority on improving health systems, Dr. Barker initially served at IHI as in-country Director of IHI's South Africa Projects and then as head of IHI programs in low- and middle-income countries. He retains a position of Clinical Professor of Paediatrics in the Maternal and Child Health Department at Gillings School of Global Public Health at UNC Chapel Hill.



**M. Rashad Massoud**, Director , USAID ASSIST Project/URC  
Dr. Massoud is a physician and public health specialist internationally recognized for his leadership in global health care improvement. He is the Director of the USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project and its predecessor, the USAID Health Care Improvement (HCI) Project. He is Senior Vice President of the Quality & Performance Institute at University Research Co., LLC (URC), leading URC's quality improvement efforts in over 30 countries. He has a proven record of strong leadership and management.