



Quality Improvement

Mayo Clinic Quality Academy Products & Services

Founded on a rich and passionate history of education for more than a century, the Quality Academy has collaborated to foster and expand the culture of quality at Mayo Clinic. We are dedicated to helping others build a workforce of problem solvers and quality advocates. The Mayo Clinic Quality Academy was formally established in 2006 to deliver an effective and comprehensive program of quality improvement education to all Mayo Clinic employees for learners from novice to expert. Today, we assist and encourage health care organizations to adopt the foundational concept of quality improvement education.

Our mission is to educate and inspire all health care staff to bridge gaps in quality. We invite organizations to join in contributing to a global movement of quality improvement, resulting in healthier patients and communities.



Products & Services

QUALITY ACADEMY HISTORY & ORGANIZATIONAL STRUCTURE

This presentation is intended for organizational leadership to gain a deeper understanding of Mayo Clinic's culture of quality. Members of the Quality Academy Leadership Team provide:

- An overview of Mayo Clinic's quality improvement best practices
- Lessons learned from the clinical practice
- The Quality Academy model of education in the health care setting

BRONZE LEVEL

Fundamentals of Quality Improvement

This course is designed for individuals who wish to learn both basic knowledge and key components of quality improvement. Bronze Level training outlines:

- An individual's role in addressing quality gaps affecting customers and patients
- Elements of a patient safety program
- How patient experience is the key to quality
- Tools and resources to improve quality health care

This self-paced, online course and certification provides a foundation for advancement towards quality improvement application.

Group training options and organizational licenses are available.

The course has been translated into Mandarin and Spanish.

SILVER LEVEL

Application of Quality Improvement (class instruction only)

The Silver Level course builds upon the Bronze Level content, teaching the application of quality improvement tools and methods to identify and resolve quality gaps. Participants at all organizational levels will learn how to measure quality in order to identify and prioritize opportunities for improvement. They will gain knowledge and skills to become problem solvers. Upon successful completion of this course, participants will be prepared to become active members of quality improvement project teams, as well as take the steps in Silver Level training.

The course is currently offered in a virtual mode in two 4.5-hour segments. Alternatively, when Mayo Clinic guidelines permit, a face-to-face classroom experience will be available to include 8 hours of teaching at one of the Mayo Clinic destination centers (Arizona, Florida and Minnesota) or at your site. Training is offered per attendee (a minimum of 10 attendees per class needed if at customer site).

AMA PRA Category 1 and ANCC are available to those seeking credit.

mayoclinic.org

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SILVER LEVEL PACKAGE:

Application of Quality Improvement (with certification)

Take the next step in Silver Level training, and become Silver certified! Participants receive Silver Level instruction, and will demonstrate competence and application of quality improvement methods.

The Silver Level Package provides quality improvement skill development for participants at all organizational levels to complete the Silver Level test. The package includes preparation and coaching for a quality improvement project at a Silver Level. Upon completion of this package, participants are prepared to recognize and close quality gaps throughout an organization on an ongoing basis.

The Silver Level Package includes:

- A course, currently offered in a virtual mode, in two 4.5-hour segments. Alternatively, when Mayo Clinic guidelines permit, a face-to-face classroom experience will be available to include 8 hours of teaching at one of the Mayo Clinic destination centers (Arizona, Florida and Minnesota) or at your site. Training is offered per attendee (a minimum of 10 attendees per class needed if at customer site).
- One virtual consultation session up to 1-hour in length with a Mayo Clinic Quality Improvement Advisor. Additional hours may be purchased upon request.
- Mayo Clinic Silver Level Certification which consists of successful completion of a quality improvement project and mastering an online test.
- Project submissions are reviewed and scored by Mayo Clinic quality reviewers. Projects must meet Mayo Clinic project scoring criteria to receive credit.
- An online test with a passing score also can provide CME and MOC Part II Credit.

CONFERENCES

Conferences are offered virtually to attendees who wish to gain a deeper understanding of Mayo Clinic's culture of quality. Quality conferences are held annually, celebrating quality accomplishments and providing inspiration to continuously improve quality and patient care. Nationally recognized keynote speakers and Mayo Clinic experts focus on quality, patient safety and patient experience.

CUSTOM SOLUTIONS

Custom educational programs and tools are available to help solve complex problems.

PLEASE CONTACT US FOR A QUOTE!
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