

Title:

**It Takes a Village, especially during a storm-Performance Improvement:
Alignment of individuals, teams and systems**

Conference:

American Board of Medical Specialties (ABMS) Annual Conference

Author(s):

Ginny Jacobs, AXDEV Global Inc., USA

Objectives:

Upon completion of this activity, participants will be better able to:

- 1) Recognize the need to acknowledge and address individual, team, and organizational barriers when introducing a PI/QI initiative
- 2) Describe the mindset necessary for adoption, advancement, and support of sustainable organizational engagement in PI-based Continuing Professional Development (CPD) solutions amidst the disruptive nature of a global pandemic
- 3) Discuss lessons learned during a pandemic and the resulting implementation strategies designed to support successful PI/QI efforts

Key Points:

Through our Performance Improvement/Quality Improvement (PI/QI) work involving efforts to improve patient care and to optimize provider-patient engagement, it is apparent that support must be present on multiple levels for a PI/QI initiative to be successful. Through a moderated panel discussion facilitated by Ginny Jacobs from AXDEV Global, experienced PI/QI champions from the American Heart Association, Heart Rhythm Society, and the National Minority Quality Forum will draw upon their experience to share insights and practical considerations regarding how to anticipate and address the challenges commonly faced when attempting to successfully introduce sustainable PI/QI interventions.