



Outcome Project

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Recognize Success Via imPlementation



A Blended Learning Approach to Practice-Based Learning and Improvement Projects

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The University of Florida Department of Pediatrics utilizes a blended approach to train residents in Practice-based Learning and Improvement (PBLI). The curriculum includes didactic instruction in quality improvement using online modules in combination with practical, clinically-focused improvement projects.

In year 1, residents complete online modules on “Definitions and Measurement of Quality” and “Quality Improvement” developed by Tufts Health Care Institute.¹ They learn about the elements of quality from different stakeholders’ perspectives; a systems orientation that recognizes the interrelationships among structure, process and outcomes; and processes, tools, and techniques of quality improvement in the clinical setting. The online learning resource provides a consistent framework and vocabulary for addressing quality assessment and improvement in the clinical setting.

In year 2, residents apply this content to patient care in the continuity clinic by implementing quality improvement projects. They identify a clinical management issue, analyze the issue, develop a plan to improve patient care, implement the plan with faculty and institutional support, and present their project to peers, faculty and administrators.

Working individually, residents have about 9 months to complete their projects: topic by end of summer, markers to be assessed by end of fall, and final project in late spring. Each faculty member mentors and monitors up to four projects. Project areas have included: follow up of labs ordered by residents; multicultural, multilingual, age-specific questionnaires for patients and parents; asthma management and education; waiting times and efficiency in the exam room; information sharing from the Emergency Department to clinics; outreach and delivery of flu shots; optimal utilization of Pediatric After Hours services; communication between sub-specialists and pediatric residents; and communication between social workers and residents.

By linking the online curriculum with clinically focused improvement projects, residents have gained valuable knowledge and a sense of “ownership” for patient care in the larger system. This application of previously unfamiliar didactic material to real life, and subsequent incorporation of these projects into the system of care is a powerful and successful adult learning model.

[Sample Quality Improvement Project \(page 2\)](#)

¹: Tufts Health Care Institute Online Learning Campus. www.thci.org

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Sample Quality Improvement Project

Target Area	Implementation	Markers	Outcomes
<p>Improve the resident-run phone triage service, 10 pm-6 am, in Pediatric After Hours (PAH) services:</p> <ul style="list-style-type: none"> • streamline operations to handle acute care issues; • reduce volume of inappropriate and nonemergent calls; • improve family and provider satisfaction. 	<p>Specific action steps:</p> <ul style="list-style-type: none"> • educate parents regarding emergency care at PAH during evening hours and MD availability after 10 pm; • revise PAH handout; • change the phone message at PAH and all pediatric sites; • notify all community pediatricians about education on commonly encountered nonemergent topics at PAH. 	<p>Collect quantitative and qualitative data to assess outcomes:</p> <ul style="list-style-type: none"> • change in number of phone calls received during PAH hours and after hours; • pre- and post-sampling of primary concerns necessitating phone calls to PAH and after hours; • pre- and post-satisfaction surveys of phone triage staff, residents, and attendings, including their perceptions of changes in number of appropriate phone calls and appointments; • pre- and post- parental questionnaire on satisfaction and understanding of PAH mechanics. 	<ul style="list-style-type: none"> • Phone calls to PAH from 10 pm to 6 am dropped 10% since implementation. • House staff perception of calls is more positive. • Family satisfaction has not changed.