

QI Methods & Tools – Getting Down and Dirty

Wave 2 {People to People}

“...through testing and revising we come to success”



People are at the heart of change, which includes you and your role. We ebb and flow in our learnings and often come across unexpected experiential learnings.

Similarly, planned and unplanned moments influence the application of tools; context can change fast with the course being redirected causing a tool to either reach its shelf life or not be aligned with the reality of that moment.

Using tools and making change requires openness of the user and a shift in mindset. Continuous learning is about small incremental changes over time.

Why is mindset important?

Each tool will affect and impact different behaviors. Avoid the tool seduction and claim to “solve all your needs”

Each person will also use a tool differently (novice to expert level).

Tools crack open the ability of the user to become aware of the situation and adaptable to the facing reality.

Lori Eberhardt

Lori is a Senior Improvement Consultant with the AIM team who is a fanatically pragmatic *empowerer*, thrives on not only connecting people to knowledge, but enabling them to put concepts into practice. Her understanding of Lean, continuous improvement, and quality improvement methods, tools and systems serves well to support a genuine love of real organizational improvement. Lori has a Ph.D. in Instructional Design with a specialization in Lean Product Development.

Her person/patient/user-centric perspective is underpinned by a background in Community Rehabilitation and Disability studies. This helps her to communicate concepts related to social and institutional change in relatable terms and enables her to guide improvement interventions that lead to long term sustained behavior change.

Meredith Scroggins Niewczas

Meredith is driven by opportunities for improvement. When challenges arise she stays grounded in principles of health promotion (empowerment, collaboration, participation, and equality) to help guide teams through change. Meredith's career has spanned from community-based programs to front-line clinical management. She has led work in population and public health, primary health care and care transitions.

Also a member of AIM, Meredith sees every new experience with teams as a learning opportunity, and a chance to have a positive impact on the health system and the patients it serves.

Ashlee McGuire

In her role as Consultant with the Quality and Education team, Ashlee supports her team and stakeholders to embed a person-centered approach into the culture of Alberta Health Care and promotes the use of data (qualitative and quantitative) to inform decision-making. Ashlee's career includes a Ph.D., in Kinesiology; she uses her experiences in applied healthcare research and quality improvement, along with a variety of tools, evidence, patient/provider expertise, and a curiosity-based mindset to influence change and enable improvements to health care.