

# How Can NICHQ Help You?

*Products and services to help improve children's healthcare*



Led by experienced pediatric healthcare professionals utilizing proven quality improvement methods, NICHQ helps you meet your goals by:

- leading initiatives with expert faculty and improvement advisors;
- building internal quality improvement capacity;
- creating and implementing collaborative learning opportunities;
- integrating parental/community involvement into system improvement; and
- building and optimizing high performing systems of care.

Specifically, we offer a range of products to help you improve the quality of children's healthcare:

**LEARNING COLLABORATIVES:** bring together a diverse collection of practices jointly focused on improving care and service in a specific disease category, such as asthma or ADHD, or topic, such as advanced access, patient and family-centered care and medical home. Participants attend a series of learning sessions led by national experts, and work together over a period of time to test, share and implement improvement strategies. This highly successful teaching model was developed by Institute for Healthcare Improvement as The Breakthrough Series.

*"We've benefited tremendously from the insight and guidance that NICHQ has provided on the Improving Systems of Care (ISC) for Children and Youth with Special Healthcare Needs project. NICHQ has helped us focus and be consistent towards achieving the project goals and developing a good understanding of our global and focal measures,"* Helen E. Dao MHA, Director of Multi-Cultural Health Initiatives, Director of Project Access II, The Epilepsy Foundation of Metropolitan New York

**ANNUAL FORUM FOR IMPROVING CHILDREN'S HEALTHCARE AND CHILDHOOD OBESITY CONGRESS:** a national conference that brings together organizations and individuals who care about children's health, along with the nation's top quality improvement experts, to learn from one another. At the Forum, participants share ideas, learn from experienced leaders and practitioners, gain new skills and practical tools and preview innovative new technology.

*"We attended the Medical Home Exploratorium Part 1 and Part 2 and our minds were buzzing with excitement throughout the day. This positions us so nicely to approach a medical home learning collaborative in our state,"* Marilyn Sue Hartzell, Director, Oregon Center for Children and Youth with Special Health Needs

## CAPACITY BUILDING:

**Jump-Start: Quality Improvement Fundamentals for Leaders in Children's Healthcare** is a 2.5-day course designed to prepare leaders to guide their organizations in implementing dramatic improvements in care. Grounded in the Model for Improvement and Baldrige quality concepts, this course is unique in its sole focus on care for children. Jump-Start is designed for groups from various organizations or practices and can also be customized to fit the individual needs of one organization.

**Jump-Ahead: Advanced Improvement Training for Leaders in Children's Healthcare** Do you have basic quality improvement knowledge and want to take it to the next level? This exciting 2.5-day intensive course will provide you with a hands-on opportunity to learn about leading successful projects and organization-wide initiatives. Jump-Ahead will give you the skills and knowledge to revitalize change efforts with new strategies, change concepts and tools.



**NICHQ**

National Initiative for  
Children's Healthcare Quality

**Q-CALLS:** 60-90 minute informative and interactive sessions led by nationally recognized experts in their field. Through the use of virtual conferencing technology, experts from across the country are able to lead informative sessions demonstrating new and innovative practices. The sessions can be attended by as many people at a site as desired for the same low cost.

*"NICHQ's Q-Call's are an affordable distance learning option to obtain high quality, interactive training from internationally known clinicians, policy advisors and quality improvement experts. These exciting topics coupled with the added value of having access to a library of archived materials make NICHQ Q-Call's the best training option for the cost,"* Dianne Myers Stool LMSW, Clinical Social Worker, Texas Children's Hospital, Clinical Care Center



**CUSTOMIZED TECHNICAL ASSISTANCE AND TOOL DEVELOPMENT:** NICHQ collaborates with implementation specialists, data and policy experts from around the country to provide clinicians the input and assistance they need.

*"NICHQ has worked closely with the leadership of the Autism Treatment Network and its clinical subcommittees. Their systematic approach to helping clinicians develop practice guidelines and their comprehensive follow-through with their implementation has been exceptional. NICHQ brings tremendous knowledge and experience to clinical quality improvement,"* James M. Perrin MD, Director, MGH Center for Child and Adolescent Health Policy, Clinical Coordinating Center, Autism Treatment Network

**STATE AND REGIONAL IMPROVEMENT PROGRAMS:** Through its current work with state Medicaid and Title V programs, NICHQ has built local capacity to sustain improvement. NICHQ works with state government, professional societies and other state and regional entities to create and support such local capabilities.

**THE CHILDHOOD OBESITY ACTION NETWORK (COAN):** is a new approach to learning and sharing among healthcare providers at both the local and national levels. The aim of the network is to accelerate the reduction in childhood obesity through the sharing and use of best practices in assessment, prevention and treatment. COAN uses several vehicles for disseminating these validated best practices including a Web site, conference calls, an annual conference and policy meeting to communicate policy and practice levers that promote and sustain improvement efforts.



*"For our project, the assistance NICHQ provided our team was invaluable for us to get started and to support us through the first two years of this project. They've provided numerous sources and approaches for working with community-based practices, and especially with pushing these practices to make changes and recruit parents to be on the practice teams,"* Stephen Cook MD, MPH, Assistant Professor of Pediatrics, The Golisano Children's Hospital at the University of Rochester Medical Center

**ADVOCACY:** NICHQ trains and supports physicians and healthcare professionals in advocating for environmental improvements within their communities.

**Be Our Voice:** In May 2009, NICHQ received support from the Robert Wood Johnson Foundation to engage, train and support physicians and other healthcare professionals, particularly those in areas of significant need, to become effective advocates for environmental improvements in their communities.

In partnership with the American Academy of Pediatrics, the California Medical Association Foundation, and the Robert Wood Johnson Center to Prevent Childhood Obesity, NICHQ released an RFA and chose eight communities to begin a recruitment, training and support program. The program is currently funded through May 2011.

*"I am particularly impressed with the commitment shown by NICHQ to truly take the time to understand the needs and goals of our community. It is unique for funders to make a site visit at the beginning of a project to establish a trusting foundation. I am excited to move forward with this project, knowing that we have the support, expertise and passion from NICHQ to make an impact on childhood obesity rates,"* Victoria Manning MHA, Program Coordinator and Grant Writer, Cabarrus Health Alliance

To learn how NICHQ can help you, visit [www.nichq.org](http://www.nichq.org) or contact Melanie Hayden at 617-391-2727 or email [mhayden@nichq.org](mailto:mhayden@nichq.org).