

Teamwork Training Hub



U.S. Department of Veterans Affairs
Veterans Health Administration
Quality Enhancement Research Initiative

Collaborative Frontline Huddling for Quality Improvement

Staff-based initiatives have tremendous influence on the quality of patient care, particularly when changes are implemented at the frontline. Yet many quality improvement programs under-emphasize the crucial importance of learning from and engaging frontline staff in quality improvement efforts. The QUERI Teamwork Training Hub developed a unique, evidence-based implementation framework known as LOCK (Learn from the bright spots, Observe, Collaborate in huddles, and Keep it bite-size) to address this gap. When fully implemented, LOCK produces documented positive effects in structures, processes, and outcomes.

Description

The Teamwork Training Hub uses the Institute for Healthcare Improvement breakthrough series collaborative model in a completely virtual training program. Our hub leverages the materials and structure of a current national program and has the following goals.

- Train participants on the fundamentals of LOCK and its effective implementation (including rapid cycle quality improvement) through a series of virtual trainings.
- Facilitate action periods between trainings in which participants (a) pilot the LOCK-based implementation of systemic changes using rapid cycle improvement techniques and (b) measure the impact of their interventions.

Relationships between Evidence-Based Concepts and LOCK Elements

LOCK Element	Evidence-Based Concept
Learn from the bright spots	Strengths-based learning
Observe	Observation
Collaborate in huddles	Relationship-based teams
Keep it bite-size	Efficiency



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Key program elements

The Teamwork Training Hub comprises the following key program elements:

- Four virtual, interactive webinar-based trainings interspersed with action periods that include monthly coaching over a period of 6 months
- Trainings on the LOCK framework and its implementation
- Mentoring in real time via email, a collaborative online site, and monthly coaching calls
- Training curriculum that focuses on how to build and sustain leadership, organizational practices, and a quality improvement infrastructure for high performance at the frontlines or other points of care

Training timeline (for 1 full training series)

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Activity Type	1	2			3	4
	Virtual training (via webinar) =			Team action period =		

Future Directions

We intend to engage the following audience members:

- Providers, managers, operations staff, and/or Diffusion of Excellence Initiative Gold Status Fellows who are a part of a frontline care team
- Frontline care teams with communication needs
- Frontline care teams rolling out a new initiative or project

Training participants are required to create a leadership team of at least four individuals at the leadership/manager level to guide the implementation of the improvement initiative and must attend all webinars.

For more information, check out:

https://www.queri.research.va.gov/training_hubs/default.cfm

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If you would like to learn more or partner with us, please contact Christine.Hartmann@va.gov