

# 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



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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

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

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