



Sequence of Activities for Each Health System

(updated 11/22/22)

Timing	Activities
March-August	<p>Brandeis Project Leaders explore the context using a structured interview protocol, meeting with DEI, IPP and QI leaders in the health system.</p> <p>Form a Coaching Team in each health system with external coaches Wale Olaleye and Tony Suchman, and with three internal coaches recruited from the health system's DEI, IPP and QI professionals.</p> <p>Confirm the two clinical units in each health system that 1) have a QI team already engaged or willing to engage in an improvement project of interest and 2) have unit leaders who are ready to support this work at this time.</p> <p>Onboard QI Teams and Leadership Teams from the two clinical units. Expand QI Teams if needed to include other relevant clinical and non-clinical workgroups, and with attention to professional and social diversity.</p>
September	<p>Workshop 1: Develop Awareness of Oneself in Relation to Others to Achieve Desired Outcomes (3 hours)</p> <p>Participants. QI Teams and Leadership Teams, facilitated by Coaching Team</p> <p>Objectives. Develop awareness of oneself and others and the nature of the interactions that allow them to function as a system. Learn how to learn about oneself and others, and why it matters. Develop awareness of the value and potential challenges of professional and social diversity for system function, and the importance of managing diversity well in order to achieve desired outcomes. Begin learning about communication skills and team practices for developing relationships of shared goals, shared knowledge, mutual respect, and creating a safe space for expressing and exploring differences with one's colleagues.</p>
December	<p>Workshop 2: Develop and Practice Skills to Work with Others to Achieve Desired Outcomes (3 hours)</p> <p>Participants. QI Teams and Leadership Teams, facilitated by Coaching Team</p> <p>Objectives. Develop a relational map and learn how to use it. Deeper development of skills for harnessing difference as a resource and for recognizing and repairing the</p>

	inevitable ruptures and bumps in relationships. Learn how to teach these skills to one's colleagues. Plan for assessing RC among frontline staff on the units.
Early January	Baseline Assessment: RAD Survey
January	Workshop 3: Review Data and Prepare to Co-design Interventions (2 hours) Participants. QI Teams and Leadership Teams, facilitated by Coaching Team Objectives. Review baseline data from the RAD Survey. Prepare for a second round of workshops at which the Coaching Team will work with frontline staff to review and make sense of baseline survey data and co-design interventions, in the spirit of a PDSA cycle.
February - May	Co-Design and Implement Interventions Participants. QI Teams and Leadership Teams, facilitated by Coaching Team Objectives. Share data with our colleagues in the Frontline Team, co-design and implement interventions with them using rapid cycle improvement or other methods.
May	Post Assessment: RAD Survey
June	Workshop 4: Reflect on Progress, Celebrate and Plan (2 hours) Participants. QI Teams and Leadership Teams, facilitated by Coaching Team Objectives. Reflect on and learn from your experiences thus far. Review data from the RAD Survey, assess progress. Celebrate! Identify areas for continued improvement.
Starting in July	RAD Learning Lab Participants. QI Teams, Leadership Teams, and Coaching Teams from all three participating health systems Objectives. To share, sustain and spread their learning over time, inviting other clinical units to engage in this improvement process.
July/August	This period will be used to prepare site reports and presentations.
September	Post Assessment: RAD Survey