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## Scope of Work and Quote for Training

March 1, 2021

### Cochise County Department of Health and Social Services

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#### Quality Improvement Basics Training

**\$17,000**

*A training, with project launch, to support development of basic quality improvement (QI) capacity*

- Remote training for 25 individuals divided into four to six teams.
  - The Public Health Foundation QI trainer will provide guidance on project identification and team selection.
  - A training will include a combination of interactive, didactic, and breakout elements.
  - Focus on an overview of QI, developing AIM statements, valuing customer needs, obtaining baseline data, using the tools of QI, documenting impact of QI, and QI in daily work, and building capacity for QI leadership. Specific content to address will be developed in conjunction with the Department of Health and Social Services.
  - Training to take place over a period of days and weeks. A general outline of the training includes:
    - Session 1: Overview of QI and performance management, plus a discussion of how to pick a good QI project
    - Session 2: Focus on QI projects and develop a draft of the AIM, and discuss Force Field Diagram and Kano Model
    - Session 3: Develop a Cause and Effect Diagram, plus a review of why measurement is an important part of QI
    - Session 4: Develop a Solution and Effect Diagram and Gantt Chart for the implementation of QI activities; an overview of the QI team reports also will be discussed
    - Session 5: Three to four weeks later, QI team reports and discussion on an effective project handoff.
  - One hour coaching per QI team during the break between Sessions 4 and 5 to assist with QI project report or implementation.
  - A copy of the *Public Health Quality Improvement Encyclopedia* for each participant.
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#### Notes:

- *All services quoted are for remote training and coaching.*
- *Fees quoted include preparation and remote work.*
- *Fees quoted are valid for 60 days following the date of this notice and are subject to change upon expiration.*
- *PHF does not confirm or guarantee training dates until receiving an executed agreement or purchase order.*
- *Preferred payment vehicle is a purchase order by email to [rbialek@phf.org](mailto:rbialek@phf.org).*