



QUALITY ACADEMY

Mayo Clinic Quality Academy products and services are founded on a rich and passionate history of education. For more than a century, we have built, fostered and expanded our culture of quality. We are dedicated to helping others build a workforce of problem solvers and quality advocates. The Mayo Clinic Quality Academy was formally established in 2006 as a vehicle for delivering effective and cohesive quality improvement education to all Mayo Clinic employees with content for learners from novice to expert.

Today, we assist and encourage all health care organizations to adopt the foundational concept of quality improvement education.

Our mission is to educate and inspire all health care staff to bridge gaps in quality.

We aim to encourage organizations in creating and contributing to a global movement of quality improvement, resulting in healthier patients and communities.

PRODUCTS & SERVICES

QUALITY ACADEMY HISTORY & ORGANIZATIONAL STRUCTURE

A presentation intended for organizational leadership to gain a deeper understanding of Mayo Clinic's culture of quality. Members of the Quality Academy Leadership Team provide:

- An overview of Mayo Clinic's quality improvement educational program's best practices
- Lessons learned from the clinical practice
- The future of quality improvement education in the health care setting

BRONZE LEVEL: FUNDAMENTALS OF QUALITY IMPROVEMENT

A course designed for individuals who wish to learn both basic knowledge and key components of quality improvement. Bronze level training clarifies:

- An individual's role in addressing quality gaps affecting customers and patients
- Elements of a patient safety program

- How patient experience is the key to quality
- Tools and resources to improve quality healthcare

Self-paced, online coursework engages learners to attain single or multiple certifications in quality improvement practices.

Group options and full organizational licenses are also available.

SILVER LEVEL: APPLICATION OF QUALITY IMPROVEMENT (CLASS INSTRUCTION ONLY)

The Silver Level builds upon the Bronze Level content, teaching the application of quality improvement tools and methods to identify and resolve quality gaps. Participants at all organizational levels will learn how to measure quality in order to identify and prioritize opportunities for improvement. They will gain the knowledge and skills to become problem solvers. Upon successful completion of this course, participants will be prepared to become active members of quality improvement project teams, as well as take the next steps in the Silver Level training.

**Digital
CONTENT**

**Instructor
LED OFFERINGS**

Certification

Visit us at <https://qualityacademy.mayo.edu>

The classroom experience includes 8 hours face-to-face teaching at one of the Mayo Clinic destination centers (Arizona, Florida and Minnesota) or at your site. Training is offered per attendee (a minimum of 8 and maximum of 24 attendees per 8-hour class needed if at customer site). Multiple contracted classroom sessions are available.

SILVER LEVEL PACKAGE: APPLICATION OF QUALITY IMPROVEMENT (WITH CERTIFICATION)

Take the next step in Silver Level training, and become Silver certified! Participants not only receive Silver Level classroom instruction, but also comprehensive training and coaching. The Silver Level Package provides quality improvement skill development needed by participants at all organizational levels to complete the Silver Level test, as well as preparation and coaching for a Silver Level quality improvement project. Upon completion of this package, participants are prepared to recognize and close quality gaps throughout an organization on an ongoing basis. Training is offered per attendee. Group options and full organizational licenses are also available.

The Silver Level Package includes:

- 8 hours of face-to-face classroom experience at one of the Mayo Clinic destination centers (Arizona, Florida, and Minnesota) or at your site (a minimum of 8 and maximum of 24 participants per 8-hour class is needed if at customer site)
- A 1-hour virtual consultation with a Mayo Clinic Quality Improvement Advisor

- Project submissions that are reviewed and scored by Mayo Clinic quality reviewers
- An online test with a passing score provides CME and/or MOC Part II Credit and Mayo Clinic Quality Improvement Certification

CONFERENCES AND TOURS

Conferences are offered to attendees at all organizational levels who wish to gain a deeper understanding of Mayo Clinic's culture of quality. Quality conferences are held annually at all three Mayo Clinic destination campuses (Arizona, Florida and Minnesota). These conferences celebrate quality accomplishments and provide inspiration to improve quality and patient care. Nationally recognized keynote speakers and campus-specific breakout sessions focus on quality, patient safety and patient experience.

Tours are only offered to organizational leadership for on-site experience at Mayo Clinic Rochester, Minnesota campus for 1.5 days. Attendees receive an inside look at the Quality Academy and collaborative counterparts, as well as hear presentations on how quality culture is integrated into individual departments.

CONSULTATIONS

Intended for participants at all organizational levels who desire additional insight and coaching to close gaps in quality. Consultation is available with Quality Improvement Advisors for project scoping, project application assistance, tool and method identification, etc.

Silver Level Project Coaching is offered for participants who intend to submit a quality improvement project that meets Mayo Clinic project standards. Participants receive project submission support, project review, and scoring by Quality Academy reviewers. Projects must meet Mayo Clinic project scoring criteria.

CUSTOM SOLUTIONS

Custom educational program development and tools to help solve complex problems are available. This can include an organization content license with a Mayo Clinic Quality Improvement Advisor training your leadership to instruct the content themselves.



PLEASE CONTACT US FOR A QUOTE!

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1-800-253-2816