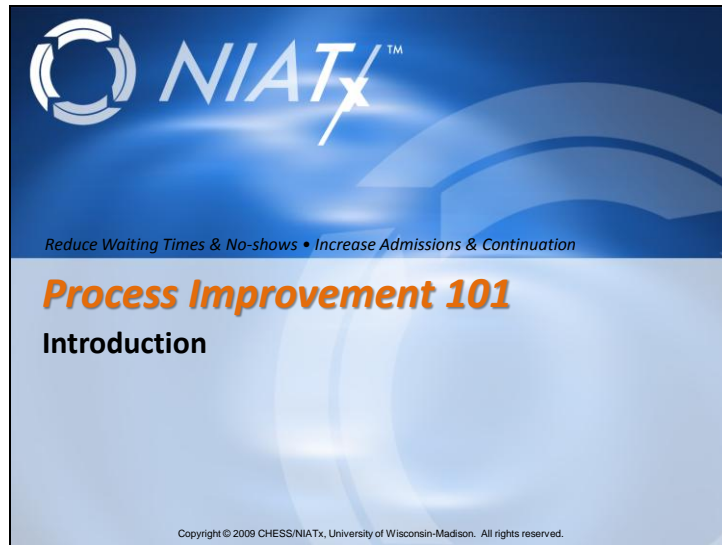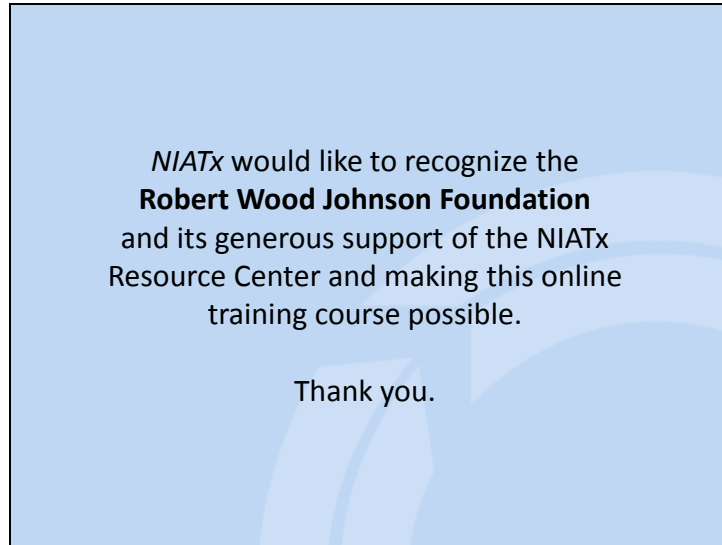Slide 1

Welcome to the NIATx e-learning course on Process Improvement 101.

If you are new to process improvement, you have come to the right place. This course will guide you through the first steps in learning the "NIATx Way," which is a simple and effective model for improving processes within your organization.

Slide 2

NIATx would like to recognize the
Robert Wood Johnson Foundation
and its generous support of the NIATx
Resource Center and making this online
training course possible.

Thank you.

Before we continue, NIATx would like to recognize the Robert Wood Johnson Foundation and its generous support of the NIATx Resource Center and making this online training course possible.

Thank you.

Slide 3

Welcome to
Process Improvement 101
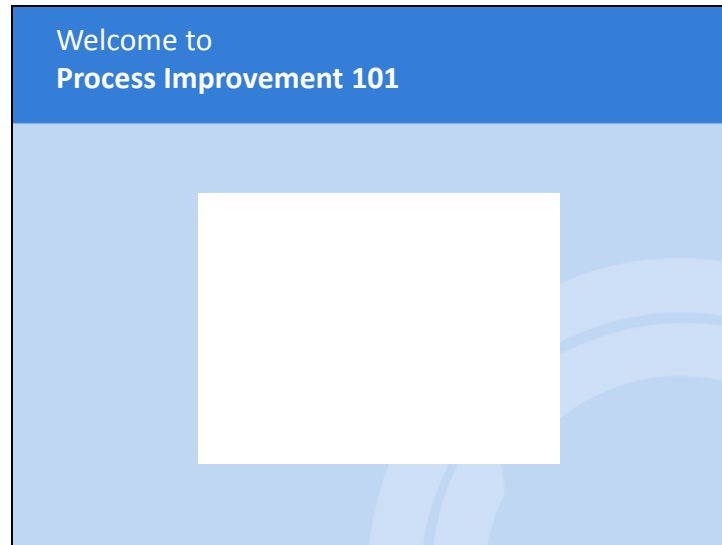
Hi, I'm Dave Gustafson and welcome to Process Improvement 101. This is a first in a series of programs that you are going to have the opportunity to view, that I really think can make a big difference in your organization. This particular session has two different focuses that I think are going to be very important for you. One is to give you a general introduction to a NIATx approach to process improvement—an approach that is focused on simplicity—on getting changes made in a way that can be done very quickly and also give you results that are very positive in a short period of time. The second is to introduce you to one of the key tools of process improvement, and that's the **walk-through**.

The walk-through is a program intended to help people who are trying to improve things…help them personally experience what it's like to be a customer of the system. And I underline the word personally experience because this is a key element in process improvement. Not only do you want to hear from your customers about what their needs and desires are, but you want to be able to be in a position where you can personally talk about what it's like to be a customer, where you can feel it as well as hear it vicariously.

By the end of this course it's our intent that you will be able to carry out a walk-through on your own, that you will be able to know exactly how to prepare for them; you will know what questions to ask; you will know what to expect and how to act on it.

Slide 4

About this course

- Introduction
- About NIATx & Process Improvement
- The Four Aims
- The Five Principles
- Overview of the NIATx Change Process
- The Walk-through
- PDSA & Rapid Cycle Testing
- Promising Practices

This course is designed to be completed at your own pace, and is divided into sections. The goal is to give you an overview of our process so you can see where it might help in your organization. You will also learn about some specific steps that you can take today.

You can explore the topics when your schedule allows, but please visit the topics in the order they are presented.

The success of this course is really up to you…. You will learn some basic principles about leading change in your organization. Then you will put what you've learned into action by completing a walk-through at your facility…. Don't worry, we'll guide you each step of the way!

Slide 5

To continue with this course, choose the next section where you will learn more *About NIATx and Process Improvement.*