

Learn. Engage. Act. Process. (LEAP) Program Application

NAME	
POSITION/TITLE	
VA EMAIL ADDRESS	
PHONE/EXTENSION	
SERVICE LINE	
FACILITY NAME	

PROGRAM DESCRIPTION

The LEAP program is designed to engage frontline teams in quality improvement (QI) using a hands-on learning approach within their own work setting. LEAP helps teams to develop projects that address priorities identified by those teams and mitigate barriers to implementing changes by building skills in QI methods, open communications, developing productive working relationships, and team-based problem-solving. LEAP is funded by the VA Quality Enhancement Research Initiative (QUERI). LEAP program activities are deemed quality improvement (i.e., non-research). The LEAP staff has collaborated with the VA National Office of Systems Redesign and Improvement and LEAP is in alignment with Lean Daily Management Principles.

Key program elements include:

- Individualized coaching sessions
- Virtual collaborative sessions with similar teams
- Application of key QI concepts within everyday work routines
- Minimal time away from patient care since there is no need for travel
- Access to resources including brief videos, short readings, templated tools

At the end of LEAP, teams will have implemented one change through a Plan-Do-Study-Act (PDSA) cycle. They will present their results and learnings to other teams and will be strongly encouraged to share plans, progress, and learnings with key individuals within their setting.

After completing LEAP, teams are well-equipped to continue making changes and thus, contribute to building a culture of QI that is aligned with VA's priority goal for becoming a High Reliability Organization (HRO). LEAP's incremental, hands-on approach enables teams to continue QI as a part of their work-life, strengthening resiliency and agility in the face of change and building a stronger sense of control and purpose in their work.

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APPLICANT EXPECTATIONS

By completing the application for LEAP participation, the Applicant and Applicant's Supervisor are agreeing to the program expectations listed below.

The Applicant should...

- 1) Be prepared to engage in a team-based improvement project within a work setting.
 - a. Participation may last up to 12 months. The first six months (26 weeks) of LEAP includes a one 1-hour coaching call or virtual collaborative in 18 of the 26 weeks and completion of assignments to execute a PDSA cycle of change. Participation in the later six months includes one 1-hour monthly virtual collaborative call.
- 2) Commit to role of LEAP Improvement **Team Leader** or LEAP Improvement **Team Member**. Time commitments vary based on your team role and the scope of your team's project.
 - a. **Team Leaders** dedicate approximately **three to five hours per week** leading the team to complete their improvement project.
 - b. **Team Members** dedicate **one to five hours per week** to the team project.
- 3) Obtain supervisor commitment to support your participation.
- 4) Vet this application through your local Systems Redesign Point of Contact.
- 5) Gain access to relevant data.

Participation in LEAP is completely voluntary. The applicant will not lose any services, benefits, or rights by choosing not to participate. The applicant will receive no payment or compensation for participation.

Information collected throughout the applicant's participation in the LEAP program will be kept confidential. Results will be combined and reported in summary form (not as individual responses).

If you have questions or concerns regarding LEAP, please contact VHAANNHSRDLEAP@va.gov.

Applicant Agreement

I agree to the above terms.

Applicant Signature: _____

Date: _____

NEXT: Send application to your supervisor and local Systems Redesign Point of Contact for additional signatures prior to submission. You may also decide to notify your VA Medical Center Director of your planned participation in LEAP.

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Supervisor Agreement

Supervisor Name: _____ Title: _____ Email: _____

Supervisor support for the Applicant:

Supervisors are key to the Applicant's success in LEAP by encouraging the Applicant's quality improvement skill development and ensuring adequate time to complete the program and the team's improvement project. LEAP is designed to minimize interference to direct patient care activities. However, continued high quality care relies on investment of dedicated time to learn and then engage in quality improvement as a part of regular work responsibilities. Doing so will contribute to strengthening a culture of quality improvement and resiliency.

By signing, you acknowledge that you have reviewed this application and support the Applicant's intentions to engage in improvement work throughout the LEAP program.

Supervisor Signature: _____ Date: _____

Systems Redesign Review

Systems Redesign Point of Contact Name: _____ Title: _____

Email: _____

Systems Redesign Point of Contact Review of Application:

Systems Redesign awareness and support may be important to the Applicant's success. Applicants may ask for assistance during their participation in the LEAP and while doing improvement projects.

By signing, you acknowledge that you have reviewed this application and agree to the Applicant's participation in the LEAP program.

Facility Systems Redesign Point of Contact Signature: _____

Date: _____