



## Preparing for LEAP

Welcome to the Learn. Engage. Act. Process. (LEAP) program! By the end of LEAP, your team will have developed and executed a quality improvement project and learned key skills to continue to build on your learning. Here are a few items to consider in preparation for the beginning of LEAP.

### 1. Application process

Participating in LEAP represents an investment in teams building skills for engaging in quality improvement. Your success will be strengthened by up-front commitment from yourself and your supervisor. We ask that you review and sign the application and obtain your supervisor's signature, indicating support for this work.

You may choose to notify other local resources (e.g., Systems Redesign and Improvement Coordinator) of your participation in the LEAP program.

### 2. Technology requirements

#### Webcam, telephone, and microphone access

For all LEAP coaching calls and virtual collaboratives, we will use telephones and the Microsoft Teams platform. Teams allows participants to see each other and interact visually through a webcam. Your LEAP experience will be enhanced if you can use a webcam; however, this is not mandatory for LEAP participation. Using your telephone (as opposed to your computer speakers) will ensure the best possible audio connection.

VTEL (Tanberg) units **do not** work with Microsoft Teams. We suggest using **Logitech Webcams** (model c310 or similar). They have a USB connection and the software should automatically upload the first time you plug it in. The Logitech software is on the VA approved vendor/technology list, so it should not be affected by any firewalls or security access but may need approval from your local ISO. In rare cases, the LEAP program may provide a webcam if you do not already have one and are unable to procure one from your local OIT office.

## SharePoint Online

The LEAP program has private pages on SharePoint Online that each member will be invited to at the beginning of the program. The SharePoint Online platform allows LEAP participants to access learning materials (readings, videos, worksheets, etc.) and collaborate with coaches and other teams (i.e., upload assignments and share other resources).

You must have a VA email address to join the SharePoint Online pages and they are **not** accessible outside of the VA firewall.

### 3. LEAP Meetings

Key elements of the LEAP program include individual coaching calls, virtual collaborative sessions with other teams, and local improvement team meetings. Participation in these calls and meetings are crucial and should be considered as you are preparing to join the LEAP program. While the LEAP coaches schedule the individual coaching calls and virtual collaboratives, we do our best to schedule these at your convenience.

Please see details about the intended attendees, purposes, modes, and tasks associated with each meeting type.

Meeting type	Attendees	Purpose	Format	Team Task
<b>Coaching Calls (1 hour)</b>	- Improvement Coach - Team Leader - <i>Optional:</i> Team members (Strongly recommend all team members attend Week 2)	1:1 call to check in on progress and answer questions	Telephone Teams	Find place to meet with a computer and webcam
<b>Virtual Collaboratives (1 hour)</b>	- Improvement Coach - Team Leaders from all teams - <i>Optional:</i> Team members	Collaborative calls to build an improvement community and share progress	Telephone Teams	Find place to meet with a computer and webcam
<b>Local Improvement Team Meetings (1 hour)</b>	- Team Leader - Team members	Formulate goals and do the planning and work needed to meet those goals. We strongly encourage teams meet every week.	Site decides	Find a place to meet with or without a computer

You will soon receive the LEAP Syllabus with detailed descriptions of weekly meetings and tasks and the LEAP At-A-Glance with dates of the weeks in LEAP.

## **4. Improvement team members**

Forming your local improvement team is an important part of LEAP. You and your team members will participate in LEAP activities together, such as brainstorming opportunities for improvement, developing an aim and Project Charter, collecting data, and presenting your project progress, among others. We encourage you to start thinking about people you'd like to invite to participate now.

**The optimal size of an Improvement Team is between five and eight individuals.** It is important that the team include a diverse group of individuals with different roles and perspectives on the patient care or other process to be improved. Here are suggestions of members to consider inviting to your team:

- Staff directly involved with the delivery of care
- Other staff indirectly involved
- External customers (Veterans)
- Internal customers who refer to or want to see benefit from improvement work
- Someone with no connection to the topic area who can provide a fresh set of eyes (e.g., a member of housekeeping staff, someone from another clinical area, a volunteer)
- Someone with expertise in quality improvement (e.g., systems redesign engineer)

You will spend time discussing team formation with your coach during your first few coaching sessions, so your team does not need to be fully formed before starting LEAP.

## **5. Identify data sources**

Your LEAP coach will work with you to help identify sources of data that are updated at least monthly. These data are key to help you and your team identify opportunities for improvement and track progress toward your chosen aim. Sources may include clinical dashboards, SAIL metrics, corporate data warehouse, or other reporting mechanism. During Week 3 of LEAP, we will review your data, and this will help to inform your improvement project aim.

## 6. Continuing Education (CE) Opportunities

In collaboration with VA's Employee Education System (EES), the LEAP program is approved to provide CEs for the following accreditations: ACCME/MOC (physicians, psychiatrists), ACPE (pharmacists), ANCC (nurses), APA (psychologists), and ASWB (social workers).

LEAP participants who are **physicians, psychiatrists, pharmacists, nurses, psychologists, or social workers** will be able to earn CEs at multiple points over the course of LEAP. Participants will receive up to 19.5 CEs for completing the first 26 weeks of the LEAP program. Team Leaders may obtain additional CEs for participating in the coaching calls and virtual collaboratives; up to 33 total CEs.

**To obtain CEs, participants will be required to:**

- **Complete all aspects of the LEAP curriculum**, including reading guidance documents and watching videos, as well as attending local team meetings and contributing to/completing assignments.
- **Complete exams for Modules 1-4 in TMS.**
- **Complete evaluations for Modules 1-4 in TMS.**

Please email [VHAANNHSRDLEAP@va.gov](mailto:VHAANNHSRDLEAP@va.gov) to indicate your interest in earning CEs as a part of your participation in the LEAP program.