Table 2. Description of Didactic Content

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| Application | Description |
| QI basics | This course included basics of QI; development of a project charter, how to pick a team, developing aim statements and measures. |
| Fun with data | This course included creation of run charts and analysis of random versus non-random variability. |
| Starting a QI project | This course included content on development of a data collection plan, collecting and interpreting baseline data, and some change management skills for beginning a process change. |
| Using QI tools | This course included a compendium of QI tools (e.g., fishbone diagrams, effort/impact matrix, process flow diagraming. The class time focused on examples of the use of the tools. |
| Lean with Robbie the Robot | This course included demonstration of one-piece flow, 5S, and process flow by using a “robot” made of Legos™, as a patient in an emergency department. The goal was to achieve the lowest turnaround time for your Robbie. |
| PDSAs with paper airplanes | This course demonstrated how to conduct an iterative PDSA cycle and create a run charts using a paper airplane game, where participants were invited to make iterative paper airplanes to see how far they would fly |
| Team dynamics | This course introduced team dynamics, managing teams for success, and identifying characteristics and strategies for dysfunctional teams. |
| Leadership in QI | This course included didactic information on leadership skills and identifying leadership styles. |
| Building sustainability | The course was the capstone course, identifying strategies to sustain and spread their QI project. |

Notes: QI=quality improvement; 5S=sort, set in order, shine, standardize, and sustain; PDSA=plan, do, study, act.