QSEA -16 tips for mentoring learners in QI/PS			
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Goal Setting: 1

Clarify the goals of mentoring. How will you and the resident define success?

You've got to be very careful if you don't know where you are going, because you might not get there.

(Yogi Berra)
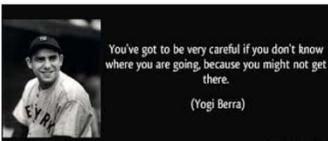
Goal Setting: 2

For a given project, determine the relative value of these goals -- to improve care right now, or to teach someone to improve care, or both?

Give a man a fish and you feed him for a day.

Teach a man to fish and you feed him for a lifetime.

Create a good tutorial and he can teach himself how to fish.
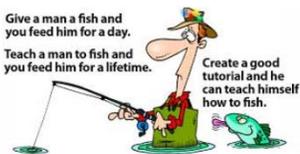
Goal Setting: 3

Have a clear timeline. Check in and set meetings on a regular basis.

The sun was hardly risen, but already time was running out.
Dean Koontz

Connection: 4

Be a link between the learner and the organization. You cannot do this work in a vacuum - build or join a successful QI/PS team.
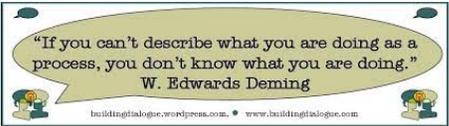
"If you can't describe what you are doing as a process, you don't know what you are doing."
W. Edwards Deming

buildingdialogue.wordpress.com. • www.buildingdialogue.com

Connection: 5

Provide protected time for this work -- don't try to fit QI/PS work into the resident's already busy schedule.

Short as life is, we make it still shorter by the careless waste of time.
Victor Hugo
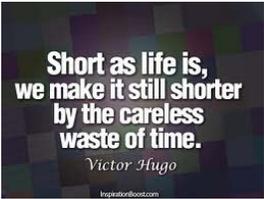
InspirationBoost.com

Connection: 6

Teach residents how to "tune in" when they go on service.

"

When you really pay attention, everything is your teacher.

~ Ezra Bayda ~

OkyDay.com

Resources: 7

Scope the project correctly in terms of resources and ability -- smaller successful projects will be more valuable than larger more ambitious ones that fail.

BEWARE OF SCOPE CREEP!

Project: 8

A "top down-bottom up" approach to selection of QI projects where the bottom is resident interest and the top is what the department/hospital is interested in frequently works best.

I hate intellectuals. They are from the top down. I am from the bottom up.

(Frank Lloyd Wright)
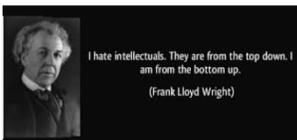
Project: 9

Don't do the work for the residents.

"IF YOU DON'T BUILD YOUR DREAMS, SOMEONE WILL HIRE YOU TO HELP BUILD THEIRS."
TONY GASKIN

Leadership: 10

Teach residents how to take their ideas for change and categorize them in the 4-quadrant "hi-easy-low-hard" diagram.

Leadership: 11

Give residents tips for organizing and running productive meetings

Time is really the only capital that any human being has and the thing that he can least afford to waste or lose.
– Thomas Edison

Mentorship: 12

Look out for resident blind spots and protect!
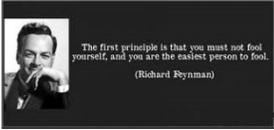
Presentation: 13

Give residents every opportunity to present, even if it is just sharing their project idea in front of their peers.
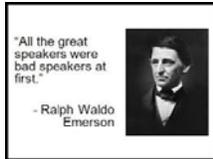
Reflection: 14

Normalize failure. Let them know it's happened to you.
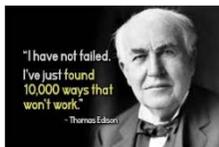
Reflection: 15

Tell the resident/resident team frequently that what they are doing is really important. Validate their hard work.

> You're dealing with the demon of external validation. You can't beat external validation. You want to know why? Because it feels sooo good.
>
> (Barbara Hall)

Reflection: 16

Give thoughtful feedback along the way; the more, the better.

> There is no failure. Only feedback.
> (Robert Allen)

Reflection: 17

Rhymes with IRB