



Learning from COVID-19:

A Design Workshop for Improving Collaboration and Outcomes

Wednesday, May 19, 2021
Noon – 3 pm

As critical access hospitals work through the challenges posed by COVID-19, it is important that they periodically pause to make sense of what has happened. This experience will long be viewed as a seminal moment in every hospital's evolution, and therefore should be reviewed and studied in an effort to design and embed improvement.

The Illinois Critical Access Hospital Network is partnering with the Illinois Health and Hospital Association and Do Tank to present a process for understanding what has happened, identify best practices that have emerged, innovate around areas for improvement, and gameplan how to achieve and hard-wire change. The tools and processes are rooted in design thinking and will be a great addition to the kit of anyone involved in emergency preparedness and performance improvement.

We are hoping to host up to 10 hospitals for this highly interactive experience. Your hospital will be paired with another Illinois critical access hospital and, using a digital whiteboard tool called Mural, will be splitting your workshop time between internal conversations and sharing ideas with the entire team.

Who is it for? 3-6 people from your COVID Rapid Response Team
Duration: 3 hours
Pre-work: In May, prior to the event, you will be asked to assemble a timeline of key moments that your organization has experienced in the previous 18 months.

Please fill out the attached questionnaire and return to Laura Fischer at lfischer@icahn.org by April 9.



This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$824,375, with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).