Introduction
So you want to provide an educational program to patients and advocates on quality and quality measurement. This document provides helpful hints and important tips for to keep in mind as you use the NHC Quality program, Increasing Patient-Community Capacity to Engage on Quality of Health Care Research, to help your community move this vital issue forward!

This program was designed for patient group staff leaders to learn about quality. However, we also designed it so that patient group staff can use these materials to, in turn, educate its members and other constituents. This is often called the train-the-trainer approach. We are excited that patient group staff that has experienced this program will want to spread the knowledge to its volunteers and other stakeholders.

Guide for Using These Educational Materials
1. What Does Your Organization Need?
   The program contains six modules. We suggest you use all six in order. However, you should review the six modules to determine which of them are most relevant to your organization. You may believe that you do not need to use them all and that there are specific modules that have more relevance to your needs. If that is the case, only use the modules that are most important.

2. Break it up!
   While the modules are short, typically about 15 minutes in length to deliver, it does mean that a learner would take at least several hours to complete the entire course. If possible, break the program up over different time segments. For example, you could break it up into three lessons using two modules per lesson. For a full day of training covering all the modules, make sure you have included sufficient times for breaks and a discussion following each module. This helps to keep the learners alert and allows for more active learning.

3. Make it Disease/Population Specific.
   Relate the training to the disease, disability or condition that is the focus of your organization, if that is applicable. The program is general to help teach anyone about quality of health care. However, when applicable relate the content to how it impacts your constituents. Examples will make the training even more effective and engaging for learners. There are plenty of places in the program where you should feel free to insert examples and cases specific to your situation.
4. Be positive!
For many learners, this will be their first-time hearing about quality and the concepts involved. They may feel discouraged or over-whelmed. We have tried to keep the modules brief and at an introductory level. But, you may also want to remind learners that they do not need to memorize terms or definitions. We have resources and glossaries for just that purpose! There are many resources available that they can keep at their fingertips. Remind them, they are the experts when it comes to their disease experiences and that is the role they will be asked to take when it comes to quality.

5. Active Learning.
Following the completion of each module you will find an active learning question for your learners. We call that part of the program “Practice what you have learned.” Feel free to modify these questions to relate them to your disease community. Take time here to hear responses from different learners. In this portion of each module, is important to check-in on what information has been grasped by learners and what you may need to review with them again.

6. What materials are available?
This curriculum is divided into six modules. Each module is accompanied by helpful resources and materials along with a glossary of terms and acronyms. The six modules:

- a. Introduction/Module 1: The Changing Health Care Environment & the Role of Quality
- b. Module 2: Why Quality Matters for Patients?
- c. Module 3: Everything You Wanted to Know About Quality, But Were Too Afraid to Ask
- d. Module 4: Where Do Quality Measures Come From?
- e. Module 5: The Role of Quality in Value-Based Payment
- f. Module 6: Turning What We’ve Learned into Practice

7. We want to hear from you!
Let us know how the training is going! If you come across any strategies that have been particularly effective, please let us know. This training is the beginning step for patients and caregivers in quality and we want to share best practices with the community. And remember – the National Health Council and its partners are here to help – if you have any questions, please reach out to Jason Harris at info@nationalhealthcouncil.org.