

KEY CONCEPTS:	DATA & MEASUREMENT	SYSTEMS	DEVELOPING CHANGES	TESTING & MAKING CHANGES	COOPERATION	
	Being able to measure: <ul style="list-style-type: none"> • progress towards aims • needs and status of patients and other consumers of care • local process characteristics that may be related to aims 	Being able to understand the processes of the system and their interactions	Being able to have "good ideas for change:" <ul style="list-style-type: none"> • from the clinical evidence • from operations research • from creativity and innovation 	Being able to: <ul style="list-style-type: none"> • test changes in action: PDSA cycle • create support structures for change (training, documentation, standardization) beyond the testing period • address resistance to change 	Being able to: <ul style="list-style-type: none"> • understand that system performance is closely tied to interaction and interdependence • foster this interdependence • support teamwork and collaboration 	
GAMES:	Red Bead	■	■			
	White Bead	■				
	Deck of Cards	■				
	Paper Puppets	■	■		▲	
	"Who's Here?"	■			●	
	Peanut Butter & Jelly		■	▲	▲	
	"Butterfly Effect"		■			
	Win As Much As You Can		■		■	
	"Think Inside the Box"			■		
	Sudoku			■	●	
	Egg Ship	●	●	■	●	■
	Reversals			■		▲
	Peg	●			■	●
	Tennis Ball		▲	●	■	▲
	Zin Obelisk	●	▲		■	■
	Paper Airplane			●	■	▲
	"Selling Spread"				■	●
	Paper Hat			▲	■	●
	Many Questions			●		■
	Scavenger Hunt					■
Headliner			●	▲	■	
KEY: ■ = STRONG LINK ● = SOME LINK ▲ = WEAK LINK BLANK= NO LINK						

Sources: Berwick and Nolan, "Physicians as Leaders in Improving Health Care," Annals of Internal Medicine, 2/15/98 Langley et. al. The Improvement Guide. Jossey-Bass, 1996

New York Department of Health AIDS Institute. (2006). The Game Guide: Interactive Exercises for Trainers to Teach Quality Improvement in HIV Care.