| Program Management Challenge | Mistake | Potential Solutions | Practical Strategies | Possible Allies | Outcome, Benefits & What I Learned | Desired Completion Date | Completed |
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| Not knowing where and how to get started managing our QM program and not knowing how to provide system leadership for QM initiatives | Being slow to engage | Focus myself | Ask myself “what do I really want to accomplish”?  Admit that I was making mistakes and decide to learn from them |  | Helped med me figure out what I wanted to accomplish and to admit I could do better  Gave myself a chance to rethink our QM program |  | YES |
| Not having all the QM answers and not knowing who to turn to for help | Fearing the unknown | Do my homework  Embrace my failures  Take action, even if it’s something small | Ask questions  Talk to people  Identify & better understand my audience  Make comparisons  Participate in QM training  Identify what I did well  Ask myself what can I learn from my mistakes  Ask myself what can I do better next time?  Realize its ok not to know everything and that learning along the way is ok | ELC  QMCs  QM staff  Lead QMCs | Recently launched a QM survey in our system to help us better understand our system needs  Looked at two other systems as a comparison for how to structure a review system  I started by hosting regular QMC meetings…it was FREE, only took 1-2 hours of time per month and helped build community  I completed the IYOC to better understand what our faculty were being asked to do  I have participated in my own professional learning by completing the OYOC and participating in course reviews  I realized that I had a lot of really good ideas  and I have a much better understanding of what not to do and will probably start catching my mistakes sooner |  | YES |
| Not having or making time to do needed QM work | Overloading myself | Reevaluate and reprioritize my work | Change my attitude and look at our QM program as an opportunity not just one more thing I was responsible for doing  Evaluate the importance of each task…what is most important, what can wait a day?  Start setting aside dedicated time to get QM work done  Start using Basecamp for maintaining a digital to-do list  Shift from short-term to long-term thinking | My calendar in Outlook!  My to-do list in Basecamp! | Realized that QM was mine long-term and that my other projects would come and go  Realized I needed help |  | YES |
| Too much to do and no one to share the workload with, brainstorm with, or gather information from | Working in isolation | Get connected  Build a community  Built a network of QM peers | Coordinate system training efforts  Connect my QMCs via monthly meetings, Canvas & other QM learning opportunities  Build relationships with groups of people who share similar challenges  Brainstorm ideas with support networks | System APPQMR & IYOC facilitators  System QMCs  System QM enthusiasts  System Lead QMCs from across the US  QM staff | I orchestrated the purchase of a system IYOC license & coordinated the scheduling and marketing of our workshops  We’ve trained roughly 300 people in just under a year  Our workshops often fill overnight!  I created a collection of QM marketing materials for our system and I communicate regularly via our listservs  My QMCs now have a network of peers that meet regularly and multiple forums for discussing program management issues, success strategies, and QM growth opportunities  I am VERY lucky to have a core group of QM enthusiast to work with  Through the Lead QMC retreat I now have a forum for discussing and comparing system level program management issues  I served on the 8th Annual Conference Planning Committee & have been asked to co-chair next year’s planning committee  I have attended and presented at both a regional and national QM conference  I have presented about our QM program at two system conferences  I have people to brainstorm with |  | YES |
| No destination or specified goals for QM program in our system | Lacking direction | Set goals & prioritize  Chunk it down | Organize my ideas  Look at the big picture and break it down into small achievable pieces  Write an action plan  Write up a Growth Strategies document | I am now less overwhelmed by managing our QM program  We have made tremendous progress in the last year  We have some direction for the upcoming year | Wrote up a 2015-16 Growth strategies plan  Updated it to create a 2016-17 plan  Lots of work yet to do! |  | YES |