| 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 betterGave 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 homeworkEmbrace my failuresTake action, even if it’s something small | Ask questionsTalk to peopleIdentify & better understand my audienceMake comparisonsParticipate in QM trainingIdentify what I did wellAsk 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 | ELCQMCsQM staffLead QMCs | Recently launched a QM survey in our system to help us better understand our system needsLooked 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 communityI completed the IYOC to better understand what our faculty were being asked to doI have participated in my own professional learning by completing the OYOC and participating in course reviewsI 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 doingEvaluate the importance of each task…what is most important, what can wait a day?Start setting aside dedicated time to get QM work doneStart using Basecamp for maintaining a digital to-do listShift 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 goRealized 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 connectedBuild a communityBuilt a network of QM peers | Coordinate system training effortsConnect my QMCs via monthly meetings, Canvas & other QM learning opportunitiesBuild relationships with groups of people who share similar challengesBrainstorm ideas with support networks | System APPQMR & IYOC facilitatorsSystem QMCsSystem QM enthusiastsSystem Lead QMCs from across the USQM staff | I orchestrated the purchase of a system IYOC license & coordinated the scheduling and marketing of our workshopsWe’ve trained roughly 300 people in just under a yearOur workshops often fill overnight!I created a collection of QM marketing materials for our system and I communicate regularly via our listservsMy QMCs now have a network of peers that meet regularly and multiple forums for discussing program management issues, success strategies, and QM growth opportunitiesI am VERY lucky to have a core group of QM enthusiast to work withThrough the Lead QMC retreat I now have a forum for discussing and comparing system level program management issuesI served on the 8th Annual Conference Planning Committee & have been asked to co-chair next year’s planning committeeI have attended and presented at both a regional and national QM conferenceI have presented about our QM program at two system conferencesI have people to brainstorm with |  | YES |
| No destination or specified goals for QM program in our system | Lacking direction | Set goals & prioritizeChunk it down | Organize my ideasLook at the big picture and break it down into small achievable piecesWrite an action planWrite up a Growth Strategies document | I am now less overwhelmed by managing our QM programWe have made tremendous progress in the last yearWe have some direction for the upcoming year | Wrote up a 2015-16 Growth strategies planUpdated it to create a 2016-17 planLots of work yet to do! |  | YES |