

SESSION AT-A-GLANCE	WHO?	HOW LONG?
Introduction	Facilitator	5 minutes
The Game	Facilitator, audience	30 minutes
Debrief and Discussion	Facilitator, audience	As long as the party lasts!

Headliner Game

Why Use This Game

- When you have several teams that have done good improvement work, and you want to celebrate what they've done and let others know about it.

Target Audience

Teams who have worked on QI projects. Senior leaders can be on-hand when the teams present their results.

Type of Game

A demonstration with everyone participating.

Key Concepts

- Making improvement is hard work. Teams that do this work should celebrate their success.
- It's important to let others in the organization know what teams have done.

Source, History and Resources for More Information

Information about this game comes from the Institute for Healthcare Improvement's Breakthrough Series College and also from Qualis Health, the QIO for Washington State, and its Performance Improvement Support Center.

Materials

For this game, you will need:

- Flip chart and markers for teams to write down their "headlines"
- Masking tape so the flip chart pages can be posted
- Recognition certificates for all teams
- Festive refreshments (e.g., sparkling cider, chocolates, a cake)

Preparation

To prepare for this session:

- Familiarize yourself with the session's structure and content:
 - Read through the game instructions and key teaching points in their entirety.
 - Put yourself in a festive frame of mind.
 - Practice presenting the key teaching points.
- Prepare the room:
 - Chairs can be set up auditorium style or in a semi-circle, depending on how many people you have and the size of your room.
 - Set up a small desk or podium in the front of the room. Place the recognition certificates on it.
 - Set up the flip chart so you can easily give each team a page to work on.

Playing the Headliners Game

Welcome and Introductions

To begin the game, welcome participants and thank them for their attendance.

Learning Objectives

Tell participants that by the end of the session they will have:

- Celebrated their team's work.
- Learned what others have done.

Agenda

Provide a brief description of the session's primary components:

1. Introduction to the session and the Headliners Game.
2. The game itself, with presentation of the results.
3. Formal recognition of each team's work.

Background to the Game

Facilitator's note

Your quality improvement projects will make changes that will improve the quality of care and services provided by your organization. That's your primary goal. But each project has a secondary goal: to teach everyone in your organization that change can happen and that teams can be successful in their improvement work. You can only achieve this second goal if you broadcast and brag about what QI teams do. The teams work hard and sometimes try risky things. They need a chance to show pride in their work and get recognition from their organization for what they have accomplished.

The Game Itself

- Welcome everyone to the event.
- Ask them, as a first step, to work in their teams to create a newspaper headline.
 - The headline should capture the work that the team has done this year:
- What has it accomplished?
- How has working on the project inspired the team?
 - Give them 10 minutes to write the headline.
 - They should be creative!
- Have each team post and present its headline (creativity in this presentation is also encouraged).
- Formally recognize each team's work; distribute certificates.

Debrief and Discussion

- Ask if there are any questions for the teams; facilitate the discussion, if any arise.
- Ask for ideas from participants for future quality improvement work.
- Serve refreshments, relax and celebrate!