

**STRATEGIC**

**RELEVANT**

**FOCUSED**

# Quality Improvement Seminar

**INTERACTIVE**

**TEAMWORK**

**INFORMATIVE**

**FUN**

**SKILL BUILDING**

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**April 9, 2026**



**Nurse Practitioner & Physician Assistant  
Training Programs**



# Continuing Education Credits

In support of improving patient care, Moses/Weitzman Health System is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This series is intended for Postgraduate Nurse Practitioners - Family, Psychiatric Mental Health, Adult-Gerontology, and Pediatric.

Please complete the survey and claim your post-session certificate on the WeP after today's session.

You will be able to claim a comprehensive certificate on the WeP at the end of the series, **July 9, 2026**.



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# Disclosures

- With respect to the following presentation, there has been no relevant (direct or indirect) financial relationship between the faculty listed above or other activity planners and any ineligible company in the past 24 months which would be considered a relevant financial relationship.
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# Session Goals

- To review some principles about effective negotiation
- To practice an actual negotiation and debrief about what we observe



# Roles

- Theory burst presenter
  - Mark
- Small group facilitators
  - Emma, Garrett, and Mark
- Technical genius
  - Emma
- Take-home thoughts report-out
  - Garrett



# Agenda

- Welcome and check-in (5 minutes)
- Theory burst (10 minutes)
  - Principled negotiation
- Negotiation set-up (5 minutes)
- Live negotiation (20 minutes)
- Negotiation debrief (20 minutes)
- Break (5 minutes)
- Large group debrief (15 minutes)
- Summary and take-home points (10 mins)



# Curriculum Plan

- *An overview of Quality Improvement (10/9/25)*
- *Care Observations & Stakeholder Considerations (10/23/25)*
- *Organizing your Improvement Project (11/13/25)*
- *Global Aim and Fishbone Diagram (12/11/25)*
- *Process Mapping (Flowcharts) (1/8/26)*
- *Measurement to Inform Change (1/22/26 & 1/29/26)*
- *An Approach to Testing a Change (2/12/26)*
- *Communication about your Improvement Effort (2/26/26)*
- *Stakeholder Analysis & Conflict Management (3/12/26)*
- *Managing Up and Gaining Leadership Buy-In (3/26/26)*
- **Negotiation (4/9/26)**
- **Negotiation and More About Cycles of Change (4/23/26)**
- **Sustaining your Improvement Effort (5/14/26)**
- **Resident Presentations (5/28/26, 6/11/26, 6/25/26)**



# Poll Question

- I have experienced or observed a negotiation in the following settings in the last two months: (select all that apply)
  - An encounters with a client/patient
  - A professional colleague
  - Related to my job or future position
  - A family member
  - A friend
  - Making a purchase
  - Renting or buying property
  - Leasing or buying a vehicle



# Negotiation: 'Getting to Yes'

- Negotiation is part of everyday life
- Possible strategies
  - Hard negotiation
  - Soft negotiation
  - Principled negotiation
- Free to choose the best approach for the need of the situation



# Goals for Any Negotiation

- Produce a wise agreement
- Be efficient
- Improve (or at least not damage) the relationship between the parties



# Principled Negotiation

- Separate the people from the problem
- Focus on interests, not positions
- Generate a variety of possibilities before deciding what to do
- Insist that the results be based on some objective standard



# Stages of Negotiation

- Analysis
- Planning
- Discussion



# Live Negotiation

- We will engage in (or observe) a negotiation about purchasing equipment for a cardiology practice
- Each site will have a role in the negotiation (see next slides)
- For sites doing the negotiation
  - Please prepare ahead of time by reading your position (see separate file)
  - Decide how you want to organize your participation in the negotiation (e.g., single spokesperson, group discussion, one lead and others follow, etc.)



# Negotiation Roles (Group A)

- Facilitator – Mark
- Negotiation sites
  - Yakima NHS (Heather, Laura) – multi-specialty practice
  - CHC Middletown/NB (Kelsi, Becca) – small practice
- Observer sites
  - Holyoke, CHC PMHNP, MMG Via Verde
- Summarizing site
  - CHC New London



# Negotiation Roles (Group B)

- Facilitators – Emma and Garrett
- Negotiation sites
  - CHC Hartford (Becky, Seren) – multi-specialty practice
  - DePaul CHC (Krystal, Lucienne, Paige, Stephanie) – small practice
- Observer sites
  - Sun River, Camino HC, Open Door, MMG
- Summarizing sites
  - CHC Meriden



# Negotiation Agenda

- Negotiation (20 mins)
- Observer debrief discussion (20 mins)
- Summarizing site reports (7 mins for each Group)
  - This will occur back in large group



# Questions to Guide Discussion

- Observer sites
  - What went well? What could be improved? What strategies did you observe? Are there other strategies that might have been useful?
- Summarizing sites
  - What was the result? Did the sides reach an agreement?
  - What aspects of the exercise surprised you?
  - What haven't we figured out about effective negotiating?





# Break!



Take five minutes to recharge and refresh.



# Large Group Discussion

- We will hear from each of the Summarizing Sites
  - Negotiation A (CHC New London – Kelly, Karen)
  - Negotiation B (CHC Meriden – Brenna, Shenell)
- Things to share
  - What was the result
  - Your summary of how the negotiation went



# What haven't we figured out yet?

Questions or issues that remain unclear?



# Take-home Thoughts

Garrett – share 1 or 2 ideas you will take away from our discussion



# Assignment for Session XIII

- Describe a negotiation in which you have recently taken part
  - Share information about the setting, other participants and the issues at stake.
  - What was the result?
- What went well in the negotiation? What could have been improved?
- Contact Mark if you have questions; be prepared to discuss your example on our next session (4/23/26)



# References

- Getting to Yes (a brief video summary) – 4 mins

<https://www.youtube.com/watch?v=zTH2zEvDxRc>

- William Ury: The walk from "no" to "yes" (a TED Talk by Ury – 19 minutes)

<https://www.youtube.com/watch?v=6xCkhV7zhuw>



## A Look Ahead...

- QI Seminar Series will end on June 26<sup>th</sup>
- *We are interested in incorporating topics that would be of interest to you in our final sessions???*
  - Please send us any ideas you have
- We are planning the final sessions on May 28<sup>th</sup>, June 11<sup>th</sup> and June 25<sup>th</sup> as a way to enhance all of our learning (see next slide)



# Final Sessions

- We will ask each team to create a presentation to help all of us learn from their experience
- Options for the presentation
  - A summary of your site's QI project to date
  - A topic that you found particularly helpful in our QI seminar series and how you have used this information in your work
- We will ask each site to sign up (by May 7<sup>th</sup>) for a date to present and confirmation of your topic
- Some additional guidance for each type of presentation follows



# Final Presentation Option 1

- A summary of your team's QI project to date that includes
  - A description of your project based on your project charter
  - How your stakeholder interactions informed your effort
  - What change(s) did you want to try (or what happened when you tried them)
  - What advice do you have moving forward related to this issue
  - You may also include examples of flowcharts, data summaries, interview results etc.



# Final Presentation Option 2

- Discussion of a QI seminar series topic that includes
  - Why you found the topic helpful/meaningful
  - How you have used what you learned in your work
  - Ideas for how to help future residents learn about this topic (must include one specific example)

