FAQ
TAKING AN EPIQ WORKSHOP
**What are the objectives of an EPIQ workshop?**

The goal of an EPIQ workshop is to provide an introduction to quality improvement using a systematic, evidence-based methodology. Short workshops *(4 hours)* provide literacy in common quality improvement processes and tools. Longer workshops *(6 hours or more)* facilitate development of a quality improvement project. The learning objectives are that participants:

- Work as teams
- Use quality improvement (QI) tools
- Plan QI activities in your facilities and communities

**Who can take an EPIQ workshop?**

Anyone who wishes to learn about, or who may become involved in, quality improvement can take an EPIQ workshop. It is designed to be accessible from high school level upwards. 4-hour EPIQ workshops are ideally suited to individuals and teams who wish to gain quality improvement literacy, such as undergraduate or postgraduate health care team members and trainees. 6-hour EPIQ workshops are most suitable for teams who wish to develop a quality improvement project, or for training of those who wish to become facilitators. Occasionally, workshops will be spread over several weeks, where one team works on a project, meeting 4 or 5 times to complete the 10 steps.

**How do I organize an EPIQ workshop in my facility or community?**

Workshops are conducted by EPIQ Facilitators. A register of EPIQ Facilitators and EPIQ Master Facilitators is maintained by the Office of Lifelong Learning at the University of Alberta *(contact: LLL@ualberta.ca)*. Ideally, your institution or region will have registered EPIQ Facilitators who can deliver a workshop for you. If not, you will need to invite an EPIQ Master Facilitator from another region to help you set up an EPIQ workshop process in your facility or community.

**How do I schedule or register an EPIQ workshop in my facility or community?**

To schedule or register a workshop, your facilitator or administrator/ coordinator should access the EPIQ Lifelong Learning portal at https://www.ualberta.ca/medicine/programs/lifelong-learning/epiq. Click on the “Register your workshop” button, and fill in the form. If your organization has site licenses, you will need to know the name and email of the person who is authorized to allocate site licenses to registrants.

**What does a workshop cost?**

There is a licence fee for each workshop registrant for use of the EPIQ materials, access to the website, and issuing a certificate of attendance. This is currently set at $25 CAD per registrant. There is no registration fee for Co-Facilitators, or table facilitators, who have already taken an EPIQ workshop. Certain groups who have contributed to the development of the EPIQ workshop are also exempt. Organizations may also purchase blocks of 100 non-transferable site licenses for $1000 CAD.
What is included with an EPIQ workshop licence?

To register and host a workshop, your facilitator or administrator should obtain a licence from the University of Alberta Office of Lifelong Learning. Licenses give registrants access to workshop materials for one year (attendance at subsequent workshops within that year as co-facilitators and facilitators are not charged). The licence includes:

a. Participant access to learning materials, for at least one year

b. Facilitator access to learning and workshop logistic materials, including workshop checklists, rosters, agendas, workbook, slide presentation, and voice over slide presentation

c. Documentation to support your reporting of Canadian MOCOMP section 3 credits (up to 4 hours) is included in certification of attendance - to maintain program accreditation eligibility, facilitators must submit completed facilitator conflict of interest forms to the Office of Lifelong Learning (LLL@ualberta.ca)

d. Support for workshop registration at the University of Alberta (LLL@ualberta.ca)

e. Documentation on levels of EPIQ participation (participant, provider, co-facilitator (table facilitator), facilitator) and other useful materials (such as this FAQ)

f. An international process for standardizing the EPIQ Workshop and training

When does workshop registration close?

Registration for a given EPIQ workshop closes 5 full business days before the workshop. This is to allow sufficient time for registration to receive their confirmation email, log in to the e-class portal, and access the course materials.

Someone registered for an EPIQ workshop using a site license can’t attend - can we replace them with a different person?

Due to the administrative process in registering people for the EPIQ workshop at organizations using site licenses, site licenses are non-transferable. Site licenses are allocated on the basis of registration, not participation. If you would like to add additional people to the workshop, we can accommodate adding new registrants up to 5 working days before the workshop.

How do I become an EPIQ Facilitator?

The EPIQ materials are very easy to share, as the content is based on common processes and tools that are widely used to improve quality in health care. A Facilitator needs to be familiar with the content as well as having the skills to support a team through the 10-steps. After attending one workshop as a participant, you must co-facilitate at least one EPIQ workshop with an experienced EPIQ Facilitator or EPIQ Master Facilitator. When you and the experienced EPIQ Facilitator both agree that you are ready to facilitate independently you may be registered as an EPIQ Facilitator with the Office of Lifelong Learning at the University of Alberta.

You will need to complete a checklist confirming that you have met the prerequisites and submit that checklist to the Office of Lifelong Learning. As part of receiving formal recognition as an EPIQ facilitator, you will need to sign a letter of agreement regarding fulfilment of EPIQ Facilitator responsibilities (LLL@ualberta.ca).
How do I maintain EPIQ Facilitator status?

You maintain EPIQ Facilitator status by conducting and registering 3 EPIQ workshops in 3 years. These workshops must be registered with the Office of Lifelong Learning at the University of Alberta within 30 days of the workshop date.

How do I become an EPIQ Master Facilitator?

Every institution or facility that wishes to develop an EPIQ workshop program will need at least one EPIQ Master Facilitator who can oversee the development and registration of new EPIQ Facilitators. The role of EPIQ Master Facilitator should therefore be supported by the institution or facility. The Office of Lifelong Learning will require a letter of support from an institution, or a recommendation from the national EPIQ Workshop Development Committee, to register an EPIQ Master Facilitator.

What is on the Lifelong Learning Portal (“eclass external”)?

The e-class external portal is in English. Each registered workshop has its own section for registrants/participants (differentiated by city and date), and the unique section code will be provided to registrants in the material they receive before the workshop. As different materials are provided for Co-Facilitators and Facilitators, a separate workshop section is available to individuals in these roles (and should not be shared with workshop participants). International workshop sections may differ slightly in content based on needs and requests in that country. Workshop registrants will have access to their agenda and workshop notes through the portal. A co-facilitator or facilitator will also get a copy of the slides with voice-over and a workshop checklist. Personal information (name, e-mail, institution, level of participant, rosters) will be stored securely.

Where can I obtain EPIQ materials?

The most recent EPIQ materials are available via the Office of Lifelong Learning website and are accessible to EPIQ Participants, Co-Facilitators, Facilitators, and Master Facilitators. Registered participants have access to the website materials through the EPIQ Lifelong Learning portal at https://www.ualberta.ca/medicine/programs/lifelong-learning/epiq and e-class external. The EPIQ Administrator sends a confirmation email with access instructions for the specific workshop to registrants and co-facilitators (based on the list provided when booking or registering the workshop). Registrants and facilitators must create an account with e-class external and then register in the specific section for their workshop (these instructions and details are specified in the email sent to all registrants and co-facilitators and a detailed tutorial document is included in the registration confirmation email.)

I am having difficulty accessing the EPIQ materials- what do I do?

If you are registered as an EPIQ Participant, Co-Facilitator, Facilitator, or Master Facilitator, you will be able to obtain a username and password at the Lifelong Learning portal (“e-class external”) that will give you access. A link to e-class and the section enrolment key are provided in the Registration Confirmation email that is sent to registrants. A tutorial help document with detailed instructions and screen shots is included with the Registration Confirmation email, and is available on our Lifelong Learning EPIQ workshop, it is also available from local workshop coordinators.
If you are having difficulties logging in to e-class, please ensure you have your confirmation email at hand for the necessary workshop details and refer to the tutorial document as a first step. If difficulties persist, please contact the local workshop coordinator identified in the registration confirmation email. If you still cannot access your materials, Contact the Office of Lifelong Learning and LLL@ualberta.ca.

**How do I get a certificate of attendance?**

The Office of Lifelong Learning will provide EPIQ Facilitators with a class set of certificates of attendance for all workshop registrants prior to each workshop. The Facilitator will distribute the certificates at the end of the workshop. If you do not receive a certificate, follow up with your facilitator as a first step.

**Can I receive any credits for accreditation?**

For Canadian participants, the workshop comes with up to 4 hours of Section 3 MOCOMP credits approved by the University of Calgary office of continuing medical education. Accreditation options in other countries are currently being explored; when available elsewhere, the relevant accreditation information will be identified in certificates of attendance for each country.

**What does facilitation cost?**

If you wish to engage a facilitator, the recommended honorarium for a Facilitator or Master Facilitator is $400 CAD for a 4-hour workshop and $600 CAD for a 6-hour workshop *(at the discretion of the hosting institution)*. Co-facilitators, or table facilitators, are usually learners and may be paid at the discretion of the workshop hosting institution. While the Office of Lifelong Learning maintains a list of registered EPIQ Facilitators and can help an institution connect with a facilitator if one is required, it does not employ subcontract facilitators. When applicable, institutions should pay an EPIQ Facilitator directly, as these funds will not be collected or distributed by the Office of Lifelong Learning. Where organizations have registered EPIQ Facilitators in-house, decisions about paying facilitators are within that organization’s purview.

**How are workshop evaluations accessed?**

There is a QR code on one of the final workshop slides that connects participants with the workshop evaluation questionnaire. The online questionnaire is mobile friendly, and can be accessed through iOS and android devices without any special apps. Responses are anonymous, and are collated and sent to the lead facilitator for the workshop by the Office of Lifelong Learning following the workshop. Our questionnaire provides workshop metrics and evaluates both content and process.

**Is there an exam?**

There is a short, validated multiple choice exam that is available for administration by Facilitators.