

## Driving Operational Change: A Feasibility Study of a Targeted Quality Improvement Training Program for Integrated Care to Enhance Provider Knowledge and Confidence

Bewa Panteeratada, MBA, DBH

Business School, KMTL & College of Health Solutions, Arizona State University(ASU), Phoenix

Lesley Manson Psy. D,

College of Health Solutions, Arizona State University(ASU), Phoenix

Ronald R. O'Donnell, Ph.D

Business School, KMTL & College of Health Solutions, Arizona State University(ASU), Phoenix

Matthew Martin, PhD, LMFT, CSSBB

Business School, KMTL & College of Health Solutions, Arizona State University(ASU), Phoenix

### Abstract:

Driving operational change in healthcare requires targeted skill development to shift organizational culture toward patient-centric, integrated care. In October 2023, Southwest Network implemented a strategic 30-day educational intervention targeting healthcare providers managing patients with Serious Mental Illness (SMI) and comorbid Type 2 Diabetes Mellitus (T2DM). Recognizing a gap in communication readiness, this pilot program was designed as a feasibility study to boost provider knowledge and self-efficacy. Evaluating a cohort of ten providers with diverse tenure, pre- and post-intervention analysis revealed substantial positive outcomes. Provider knowledge increased significantly from 48% to 70%, alongside a marked improvement in communication confidence (Pretest:  $M=3.80$ ,  $SD=0.76$ ; Posttest:  $M=4.50$ ,  $SD=0.45$ ). These findings demonstrate that structured quality improvement (QI) training is a high-ROI strategy for fostering behavioral change in clinical staff, ultimately improving care delivery for complex patient populations. This session will outline the pilot's implementation framework and scalability for broader organizational adoption.

### Keywords:

Operational Change, Organizational Culture, Healthcare Leadership, Quality Improvement (QI) Training, ROI of Training, Employee Confidence, Care Coordination.