Quality Improvement: Where to Begin?
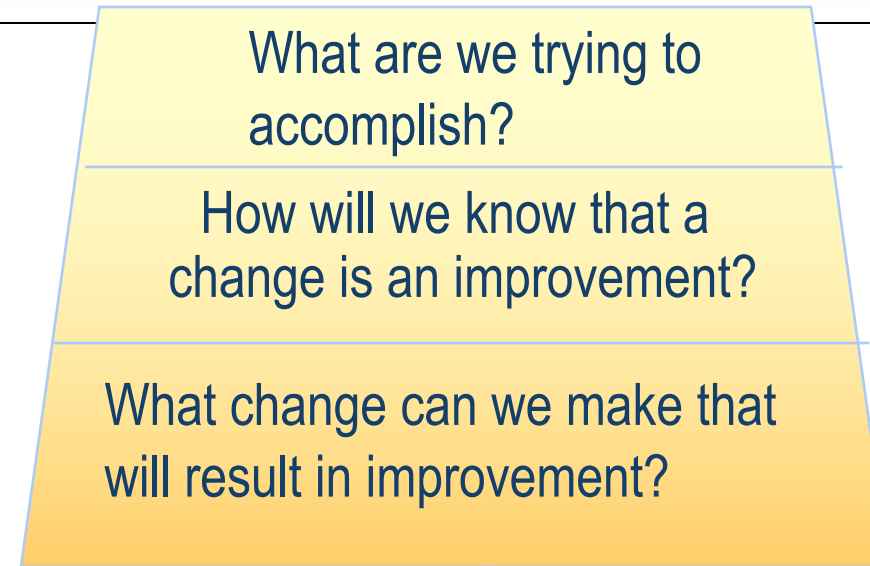
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Objectives

- Present the Quality Improvement- Plan, Do, Study Act Cycle (PDSA)

- Explore how to decide what change is needed

- Review how to use a Fish Diagram for exploring a clinical issue that needs change.
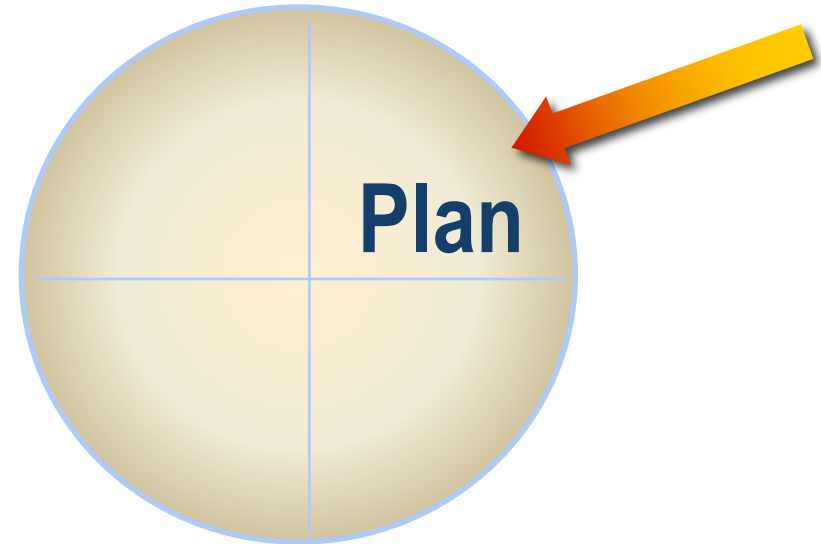
Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act Plan

Study Do

Source: Associates in Process Improvement; Deming Cycle; Shewhart Cycle

Model for Improvement

PLAN

1. Form a team
   - Invite the right people
2. Establish specific aims
   - What you want to accomplish
3. Decide what changes to make
   - Be creative and innovative
4. Explore measures
   - Use quantitative measures to determine if change leads to improvement

Plan

Source: Associates in Process Improvement; Deming Cycle; Shewhart Cycle
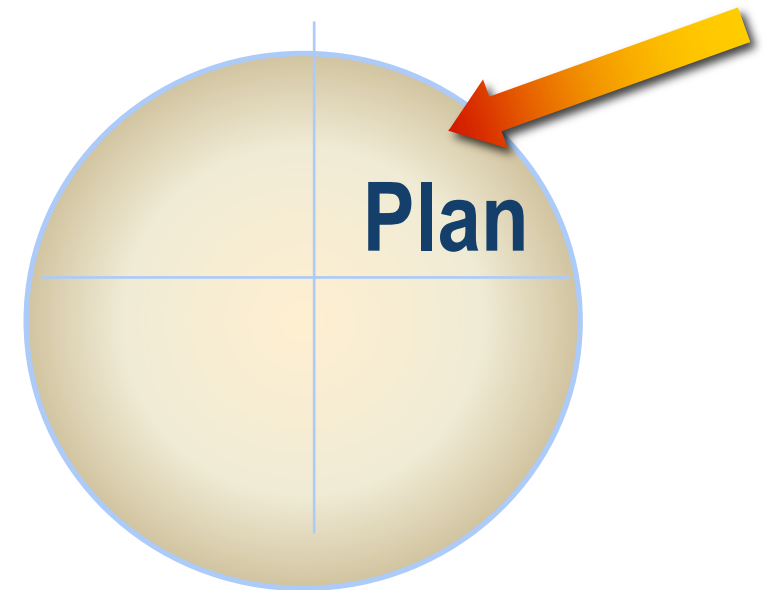
Model for Improvement

Spend time deciding what
CHANGE needs to be made…..
Talk with you team
Change Concept Examples

- Eliminate Waste
- Improve work flow
- Change work environment
- Decrease variation
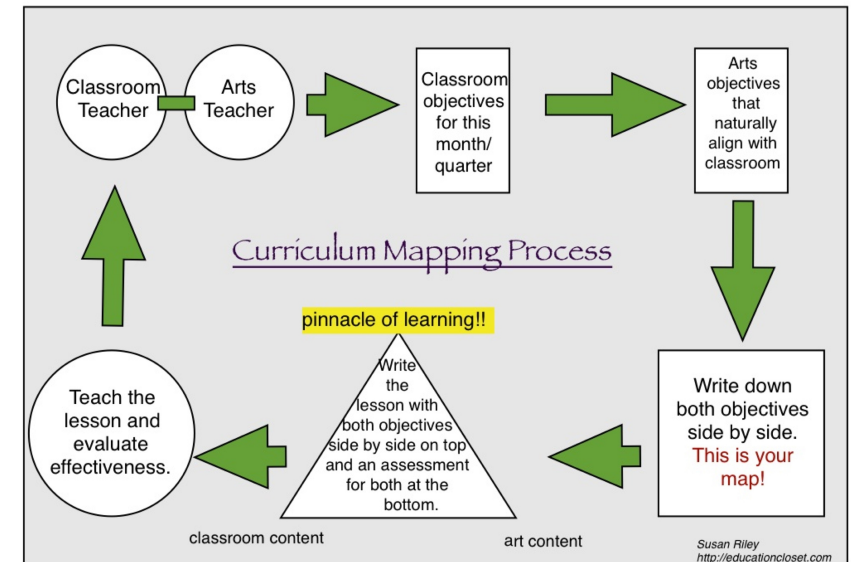- Manage time
- Error proofing
- Customer Service

Plan

**Source: Associates in Process Improvement;
Deming Cycle; Shewhart Cycle**
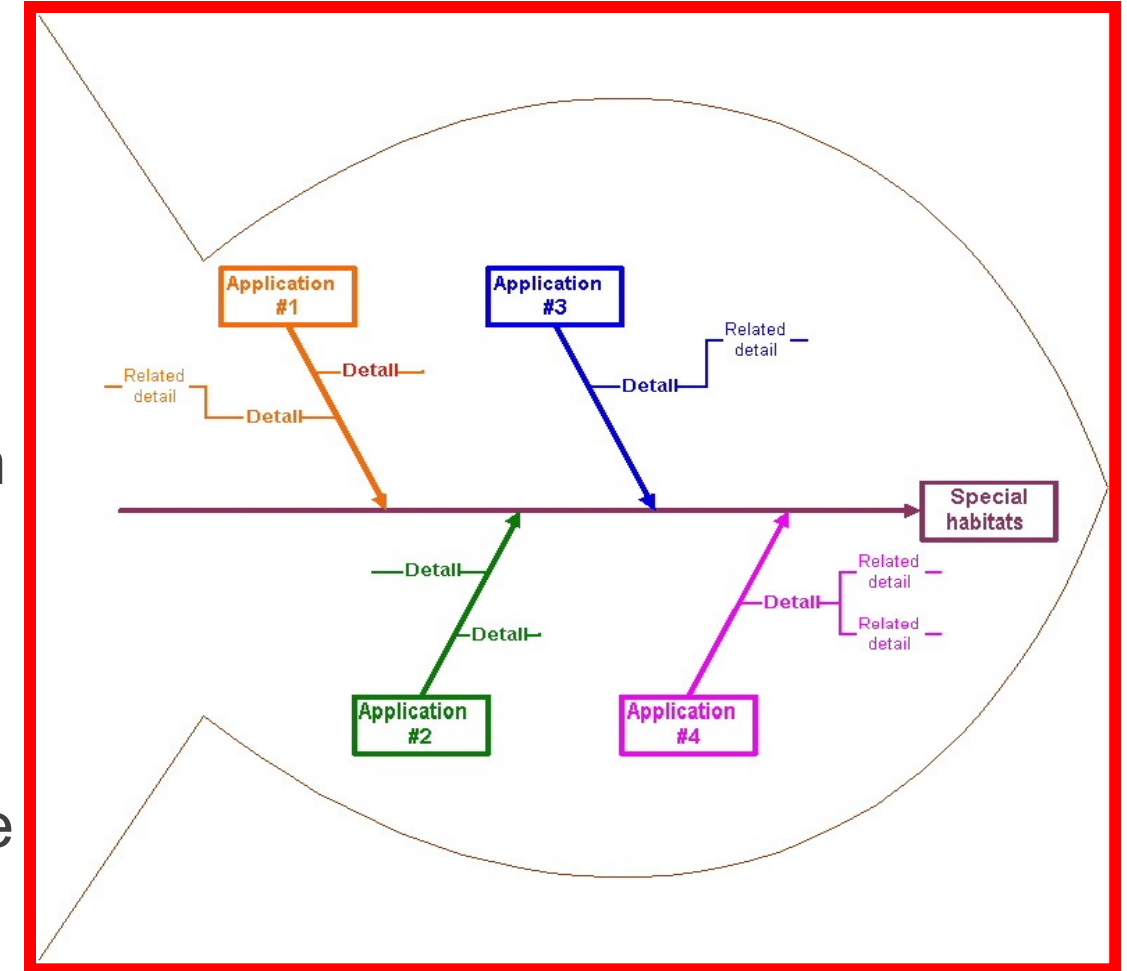
Decide what Change is Needed

Process Mapping

► Puts a spotlight on the problem

► Streamlines work processes

► Defines and standardizes the steps and sequence
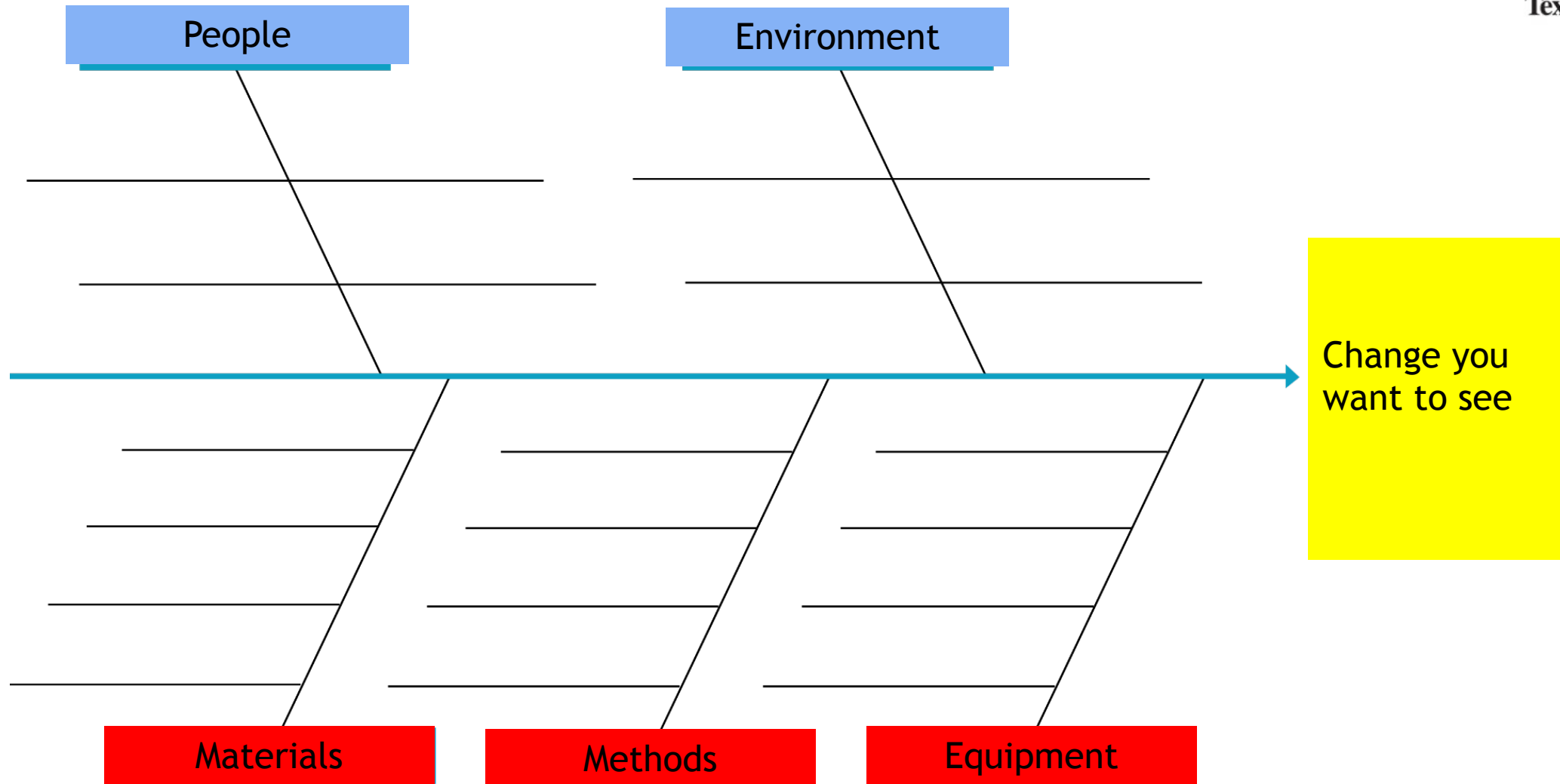
► Promotes deep understanding

► Builds consensus
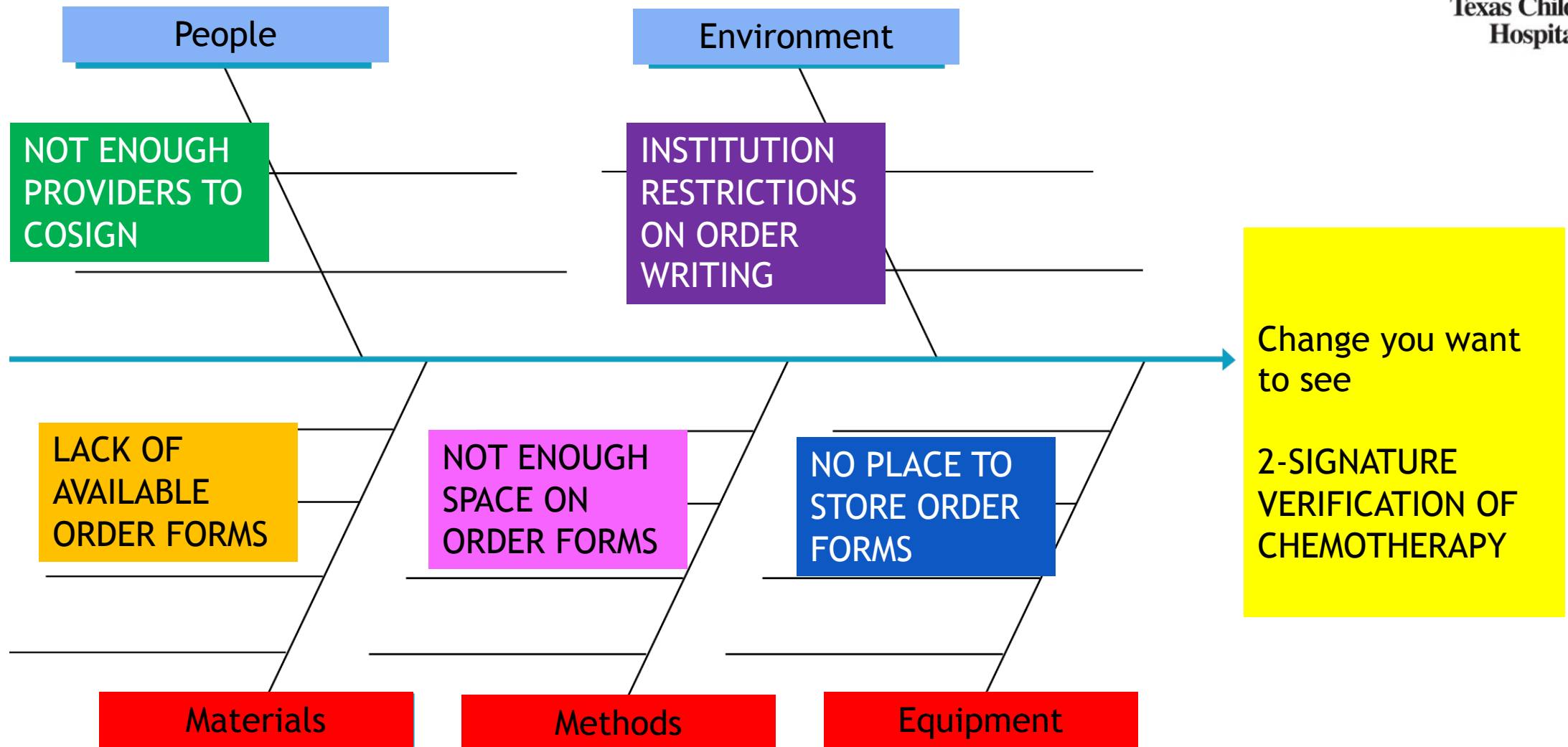
Decide what Change is Needed

Fishbone Diagrams

▶ Straightforward and easy to learn visual tool.

▶ Involves the team in problem resolution.

▶ Organizes discussion to stay focused on the current issues.

▶ Promotes "System Thinking" through visual linkages.

▶ Prioritizes further analysis and corrective actions.

Fishbone Diagram

People

Environment

Change you want to see

Materials

Methods

Equipment

Fishbone Diagram Example

People

NOT ENOUGH PROVIDERS TO COSIGN

Environment

INSTITUTION RESTRICTIONS ON ORDER WRITING

Change you want to see

2-SIGNATURE VERIFICATION OF CHEMOTHERAPY

LACK OF AVAILABLE ORDER FORMS

NOT ENOUGH SPACE ON ORDER FORMS

NO PLACE TO STORE ORDER FORMS

Materials

Methods

Equipment

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Decide what Change is Needed

Stakeholder Input

QT teams typically benefit from:
- Identifying as many stake holders and sponsors as possible
- Use strategies and tips for gathering stakeholder feedback and reaction
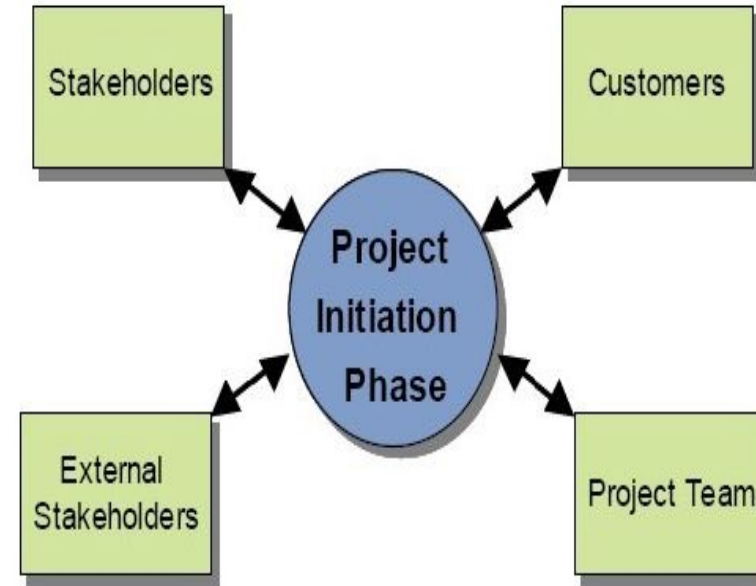
QT teams must ensure they get the right levels of input from the right people who have influence and power related to the effort.

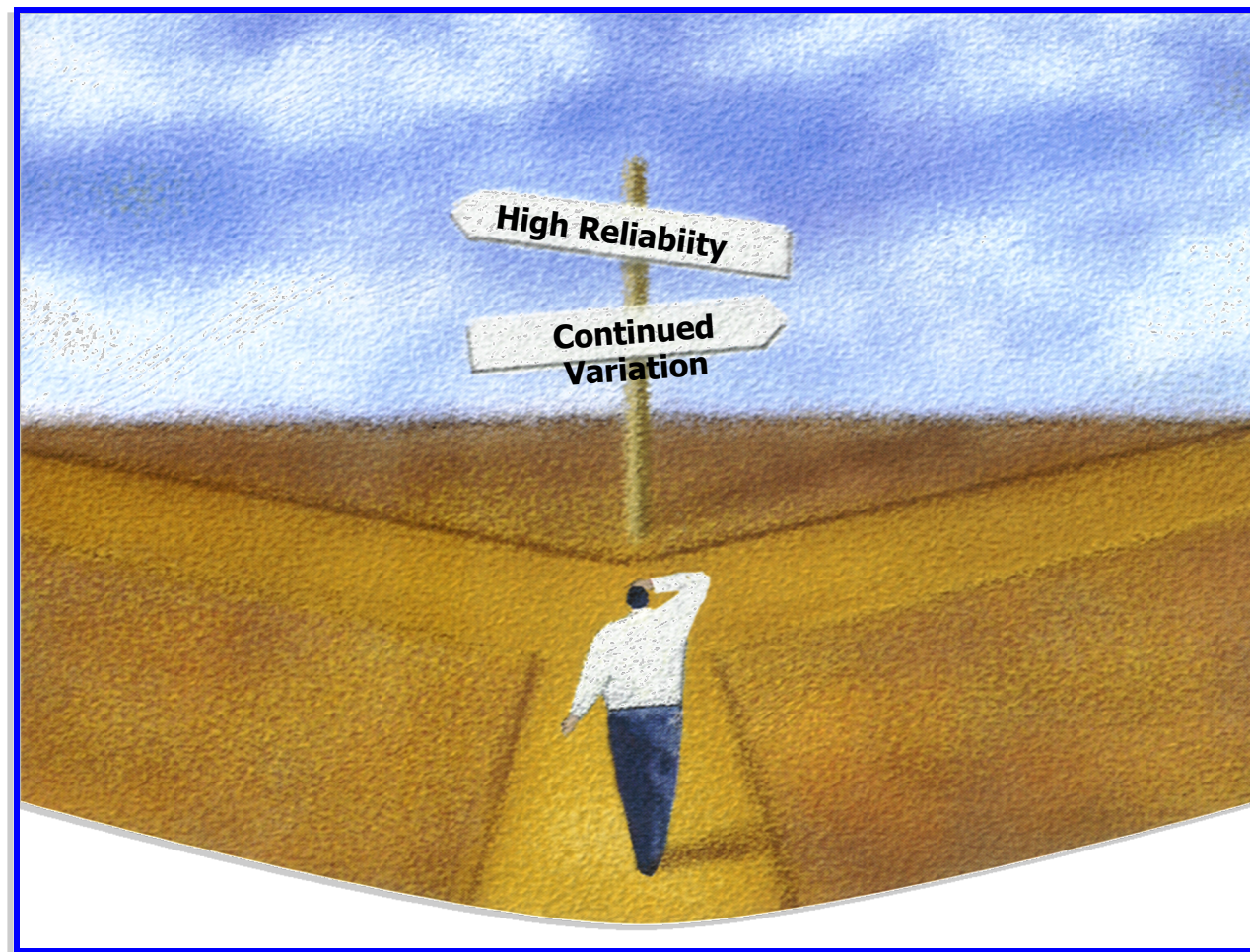# IHI Quality Improvement Essentials Toolkit

Assignments

- Complete a Fishbone Diagram of the Issue/s the Project will address
- Establish list of stakeholders that should be involved

Model for Improvement
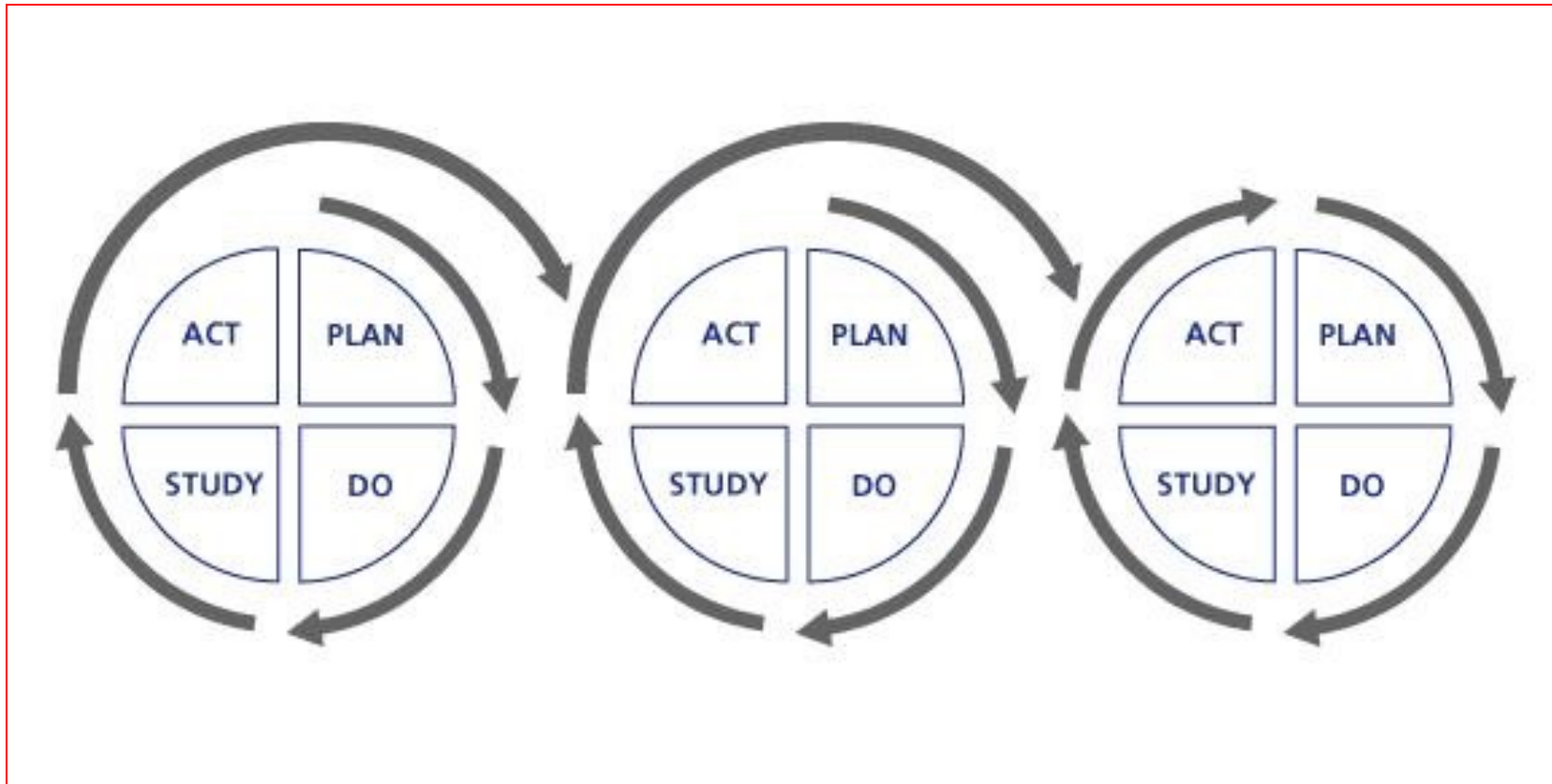
Source: Associates in Process Improvement;
Deming Cycle; Shewhart Cycle

Where to go from here?

The ongoing quality improvement journey: Next stop, high reliability
Chassin MR and Loeb JM, Health Affairs, 2011.

Thank you!

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