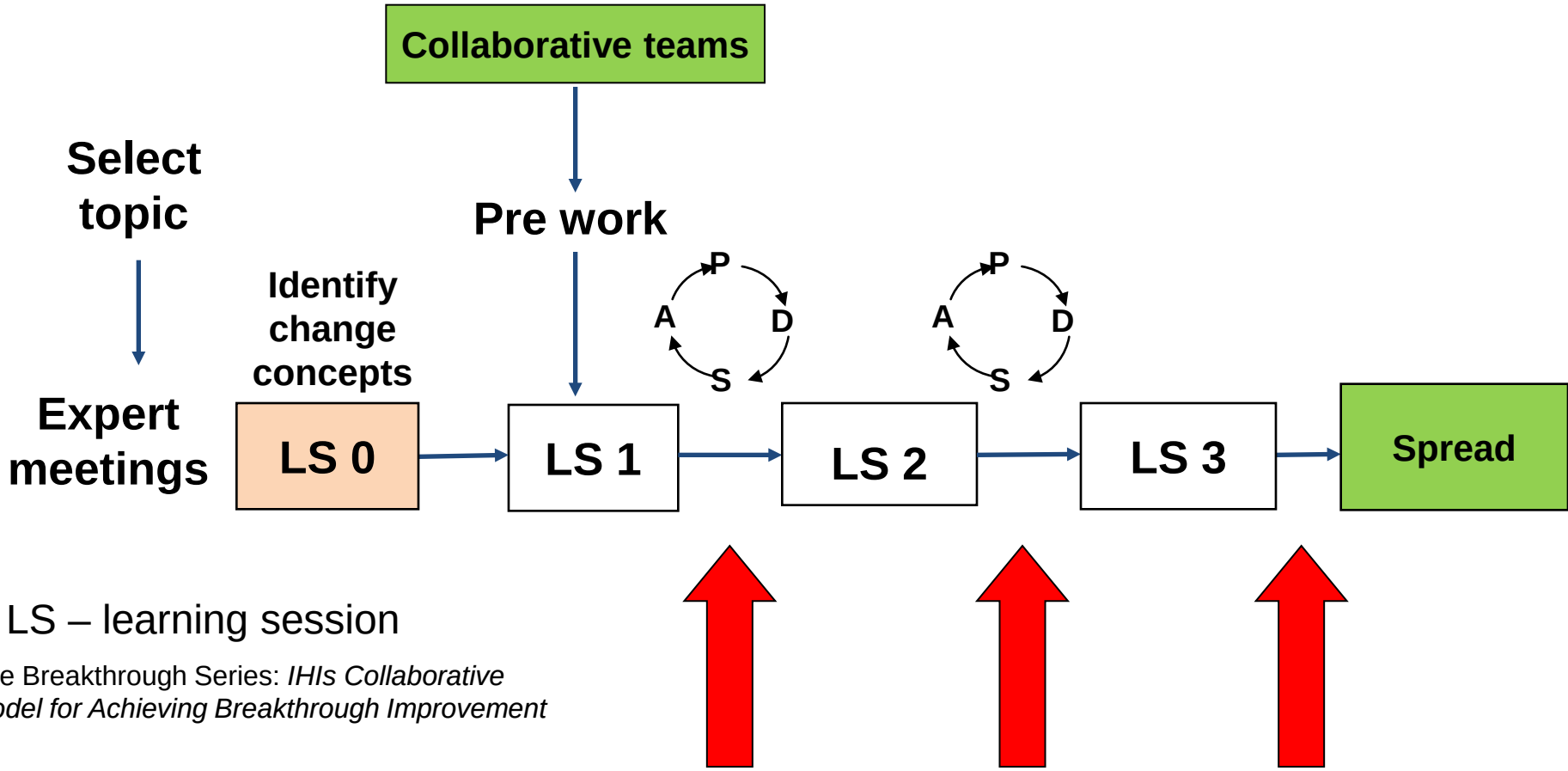
Health Quality & Safety Commission New Zealand

Quality improvement methodology

Model for Improvement

Prem Kumar

Collaborative methodology



LS – learning session

The Breakthrough Series: *IHIs Collaborative Model for Achieving Breakthrough Improvement*

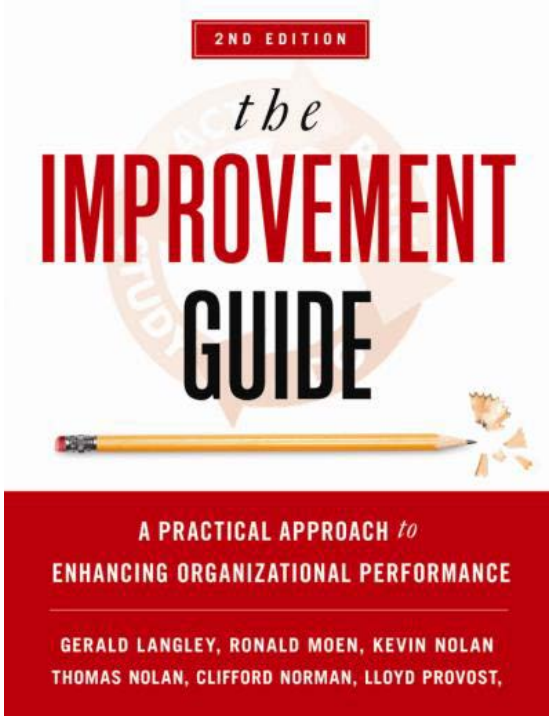
Supports: emails/ visits/ reports/ sponsors / meetings/ assessments / conference calls

Model for Improvement

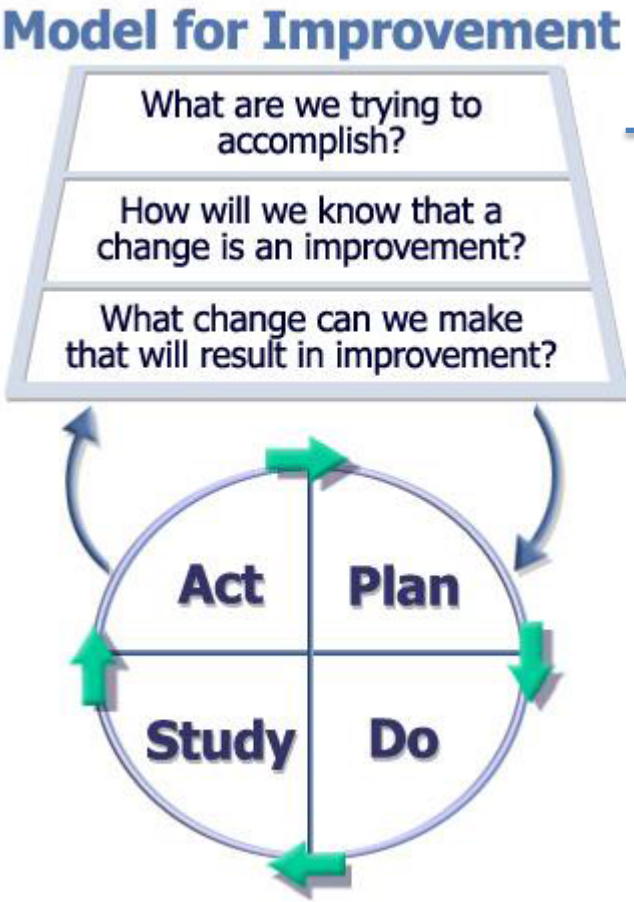
What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

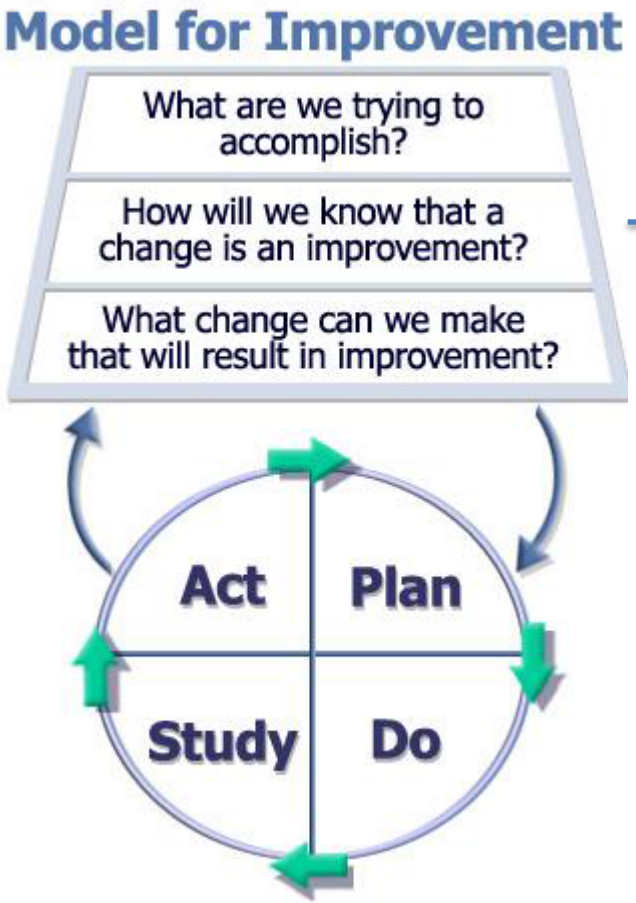


Associates in Process Improvement, 2009



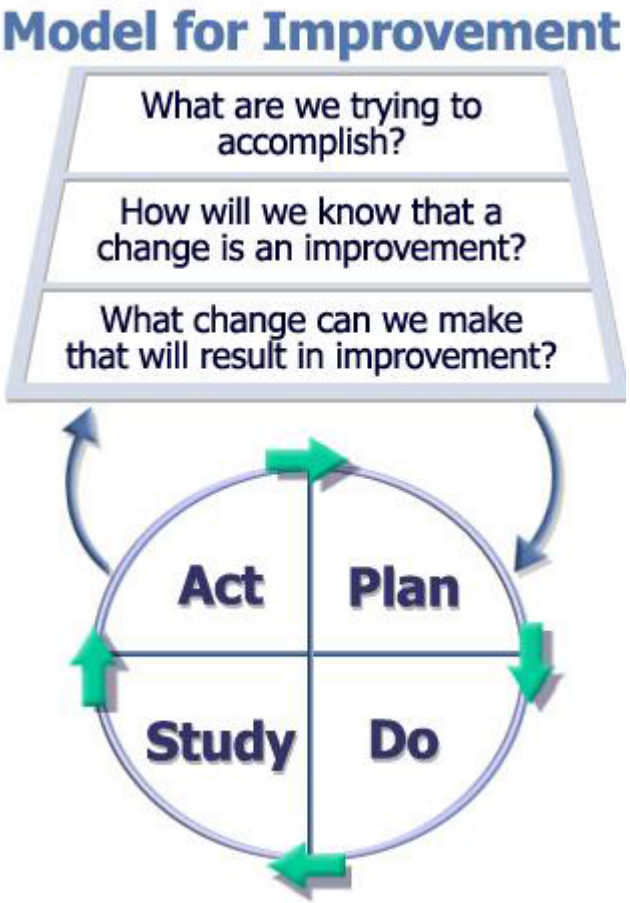
Aim

Associates in Process Improvement, 2009



→ Measurement

Associates in Process Improvement, 2009



Change Ideas

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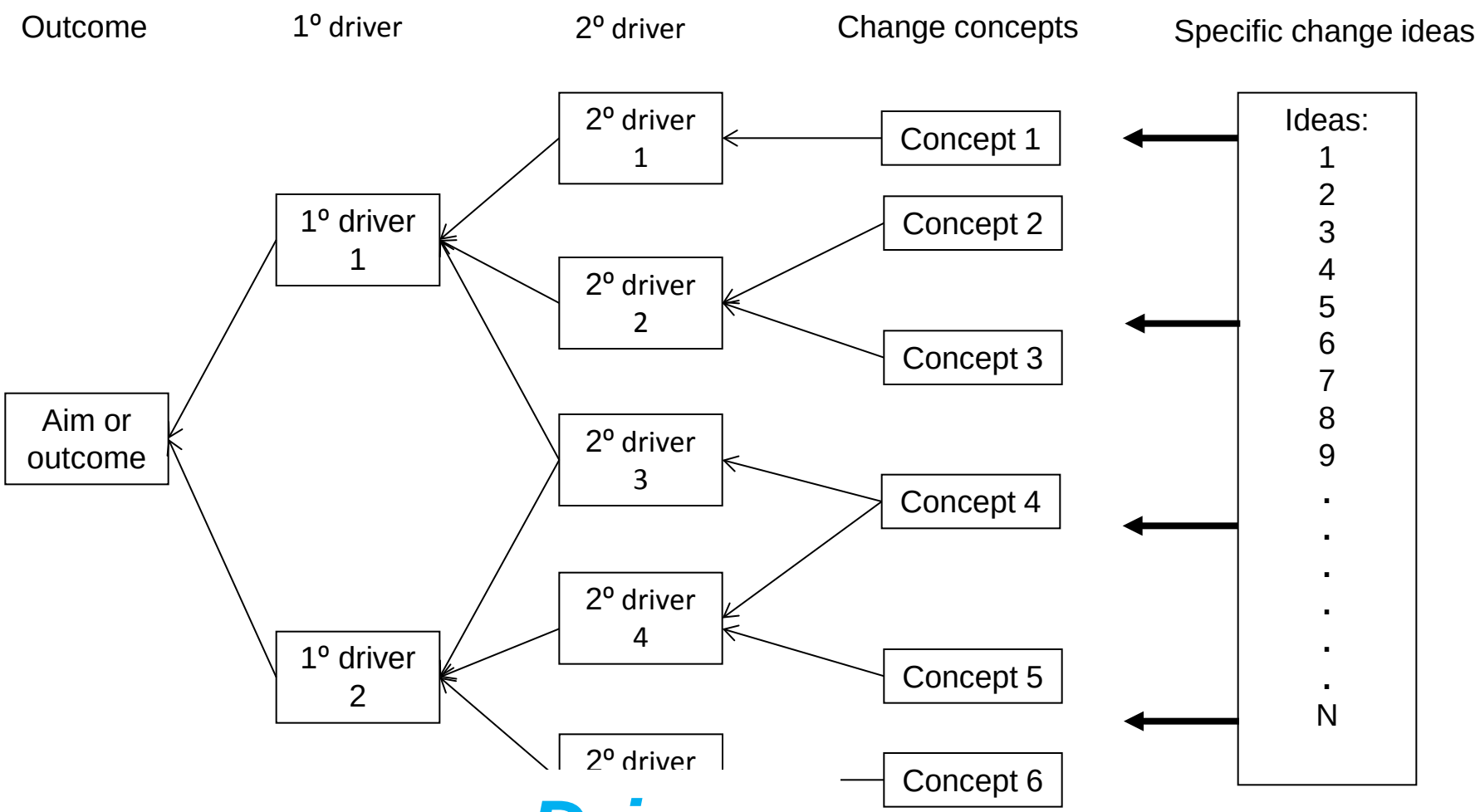
All improvement requires change, but not all changes result in improvement.

How do we develop fundamental change that will result in improvement?

Conceptual driver diagram



A Theory for Weight Loss

Outcome

AIM: A New ME!

Primary Drivers

drives

Calories In

drives

Calories Out

Secondary Drivers

drives

Limit daily intake

drives

Substitute low calorie foods

drives

Avoid alcohol

drives

Exercise

drives

Fidgiting

Ideas for Process Changes

Track Calories

Plan Meals

Drink H2O Not Soda

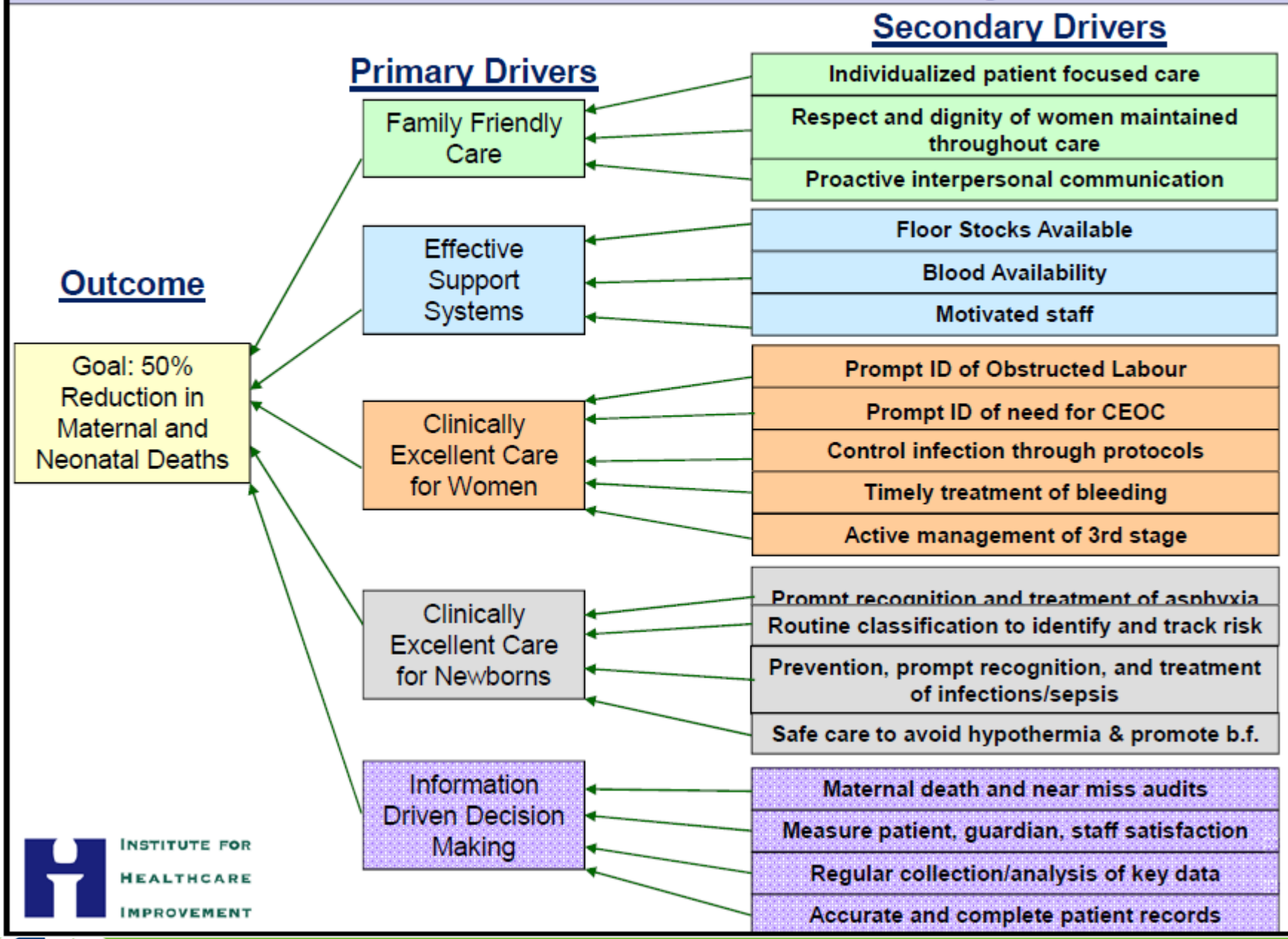
Work out 5 days

Bike to work

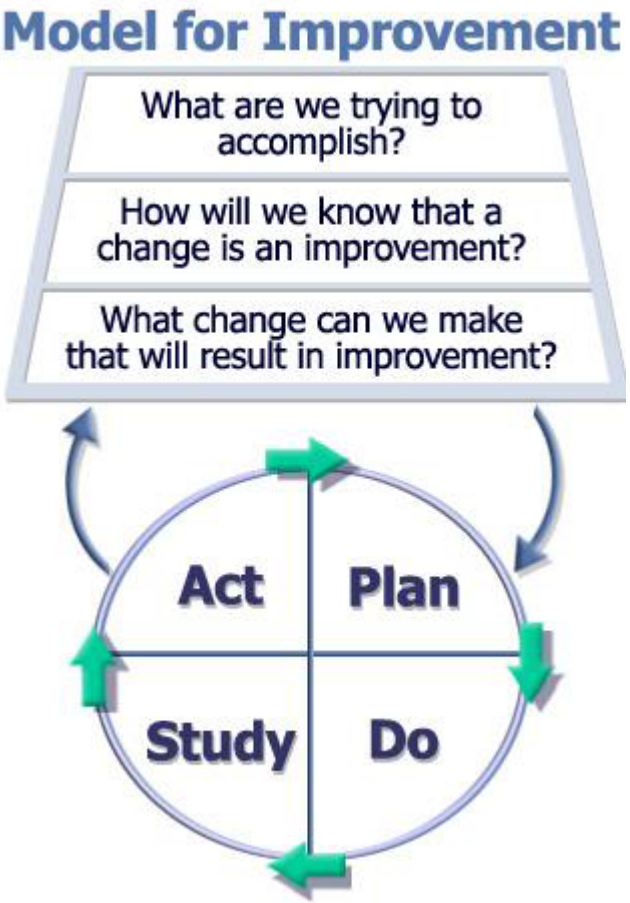
Hacky Sack in office

"Every system is perfectly designed to achieve the results that it gets"

Malawi – Maternal Mortality



INSTITUTE FOR HEALTHCARE IMPROVEMENT



PDSA cycle
Learning cycle

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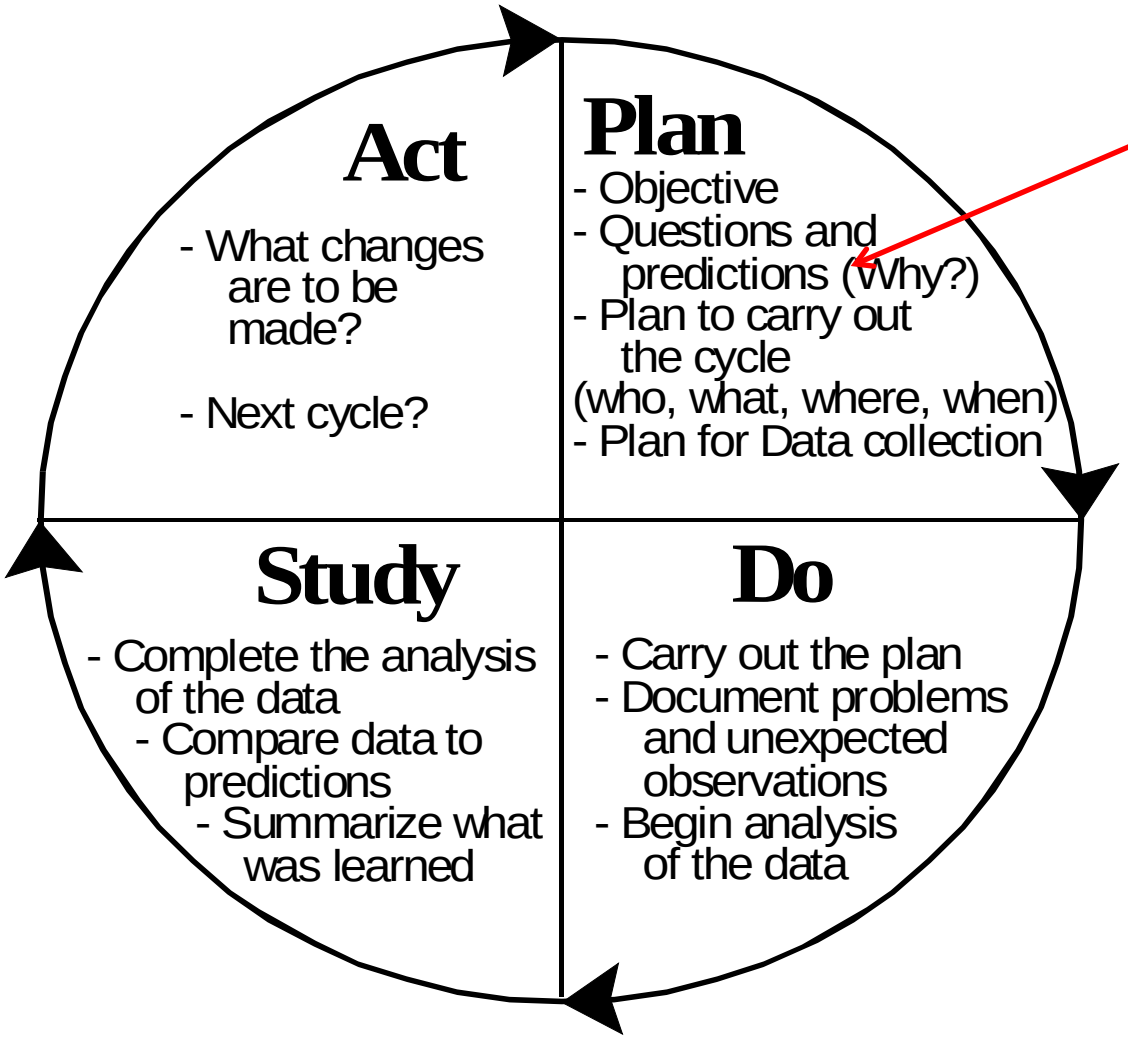
The Plan-Do-Study-Act cycle

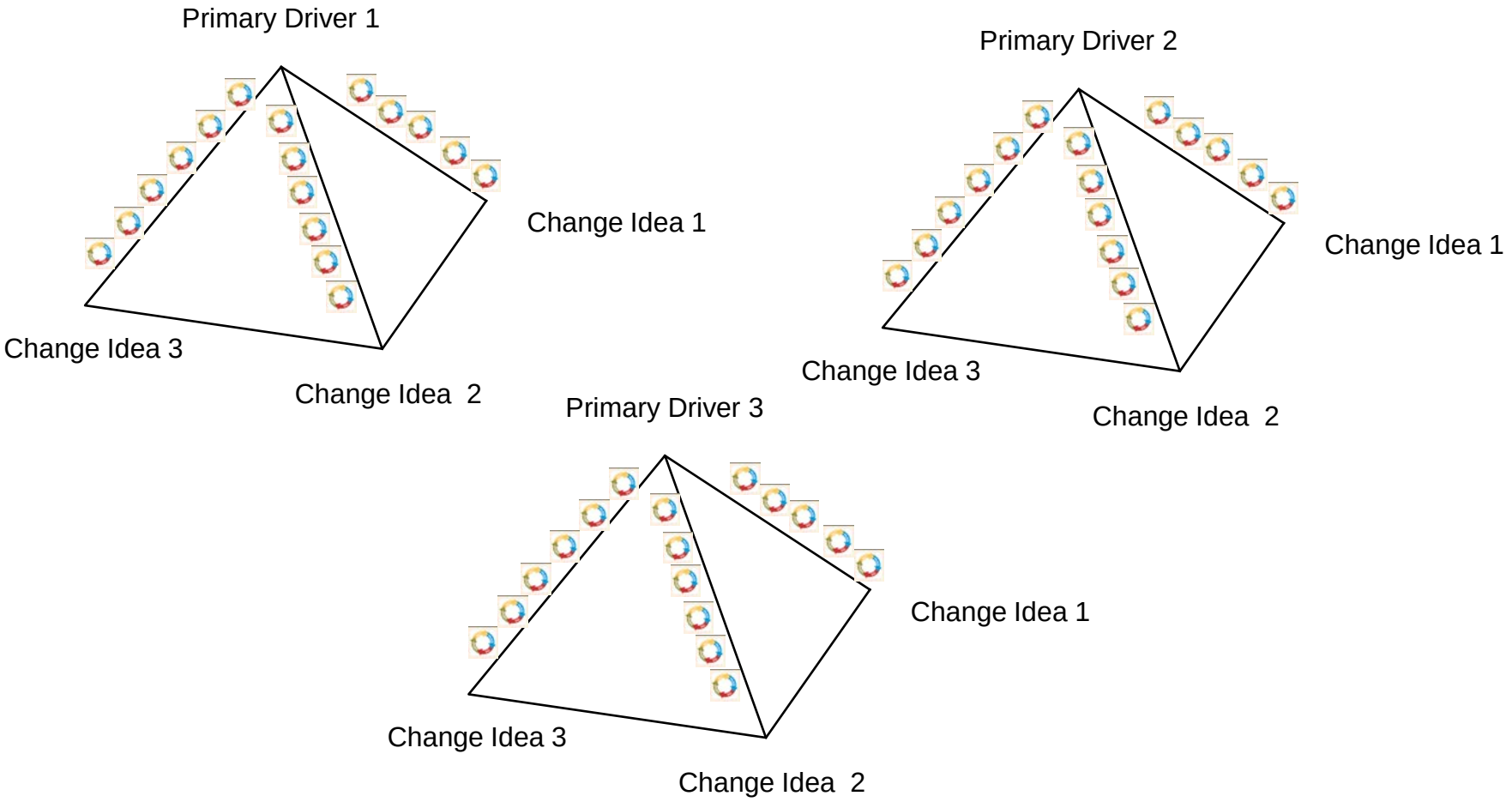


Most Important part of a PDSA cycle

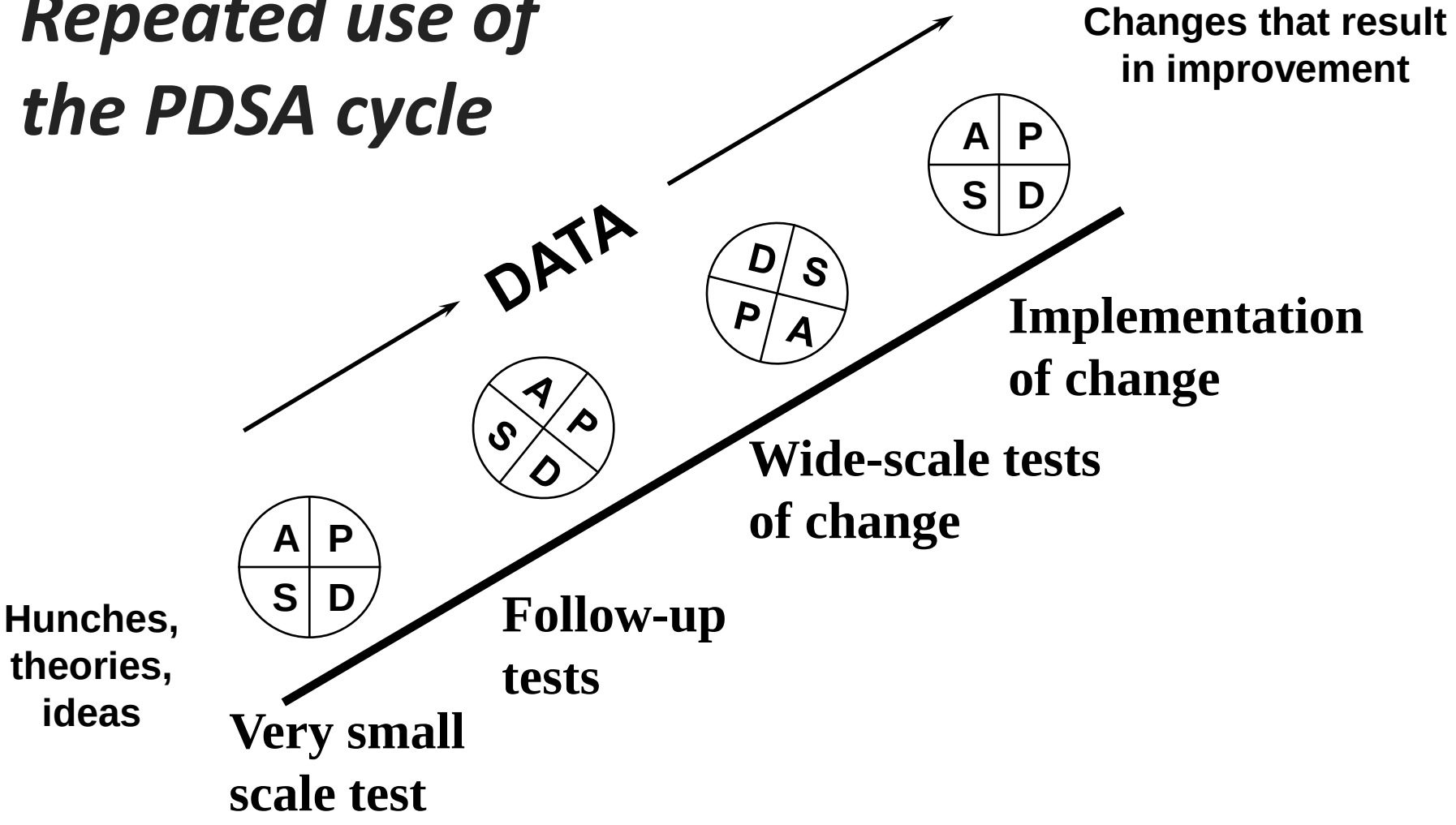
Because with out it we don't have a comparison for the purpose of learning.

Improvement Guide, Chapter 5, p. 97

The work of improvement

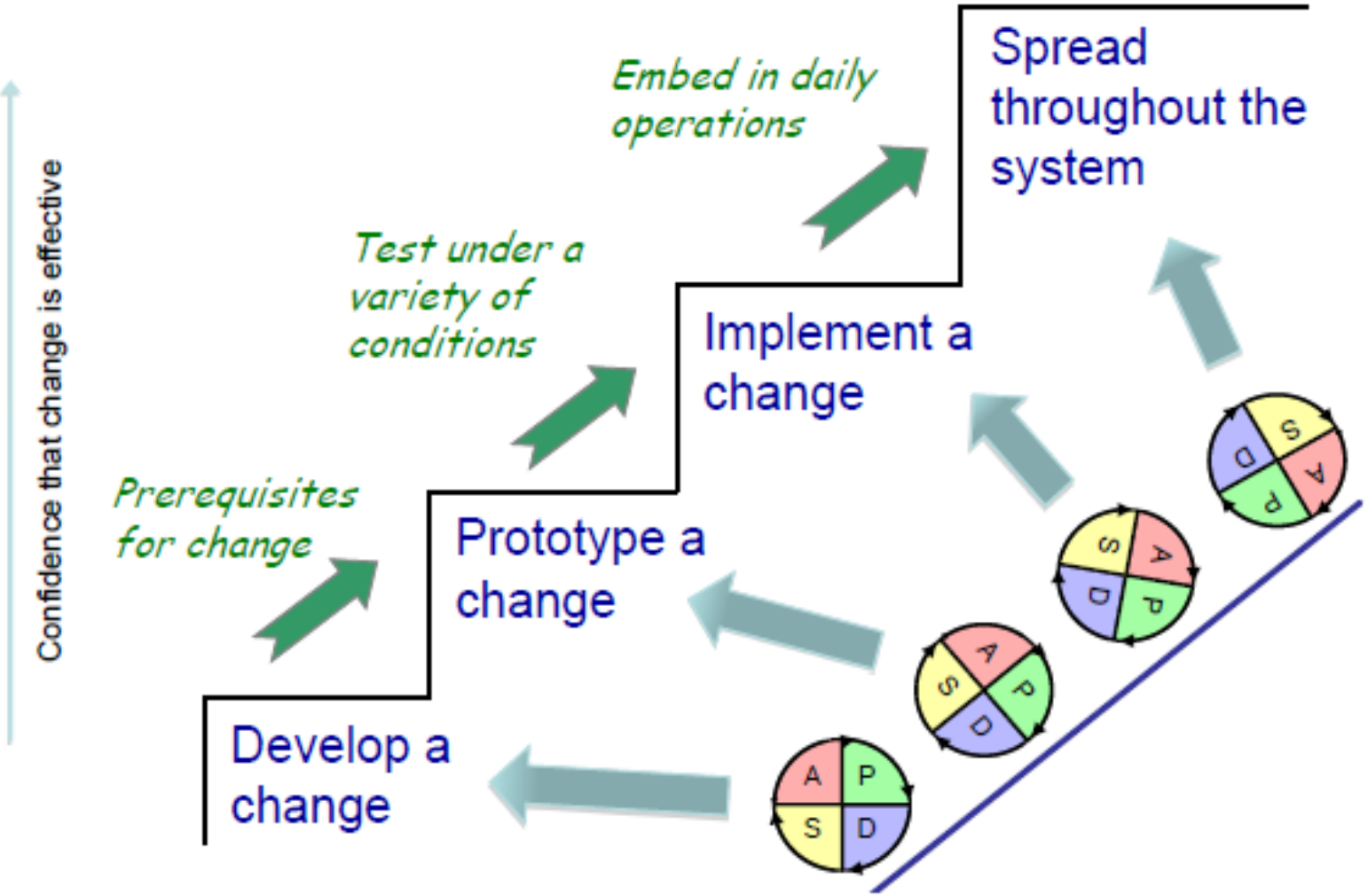


Repeated use of the PDSA cycle



Improvement Guide, Chapter 7, p. 146

The steps to change



& SAFETY
V ZEALAND

l 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?

My aim is to reduce the time baby cries at night

Total crying time
Healthy baby

Aim

- Movement
  - Rocking motion
- Distraction
  - Bright lights
  - Moving lights
- Technology
  - Soft music
  - Rock music
  - Lullaby
- Hunger
  - Provide food
- Others
  - Give it to someone

Project charter

Aim:

What are we trying to accomplish?

Project scope:

Areas of testing (ward, division, hospital)
What is included?
What is excluded?

Area(s) of focus for opioids collaborative (harm):

Type of harm

Team:

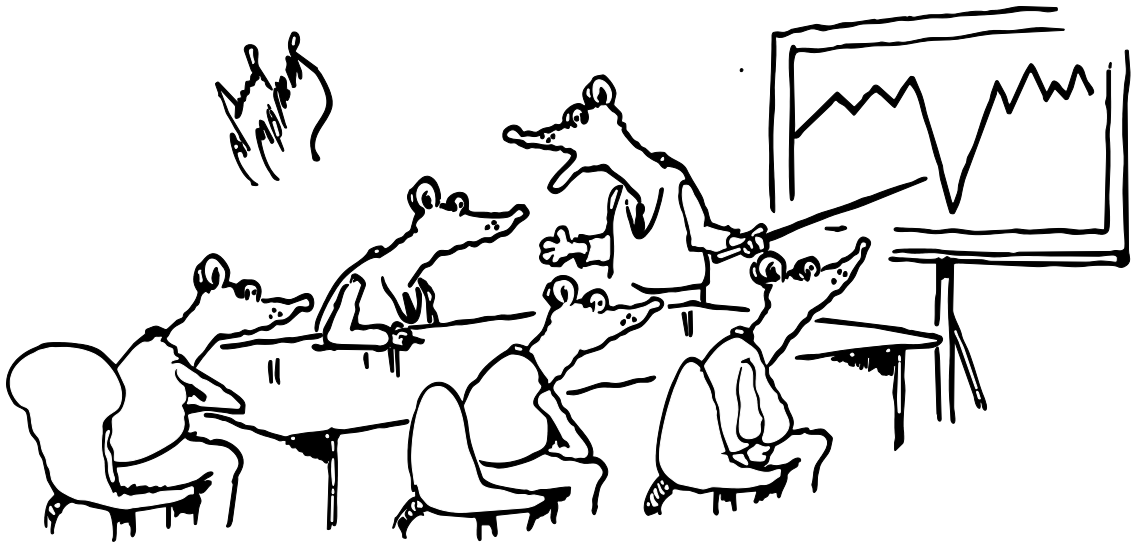
Project lead:
Clinical lead:

Identify the teams

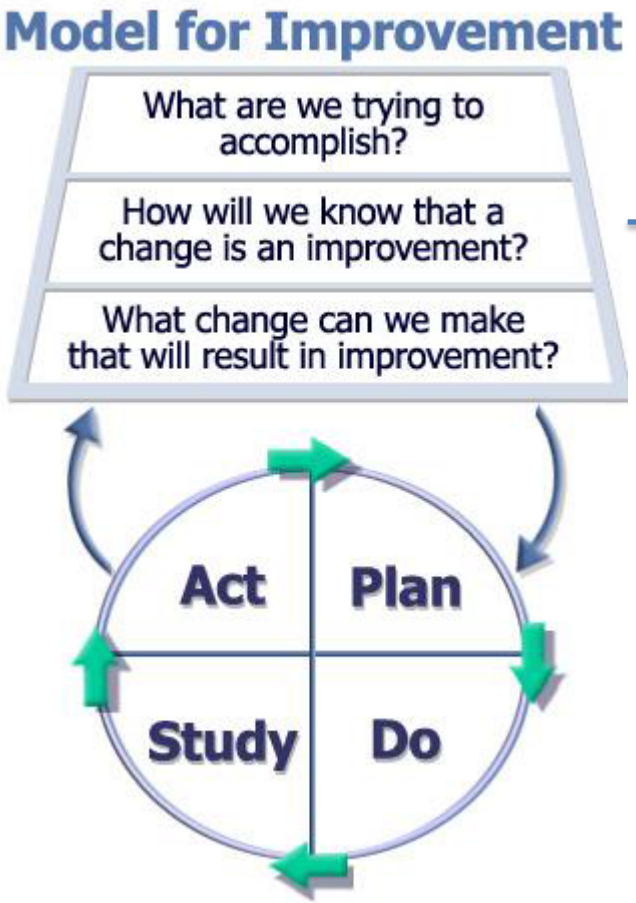
Project team:

Patient:

Measures & data



'And this is the period when the cat was away.'



Measurement & data

Why do we need measures?

Associates in Process Improvement, 2009

Three types of measures

Outcome measures

Process measures

Balancing measures

Measurement guidelines

To answer: *"How will we know that a change is an improvement?"* usually requires more than one measure:

1. A balanced set of a few (3–8) key measures
2. Integrate measurement into the daily routine
3. Think about balancing, process and outcome measures (be careful about overdoing process measures)
4. Plot the data in a time series

Methods of measurement

- Chart review
- Observation of behaviour
- Surveys
- Questionnaires
- Coding data
- Checklists

Outcome measures	Process measures	Balancing measure

Baseline

Any existing reports
Source of data
Collection method