



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa

Planning for action period 2

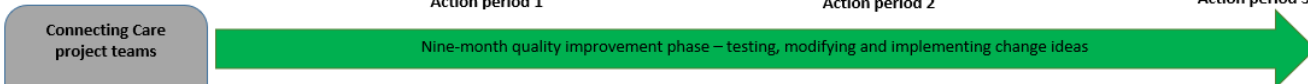
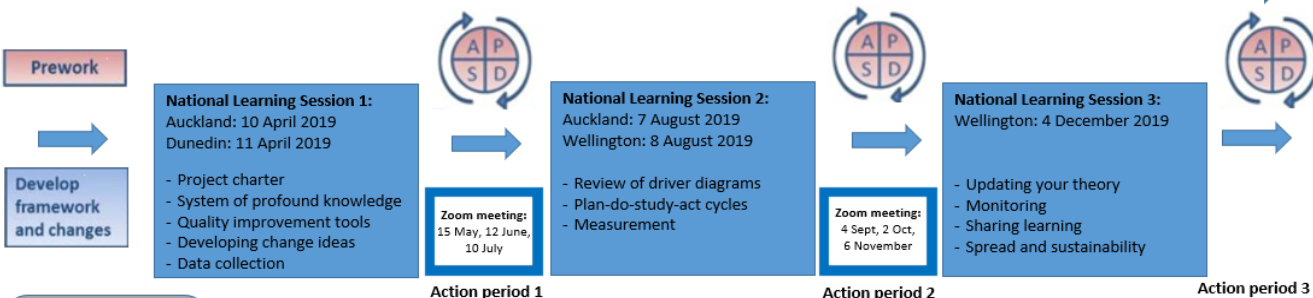
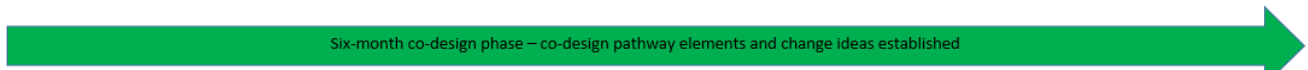
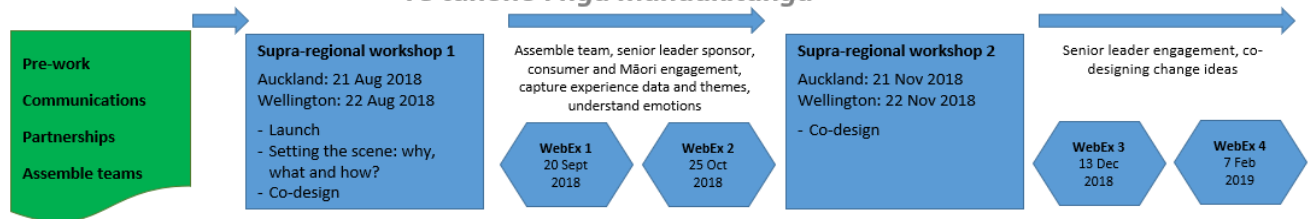
Jacqueline Ryan

Connecting Care project lead

Ngā Poutama: MHA Quality Improvement Programme

Connecting Care project timeline

Te tūhono i ngā manaakitanga



Connecting Care project teams
2018/2019 MHA QIF participants

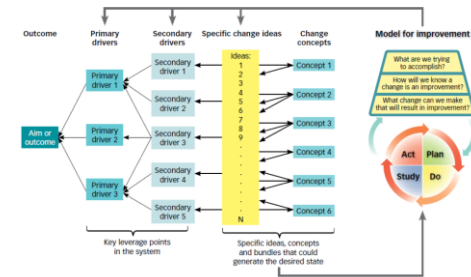
Each DHB-led team has chosen one of the following transitions:

- From DHB inpatient specialist services to DHB community
- From DHB specialist community services to primary care and/or NGO services (and/or reverse)
- From DHB specialist youth services to adult services

What's next?

- Learning about your system – what works, what doesn't work, what did you learn
- Review your driver diagram
- What are your measures
- Link change ideas and measures to driver diagram
- Project progress assessment
- Visual management and engagement
- Plan for testing change ideas
- Keep track of PDSA cycles

Driver diagram informs testing, testing refines theory



Te tūhono i ngā manaakitanga / Connecting Care
Project progress assessment scale

Apply these criteria to your improvement Project. Select the definition that best describes the progress of your project. Please note that assessments are progressive. All elements of a 3 must be satisfied before rating your project with an assessment of a 3.5 or 4. Evidence for your assessment must be documented in your monthly report.

Project Progress Score	Operational Definition of Project Progress Score
0.5 - Intent to Participate	Project has been identified, but the charter has not been completed nor team formed.
1.0 - Charter and team established	A charter has been completed and reviewed. Individuals or teams have been assigned, but no work has been accomplished.
1.5 - Planning for the project has begun	Organization of project structure has begun (such as: what resources or other support will likely be needed, where will focus be?, tools/materials needed gathered, meeting schedule developed).
2.0 - Activity, but no changes	Initial cycles for team learning have begun (project planning, measurement, data collection, obtaining baseline data, study of processes, surveys, etc.).

we begun. Most project goals have a measure established to ethically displayed with targets included.

been completed for some components of the change package a small scale implementation has been done. Anecdotal expected results are 20% complete. **See note 8.**

rules and additional improvement in project measures

Multiple PDSA cycle tracker

What are we trying to accomplish?	How will we know a change is an improvement?	What changes can we make that will lead to improvement?	Measurement		
Circle ID:	Date Started:			Date Completed:	
Question/Predictions	Plan	Do	Study	Act	
Circle ID:	Date Started:			Date Completed:	
Question/Predictions	Plan	Do	Study	Act	
Circle ID:	Date Started:			Date Completed:	
Question/Predictions	Plan	Do	Study	Act	

Think rapid cycle learning

- This an action period
- Days better than weeks
- Try regular PDSA huddles
- Can you have teams working on different change ideas?
- Scale up ability to learn

Improvement Team Meeting Agenda and Notes

Aim Statement: (put your aim statement here)

Date:

Participants:

Topic	Time	Decisions / Action Items
Announcements and Kudos		
Review Monthly Data		
Review of PDSA cycles to date		
PDSA cycles for next 2-4 weeks		
Discuss key barriers		
Communication to key stakeholders / staff		
Review next steps		
Next meeting scheduled		

Parking Lot Issues (Topics brought up during the meeting that need further discussion at a later date)

Deadlines:

PDSA worksheets

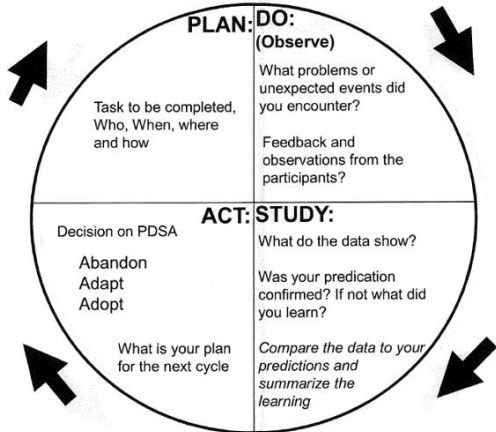
PDSA #	PDSA Title	PDSA Date:
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Objective of this PDSA:

Change: Briefly Describe the specific change you plan to test

Questions

What question(s) do we want to answer on this PDSA cycle?



Predictions

What do you think will happen?

Prediction on Change:

Prediction on Question(s)

Measurements: What data will you need to test your prediction(s)? How will you collect it.



PDSA WORKSHEET

Full facility name:	Date of test:	Test Completion Date:
Overall organization/project AIM:		
What is the objective of the test?		

PLAN:
Briefly describe the test:

How will you know that the change is an improvement?

What driver does the change impact?

What do you predict will happen when you run this test (what do you think will improve)?

PLAN

List the tasks necessary to complete this test (what)	Person responsible (who)	When	Where
1.			
2.			
3.			
4.			
5.			
6.			

Plan for collection of data:

DO: Test the changes.
Was the cycle carried out as planned? Yes No
Record data and observations.

What did you observe that was not part of our plan?

STUDY:
Did the results match your predictions? Yes No
Compare the result of your test to your previous performance.

What did you learn?

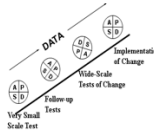
ACT: Decide to Abandon, Adapt, Adopt

Abandon: Discard this change idea and try a different one.

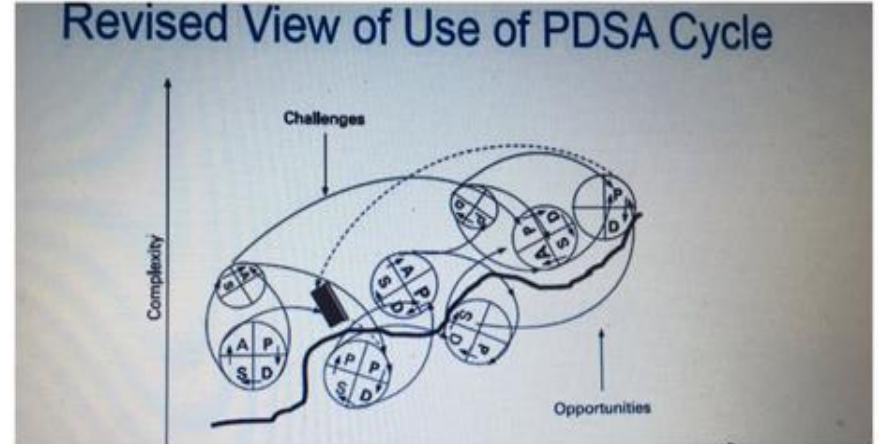
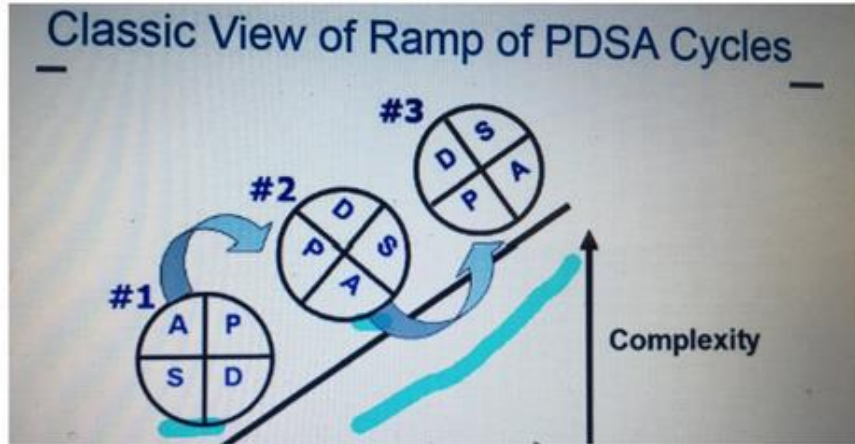
Adapt: Improve the change and continue testing plan. Describe what you will change in your next PDSA:

Adopt: Select changes to implement on a larger scale and develop an implementation plan and plan for sustainability

If you plan to adopt, describe plans for your next 2 - 3 PDSA cycles of follow-up tests and implementation?



PDSA cycles

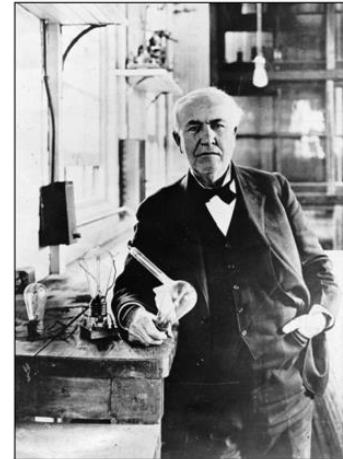


The value of ‘failed’ tests

- Do initial cycles on smallest scale possible
 - Think baby steps...a “cycle of one” usually best
- “Failures” are good learning opportunities; can be better than “Successes”
- As move to implementation, test under as many conditions as possible
 - Think about factors that could lead to breakdowns, supports needed, “naysayers”
 - Different providers; different days of the week; different patient populations, etc.













“I did not fail one thousand times; I found one thousand ways how not to make a light bulb.”

Thomas Edison

















Points to take home

• Greater Manchester Q welcome event • 18th October

 <p>① make new connections. We are all in this together</p>	 <p>② it's an opportunity to be able to: Think DIFFERENTLY</p>	 <p>③ Take advantage of the online material, learning + interactions</p>	 <p>④ Share ideas, best practice, your achievements and... YOU!</p>
 <p>⑤ Try something new, e.g. a randomised coffee trial</p>	 <p>⑥ The Q community is a family we care and help each other</p>	 <p>⑦ Behind each statistic is a patient. Behind each patient is a person</p>	 <p>⑧ Don't reinvent the wheel. Find the right wheel you need - with us</p>
 <p>⑨ Build your knowledge and resilience through Q</p>	 <p>⑩ if you're not on social media: try it. The possibilities are endless</p>	 <p>⑪ Stories and experiences drive change. Share them more.</p>	 <p>⑫ in improvement, remember to connect with hearts + values</p>



 <p>DUPPLICATION</p> <p>10 Cut out waste + duplication by learning more from each other</p>	 <p>CREATIVE</p> <p>11 Q events = a creative space away from the daily busy life.</p>	 <p>12 We might be from different areas but we want to achieve the same.</p>	 <p>13 You are key to shaping the future of our community</p>
 <p>14 Motivation and WILL are key ingredients. They come from YOU.</p>	 <p>15 Set up system wide connections, working and partnerships</p>	 <p>IMPROVE</p> <p>16 We want to put patients at the heart of improvement</p>	 <p>17 We are on the same wavelength let's use this to our advantage</p>
 <p>FAILURES ARE LESSONS</p> <p>18 Failures are lessons to be learnt from. Share them too</p>	 <p>Q Wow</p> <p>19 The Q community will inspire you. Embrace it.</p>	 <p>20 Together, we can build a brighter future + community</p>	 <p>21 There is no end Keep going</p>

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Project team support

Action period 2 coaching sessions via Zoom:

Wednesday 4 September

PDSA – let's get testing

11.30am – 12.30pm

Wednesday 2 October

Maintaining momentum

11.30am – 12.30pm

Wednesday 6 November

Spread ahead

11.30am – 12.30pm

Evaluation form

MHA QIP Connecting Care Learning Session Two
Te tūhono i ngā manaakitanga
Feedback form

Wednesday 7 August 2019, Ellerslie Event Centre, Auckland	(please tick as applicable)	<input type="checkbox"/>
Thursday 8 August 2019, Miramar Links, Wellington	(please tick as applicable)	<input type="checkbox"/>
What worked well?		
What could be improved?		
Any other comments?		



Thank you for your feedback about what you think worked well and what could be improved for next time.