



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa

Theming and prioritising change ideas

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This presentation

- Introduce a couple of problem analysis tools
- Introduce the impact/effort matrix
- How to strengthen your efforts and the impact of your change ideas
- Introduce the driver diagram



Project charter

- Problem statement: *why are we doing this*
- Identify the aim: *aim statement*
- Scope, area of focus, timeframe: *avoid world hunger*
- What we want to achieve: *goals for improvement*
- Who and what will be affected: *consumers, staff*
- Measures: *has change resulted in improvement*
- Ideas for change: *what changes will lead to improvement*
- Improvement team: *who do we want on the team, outline roles and responsibilities*

Formulating your problem statement

A well-written problem statement contains the following:

Example: End of shift checklists

What is the problem, how big is it?

Check sheets are not completed about 50% of the time

Who does it affect? What's the scope?

Nurses, day shift nurses on inpatient ward(s)

How does it make them feel?

Frustrated and stressed

When is it a problem?

Every time the day shift nurse sits down to do their reporting

Why should I care, why is it important?

When the check sheets are not completed, the nurses have to spend time searching for information

How does it affect consumers?

Nurses have time taken away from consumers.

Problem analysis

Problem analysis tools such as process mapping, five whys and cause-and-effect (fishbone) diagrams help you to better understand the issue you are focusing on.



The 'five whys' tool

- A simple and effective tool for defining and solving a problem.
- Aim is to repeat the question 'why?' five times and then fix the problem to prevent it reoccurring.
- Getting to a root cause may take more or less than five 'why?'s.
- Helps you avoid quick-fix solutions and workarounds.
- The 'five why' questions may indicate that the source of the problem is quite unexpected.

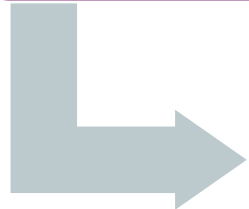
What is the problem?

Flat tyre



Why?

Ran over nails in the garage



Why?

The box of nails was wet and fell apart. Then nails fell on the floor



Why?

There is a leak in the roof and it rained last night

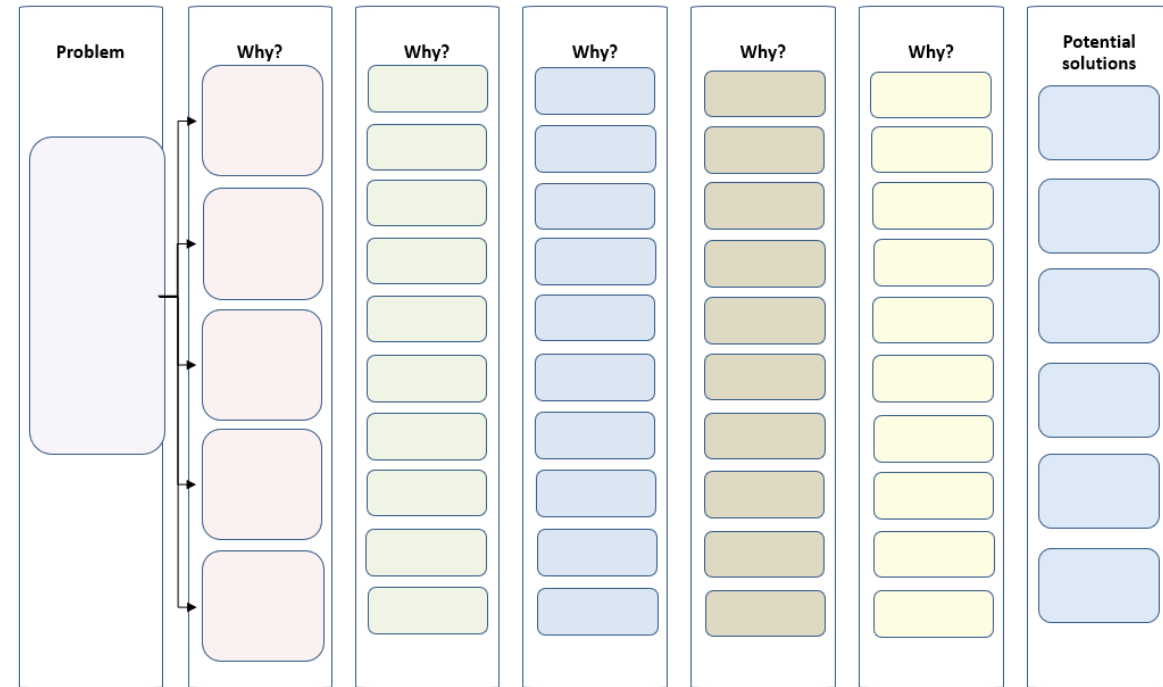
If this root cause was removed would the problem have been prevented?



Breakout session: problem analysis

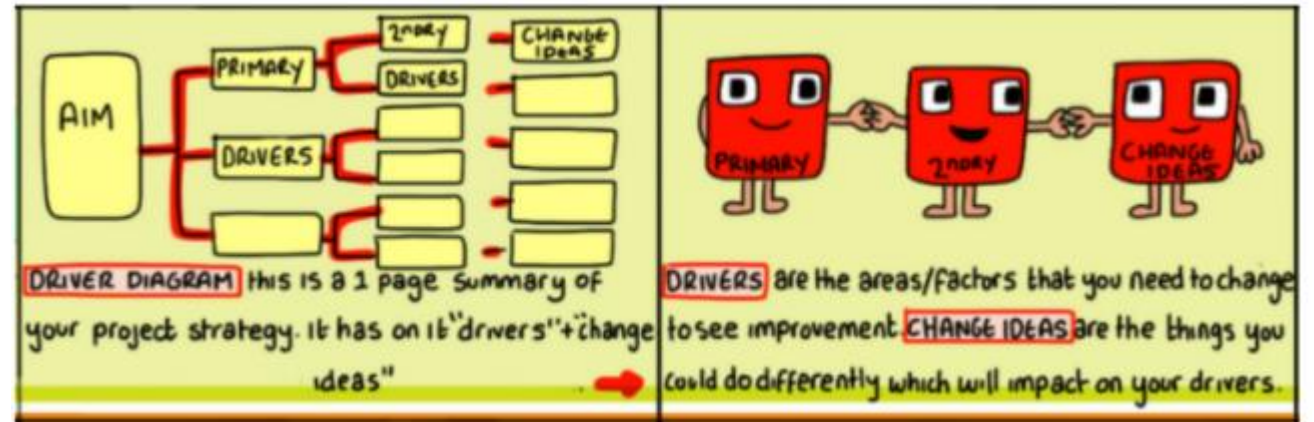
At your table, use the 'five whys' template to consider your problem statement in more detail.

Five whys tree



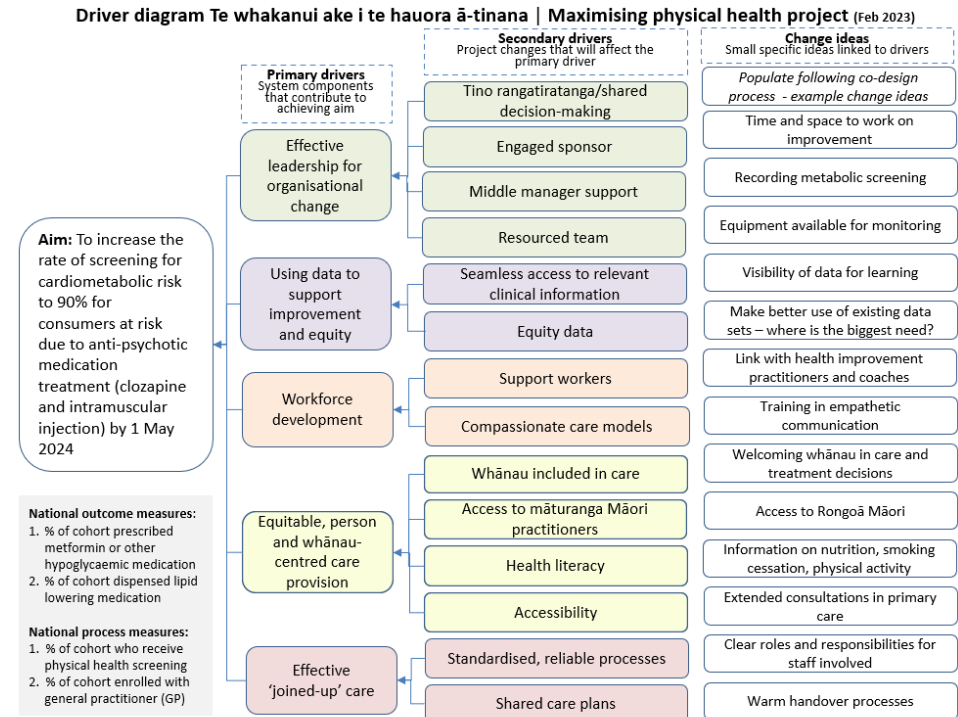
Change ideas

- You will have generated change ideas through your co-design processes.
- Change ideas are things you would like to test to achieve your aim.
- Should affect at least one secondary driver.



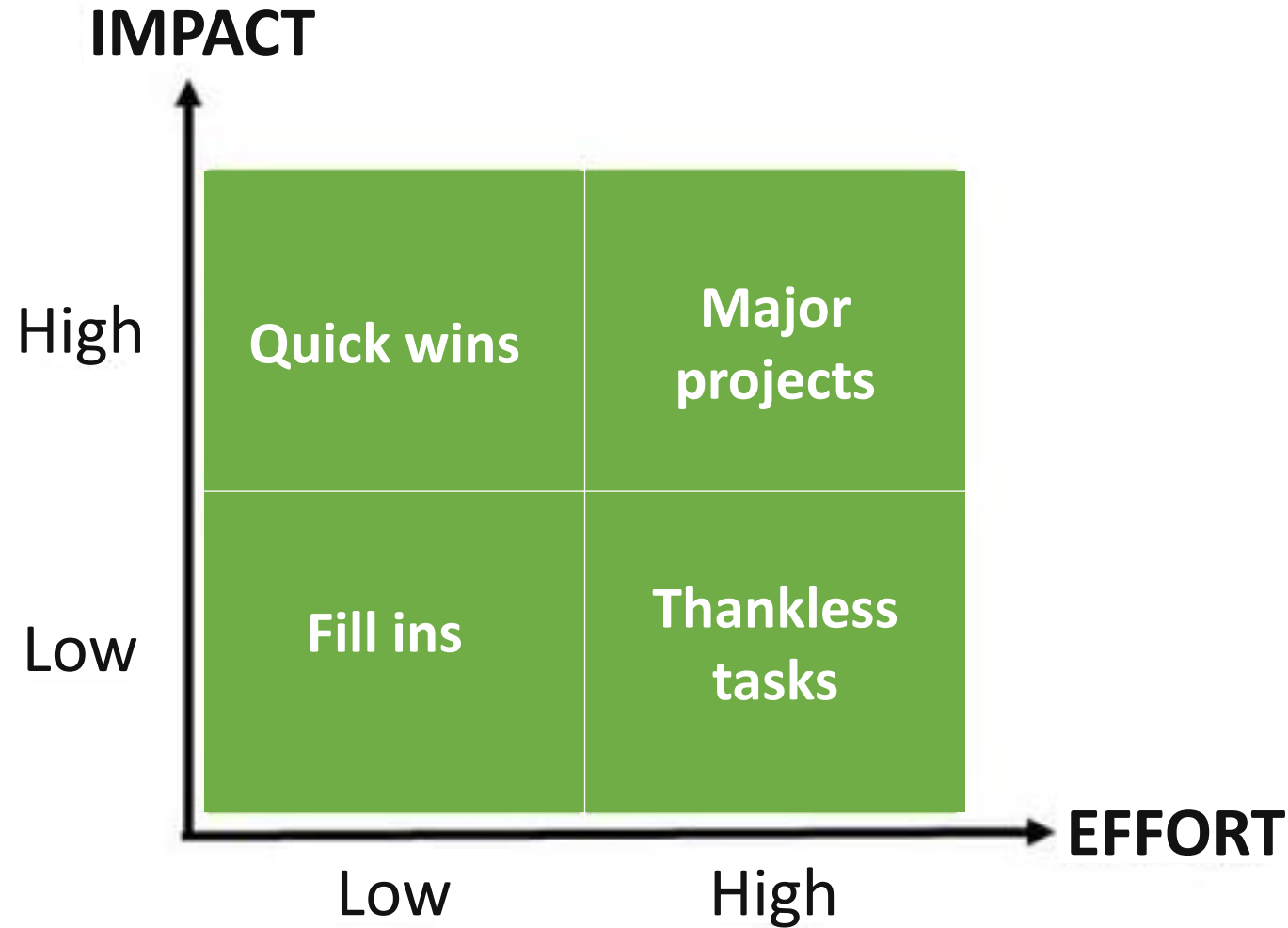
Change ideas

- Consider which ideas are likely to have the biggest impact on the aim.
- Maximising physical health project change ideas may involve:
 - engagement of family and whānau
 - information on nutrition, smoking cessation, physical activity
 - access to rongoā Māori
 - clear roles and responsibilities for staff.



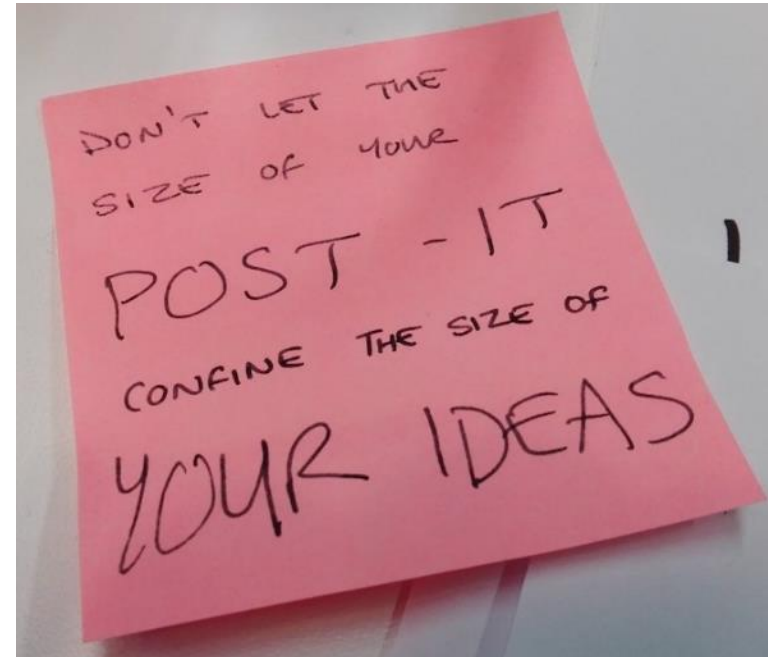
Te Pou o te Whakaaro Nui Equally Well. 2021. Using New Zealand data to understand health inequities - the physical health of people with mental health problems.

Prioritising change ideas – impact/effort matrix



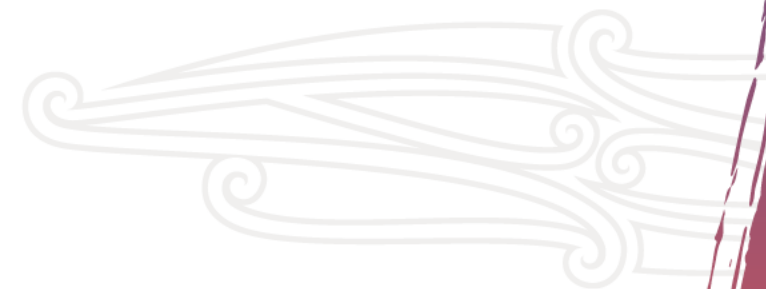
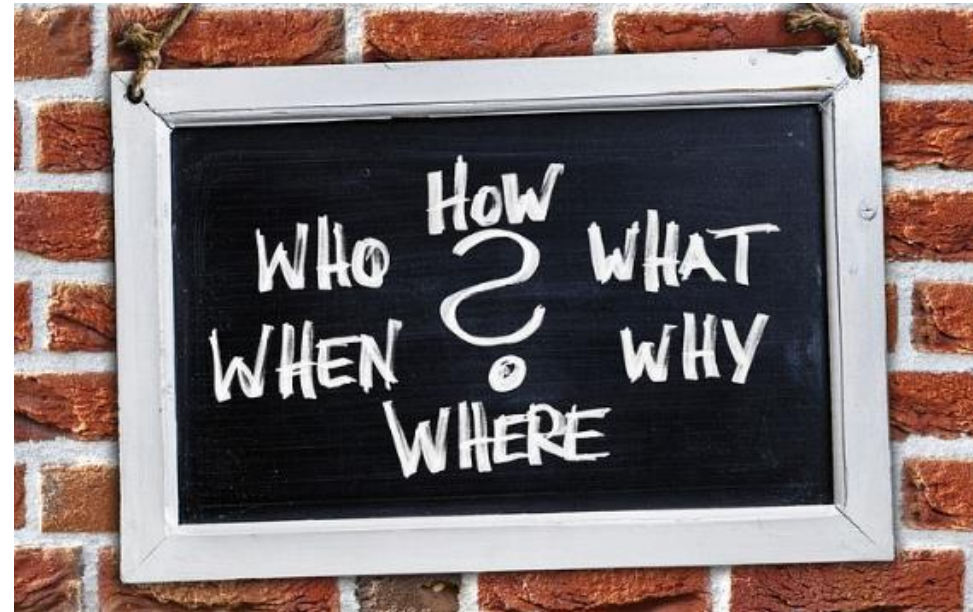
Breakout session: change ideas

- At your table, list your change ideas on Post-It notes.
- One idea per Post-It note.
- Use the example driver diagram template to help if you need to.
- Consider your groups/change ideas according to the impact/effort matrix.
- Place the ideas on the matrix accordingly.



Breakout session: action plan

- After brainstorming, you will have a sense of what to do first, second, third.
- Draft up your plan about how you are going to complete the ideas – what, by whom, by when.



Thank you – reflections or questions

