

Quality Improvement Session

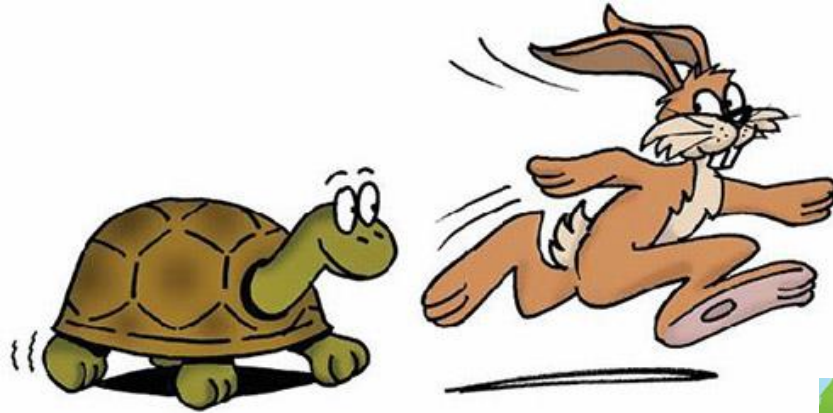
The Aurum Institute
Lauren De Kock, Winnet Chinogwenya



What is QI?



What is QI?



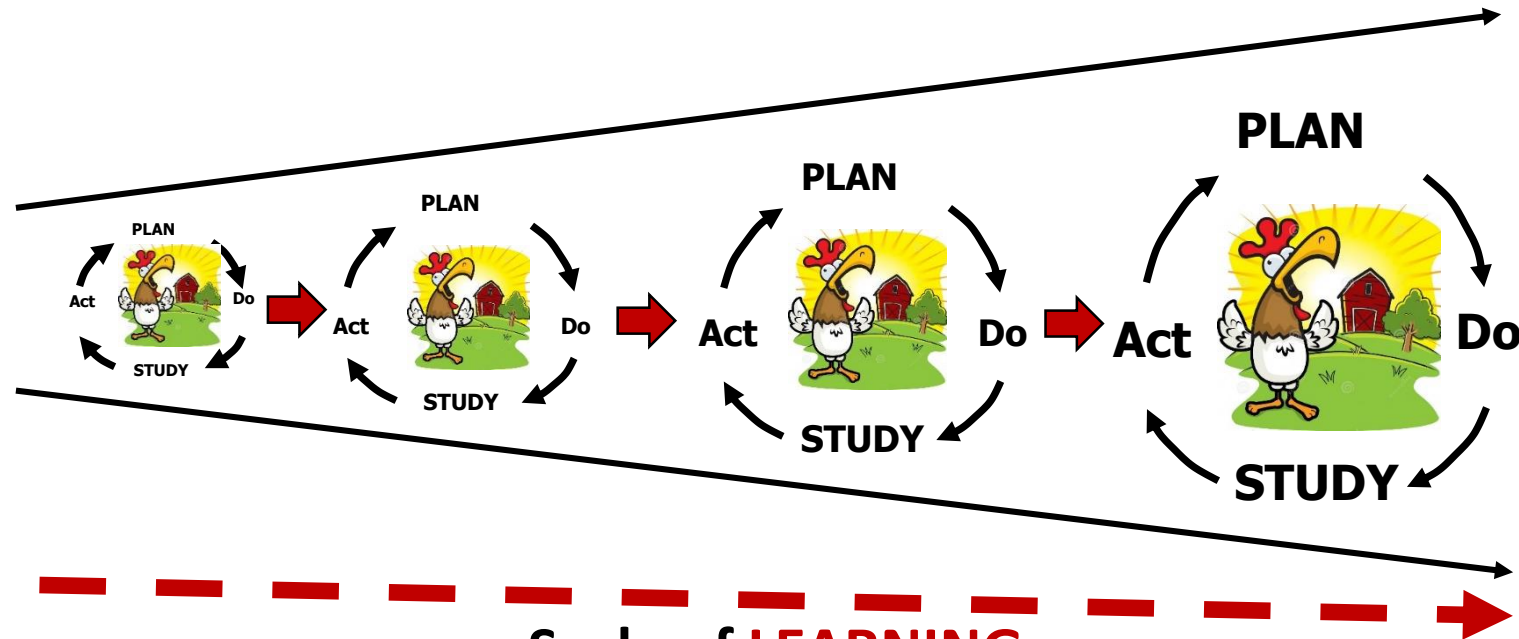
Our Interpretation of QI



The Reality of QI



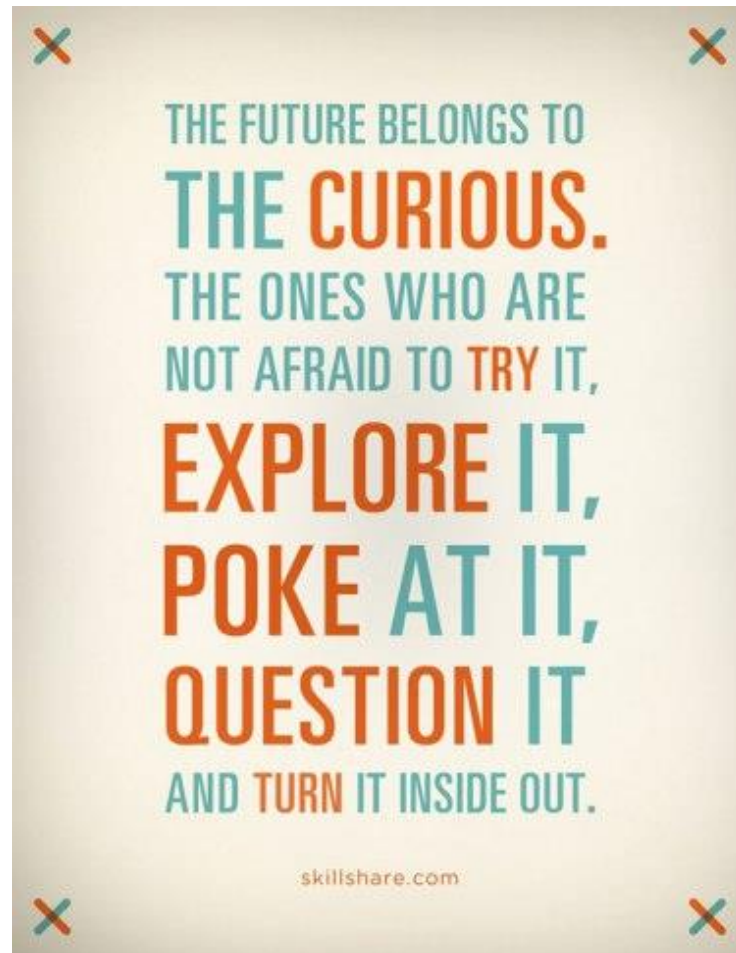
What are we LEARNING about?



Scale of **LEARNING**

Its about growth of knowledge – only way to learn within this complex environment is through constant empirical experience adjusted not confined

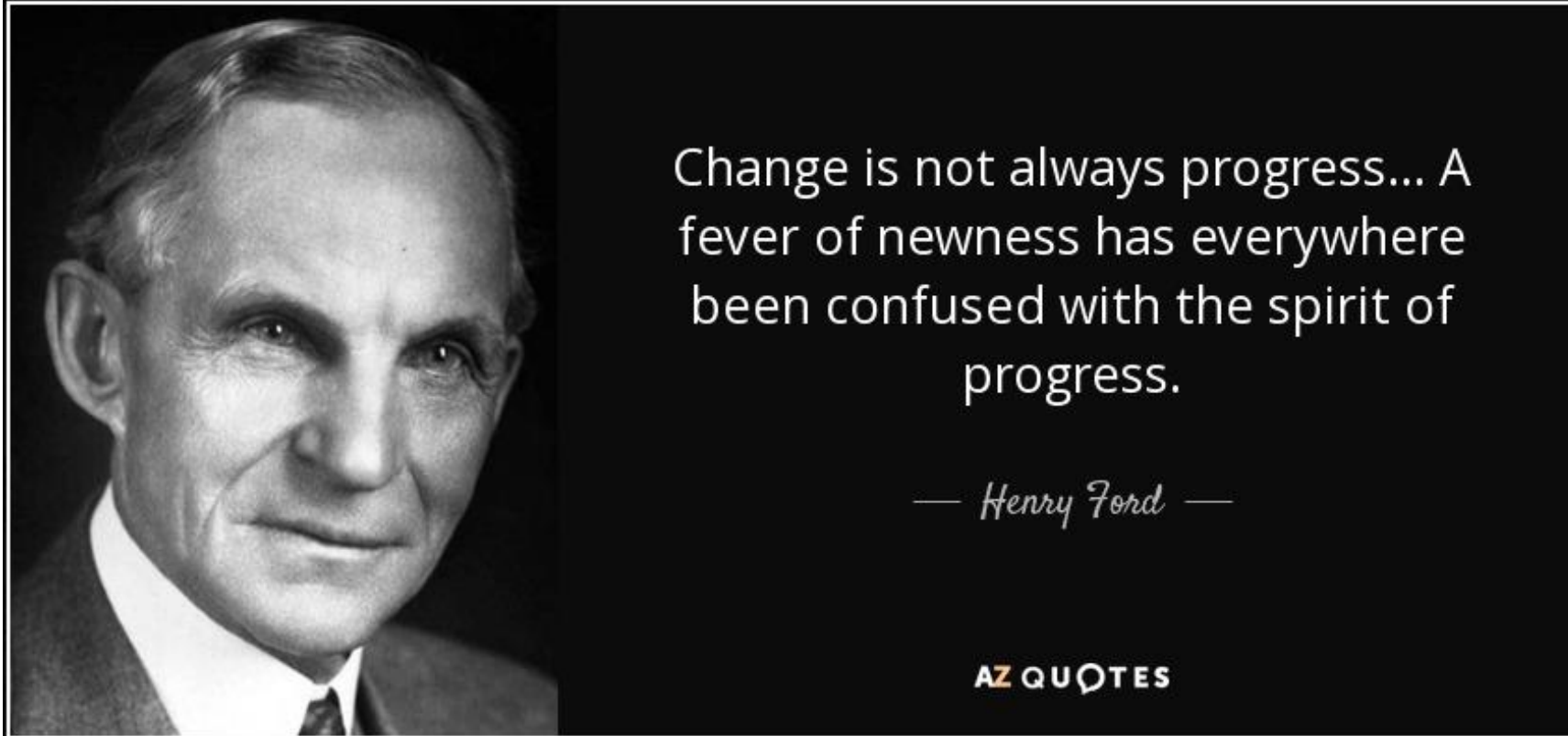
Prerequisite



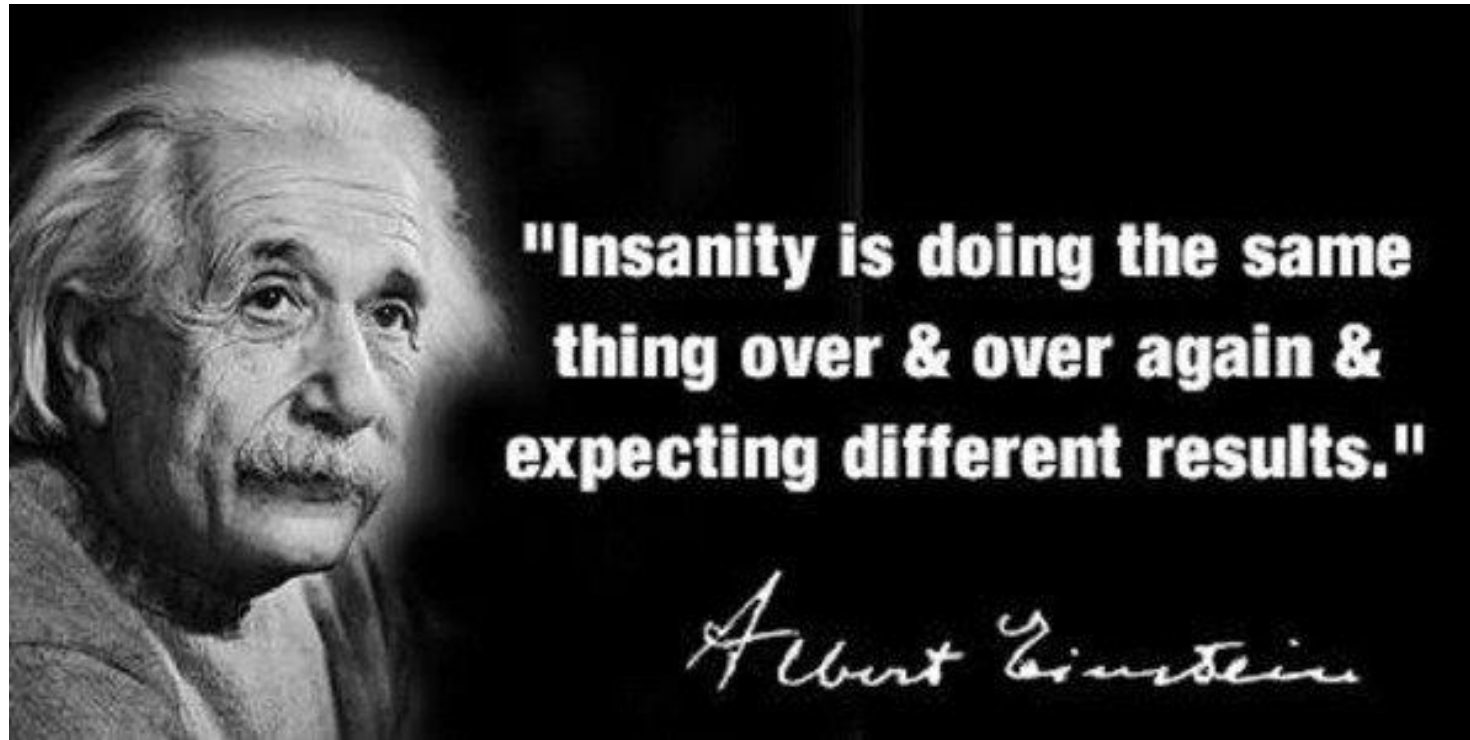
Prerequisite



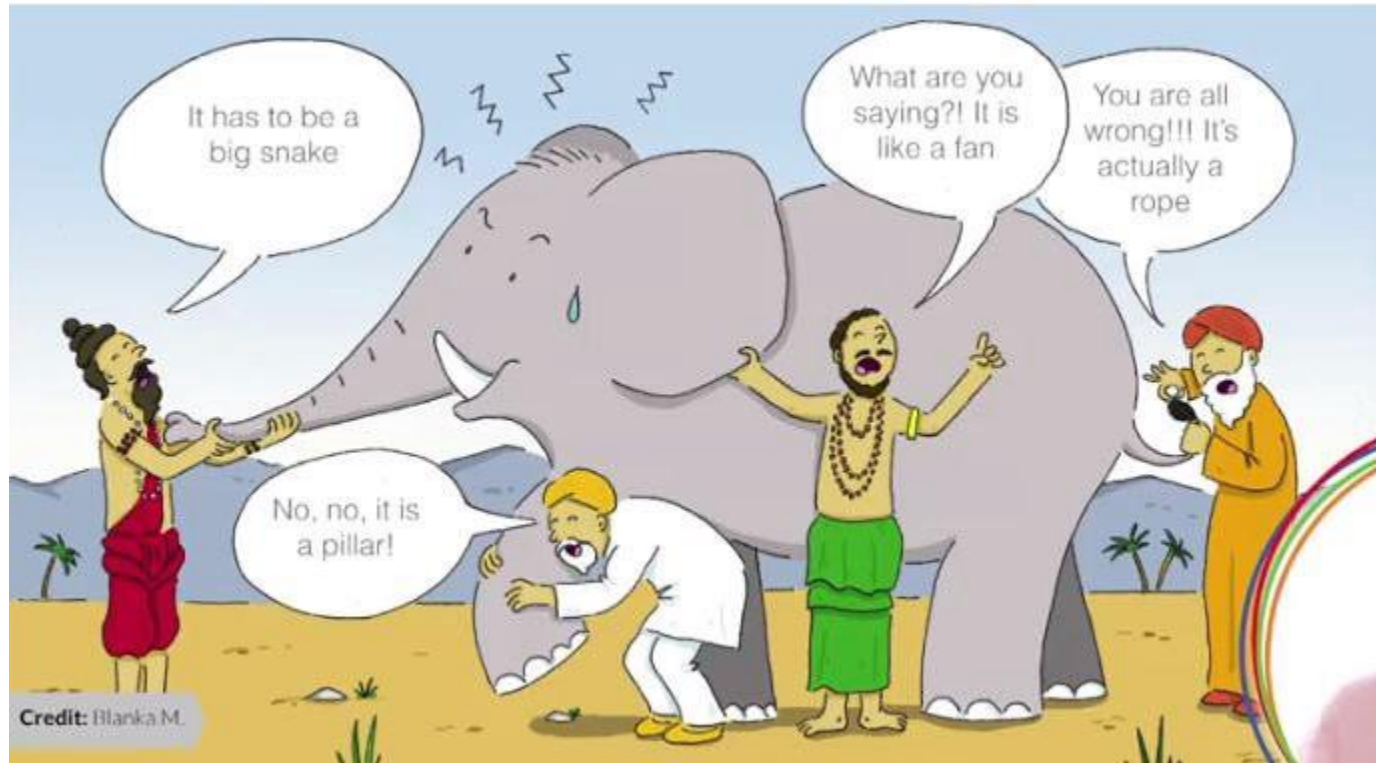
Progress vs Change

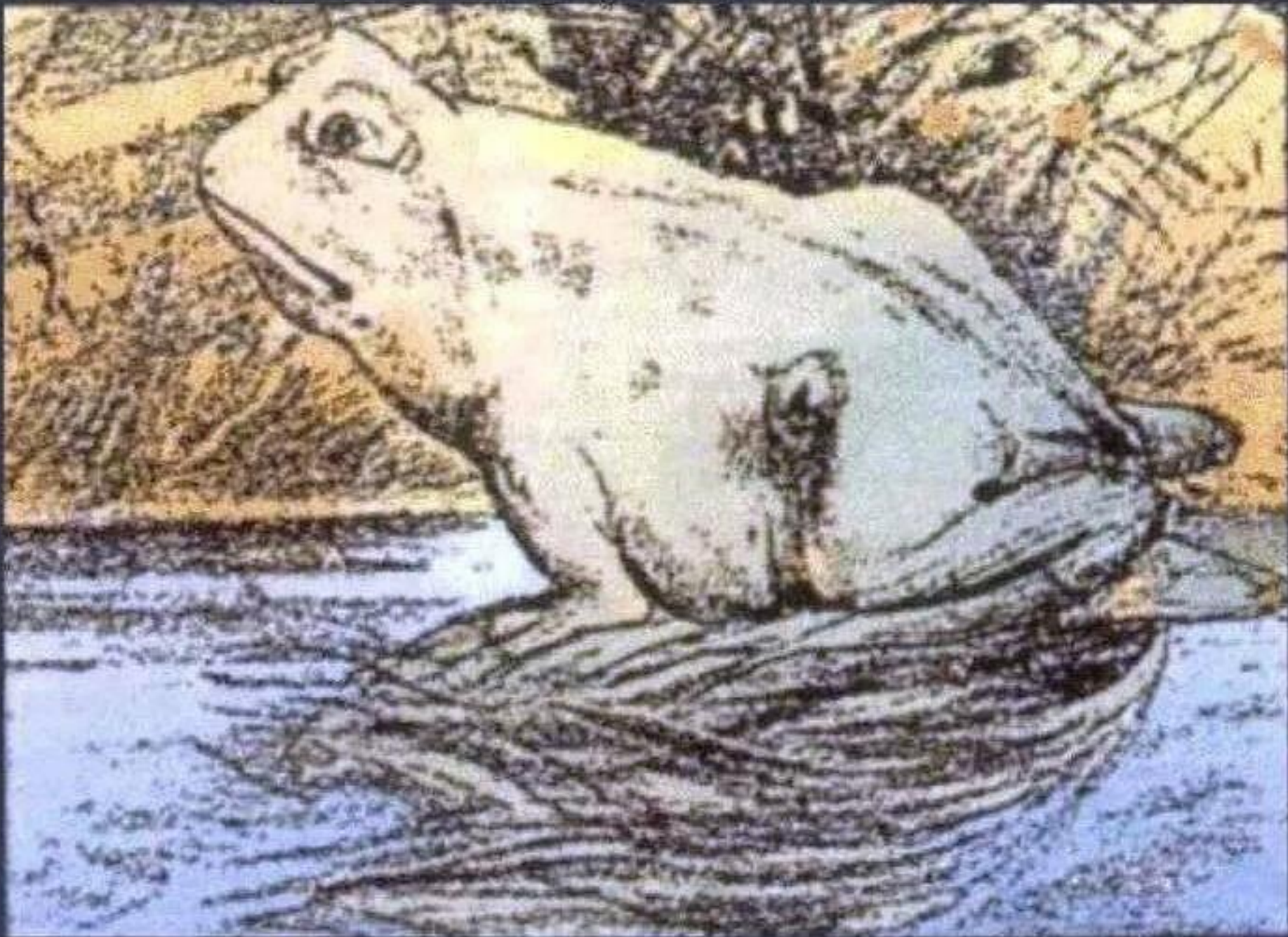


Being Willing to Change



Your View is Not the Only View



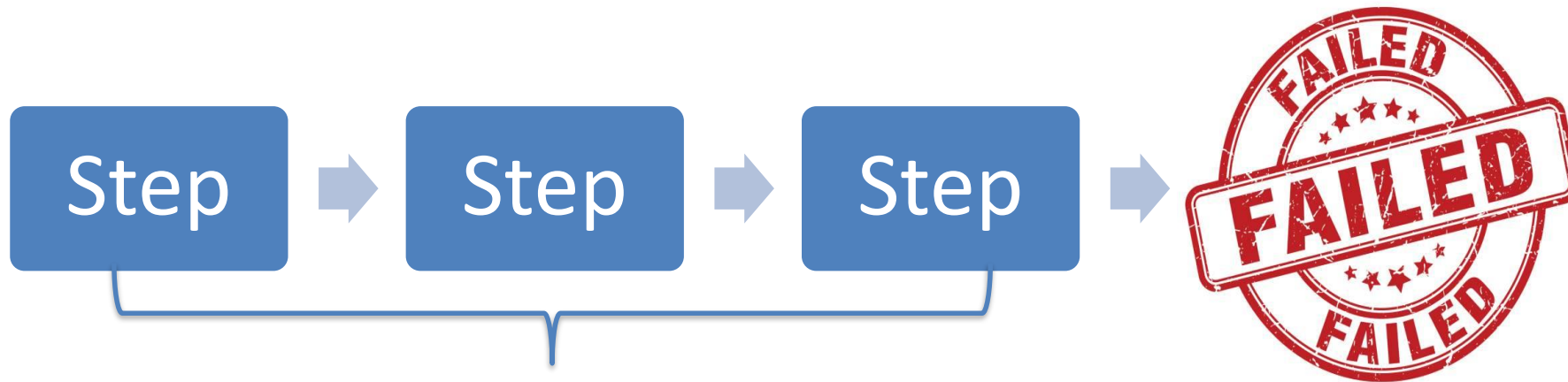


Its not as it appears



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Look to Learn



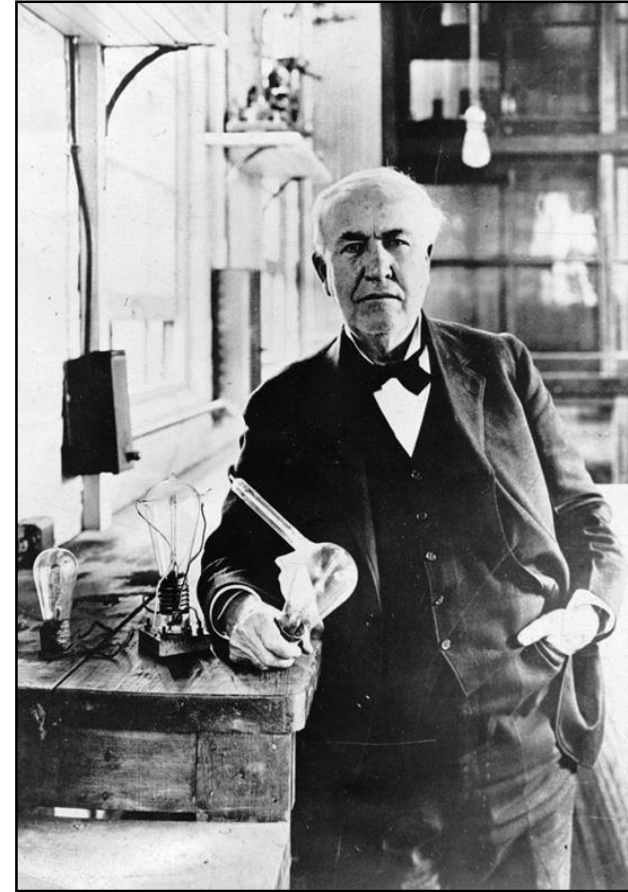
Learning takes place:

- Replicated
- Don't want it repeated
- Improve

The Value of “Failed” Tests

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

Thomas Edison



Quality patient-centred care

“Care that is **respectful of and responsive** to individual patient preferences, needs and values in order that **patient values guides all clinical decisions**. This demands **partnership** among professionals, patients and families in the care giving process” (Institute of medicine....2001)

Deming on the Nature of Quality

- “Quality is meeting and exceeding the customer’s needs and expectations and then continuing to improve.”

Charlene's Story

- TB on the Heart





INTERNATIONAL FORUM ON

Quality and Safety
in Health Care

Is this what it feels like to be THE POINT

Indignity

Helpless

Anonymous

Ignorant

Not asked

Powerless

YOUR choice trumps MY choice

Indignity

Homogenised

Nameless

Told

No choice



**The PATIENT is the
POINT!!**

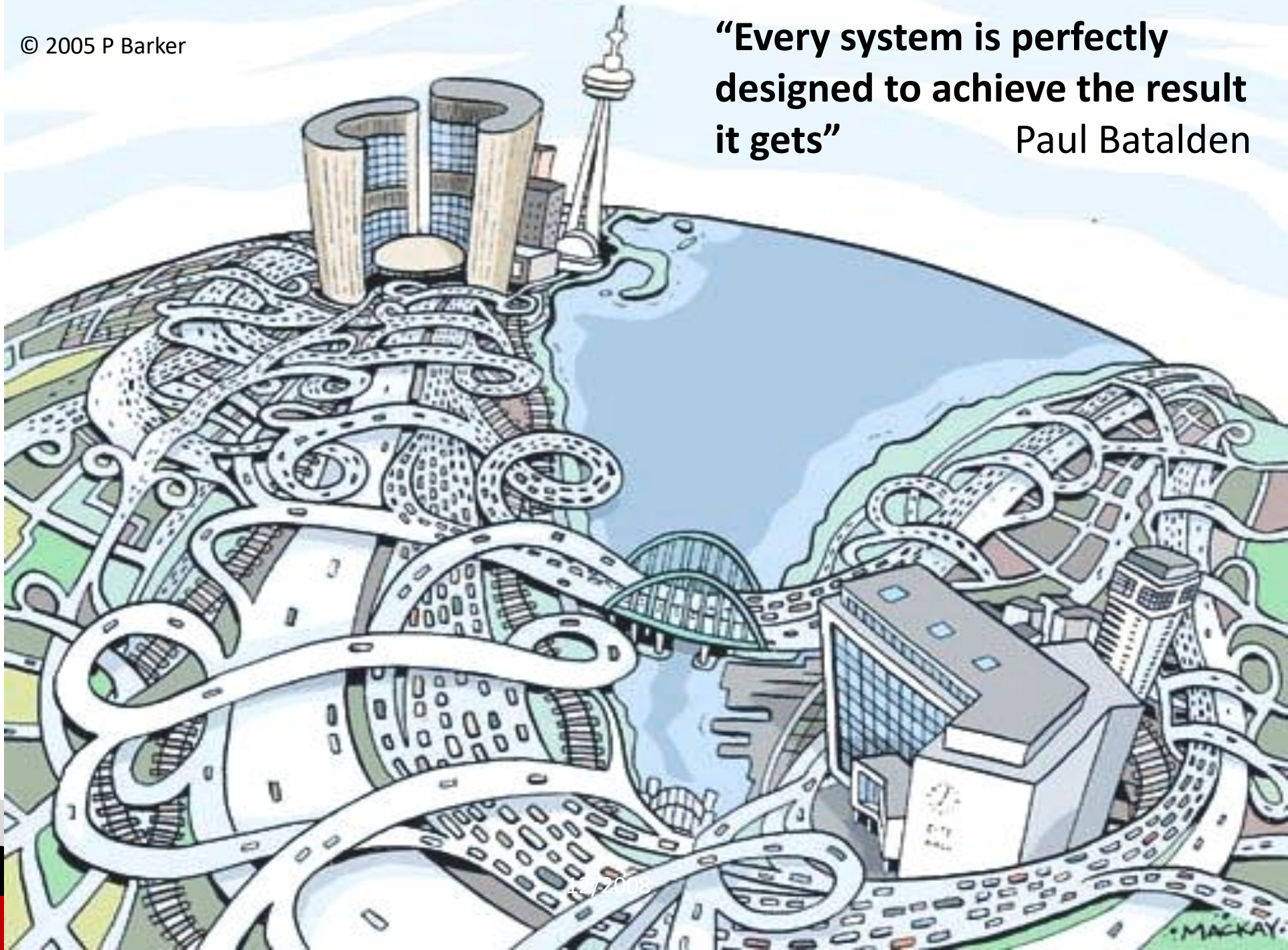
Its not as it appears



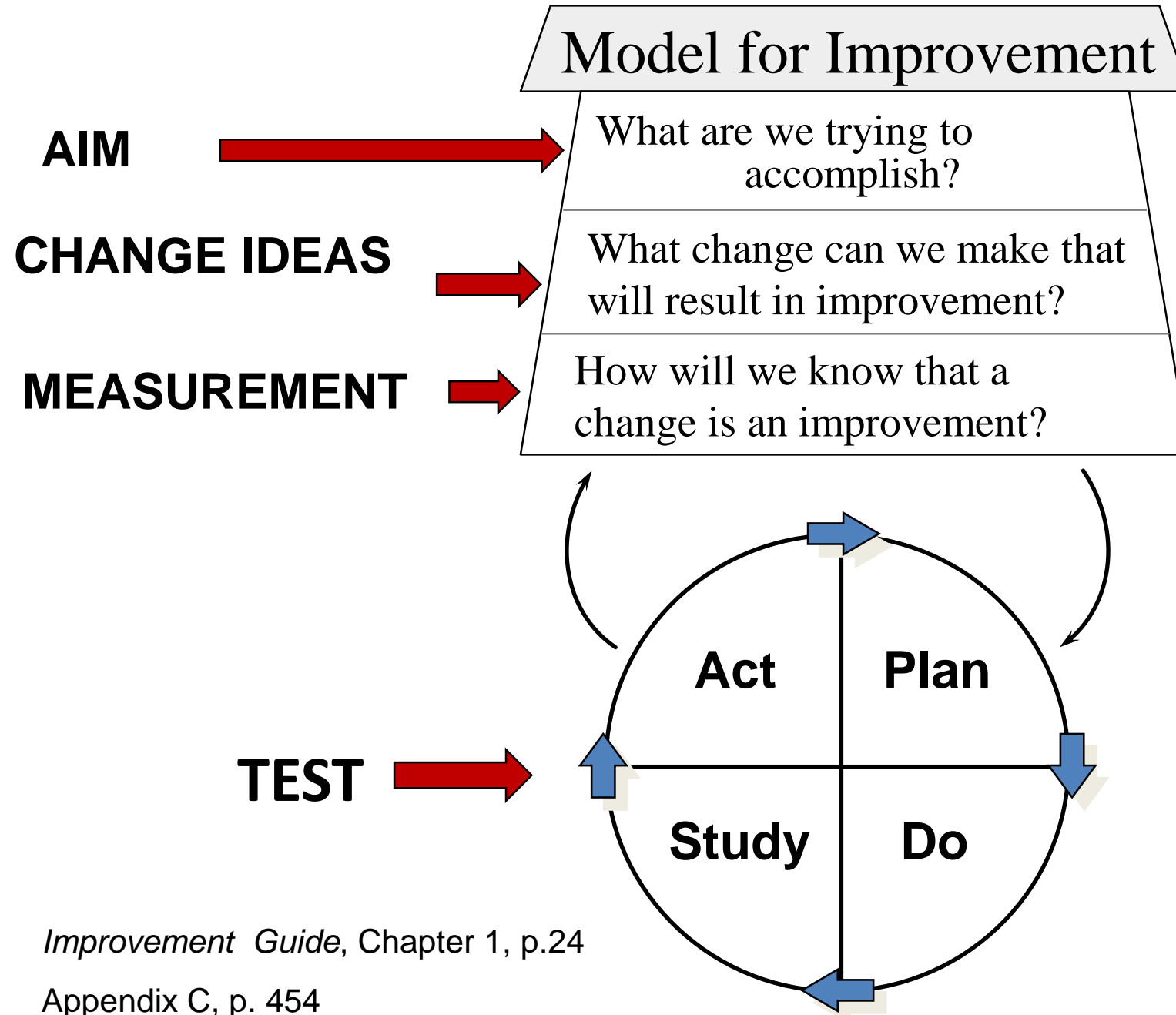
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**“Every system is perfectly
designed to achieve the result
it gets”** Paul Batalden



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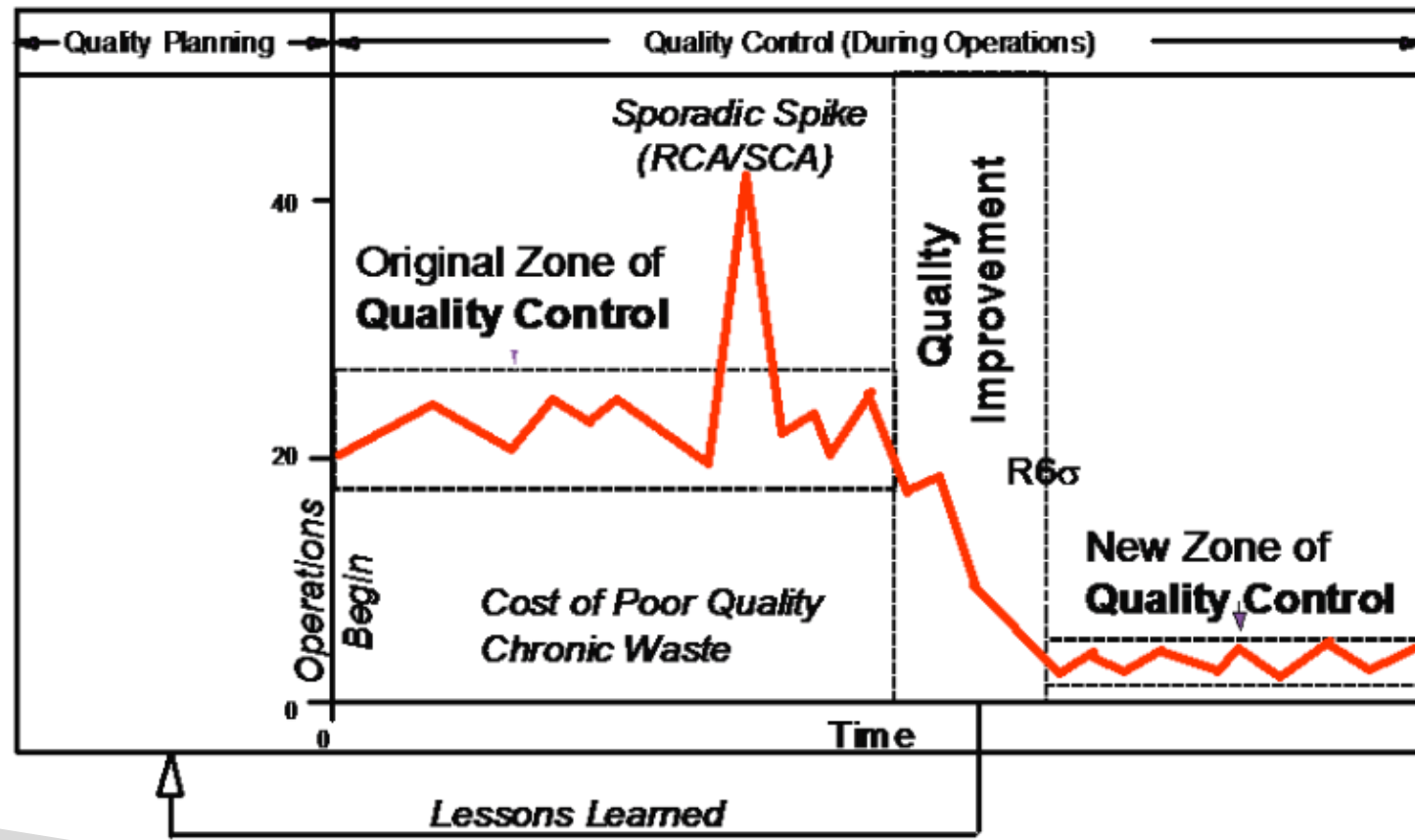


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Quality Improvement

The Juran Trilogy®



Lets play and learn

AEROPLANE GAME



Task

*As a team design a plane
that will fly for 8 M.*

What we need

Tools

- Blank pieces of paper
- Recording sheet
- Fishbone template
- PDSA learning cycle
- Tape measure

People

- Record keeper
- Observer

STEP 1

Design your plane

Instructions

1. Use the sheets of paper and other materials provided
2. Design and produce a paper airplane



STEP 2

Get a baseline

Instructions

1. Identify a record keeper & observer
2. Take your plane to the “flight deck”
3. Launch your airplane – Perform 3 throws
4. Measure and record the distance traveled on the recording sheet
5. Return to your table



Data recording sheet

	Throw 1	Throw 2	Throw 3	Throw 4	Throw 5	Throw 6	Throw 7	Throw 8	Throw 9	Throw 10	Throw 11	Throw 12	Median
Baseline													
Round 1													
Round 2													
Round 3													
Round 4													
Round 5													

SMART AIM



*To improve the flight distance of the paper plane from (**baseline**) meters to 8 meters by round 3*

The Overall Aim: What you are trying to achieve; how much by when

The PDSA Aim: what outcome you hope to achieve as a result of your test during this PDSA; how much by when

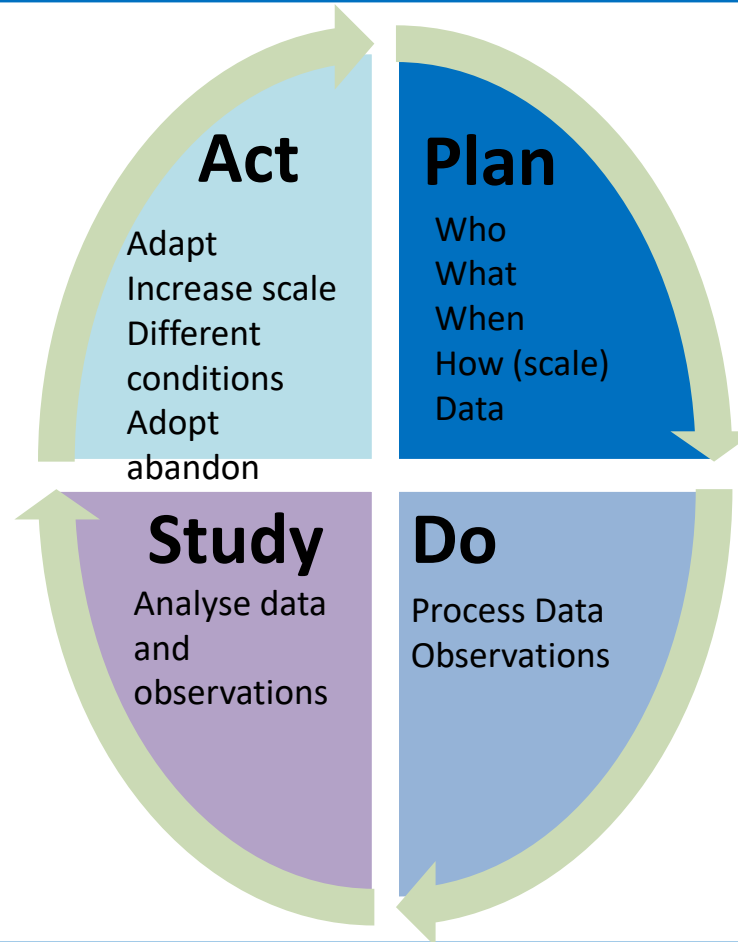
The Change

Idea:

Idea to be tested
for this PDSA

Material

Required:



The Measures

(Outcome):

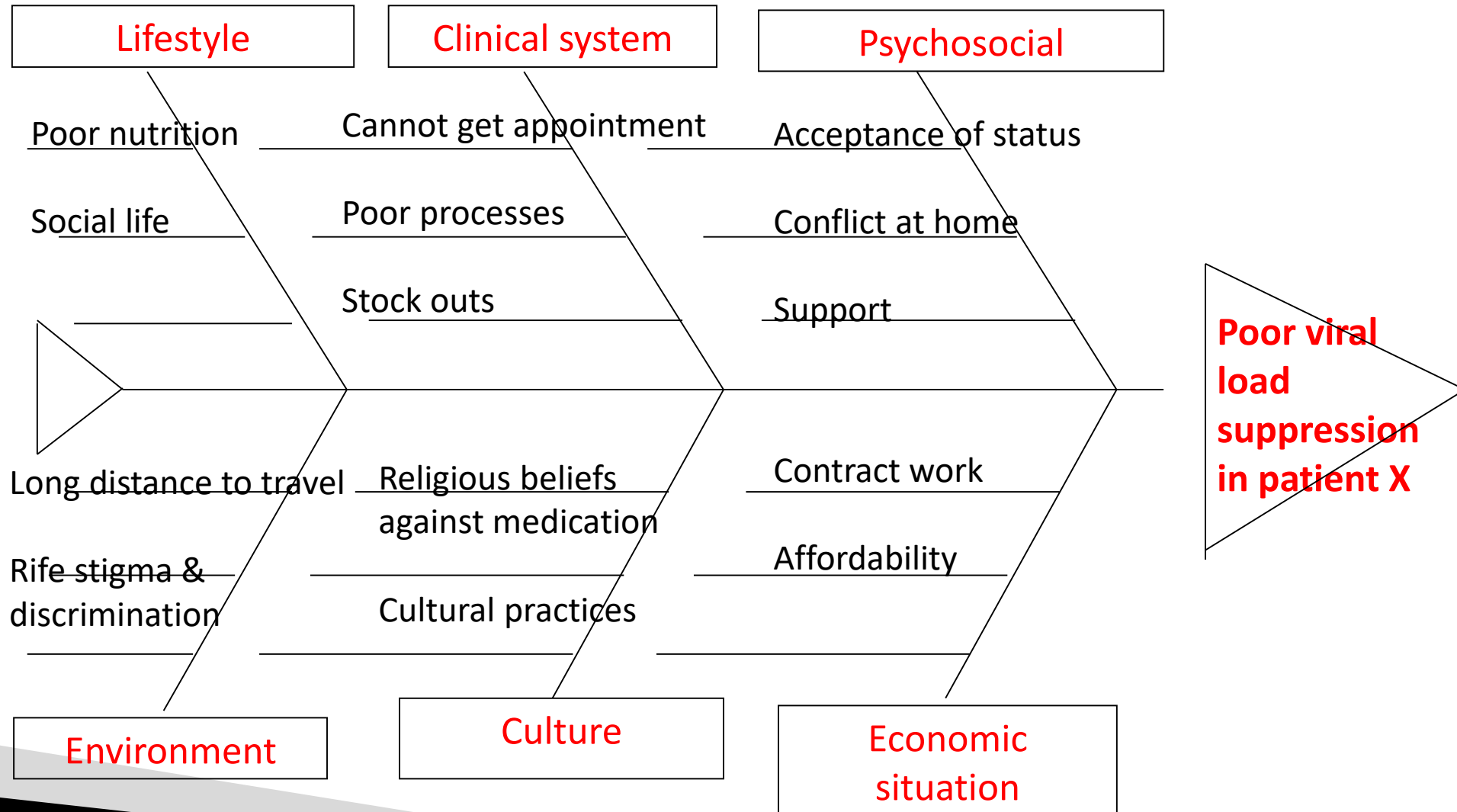
The Measures

(Process):

The Prediction:

THE WHY
5 WHY
WHY
WHY
WHY's

Cause and effect - Fishbone

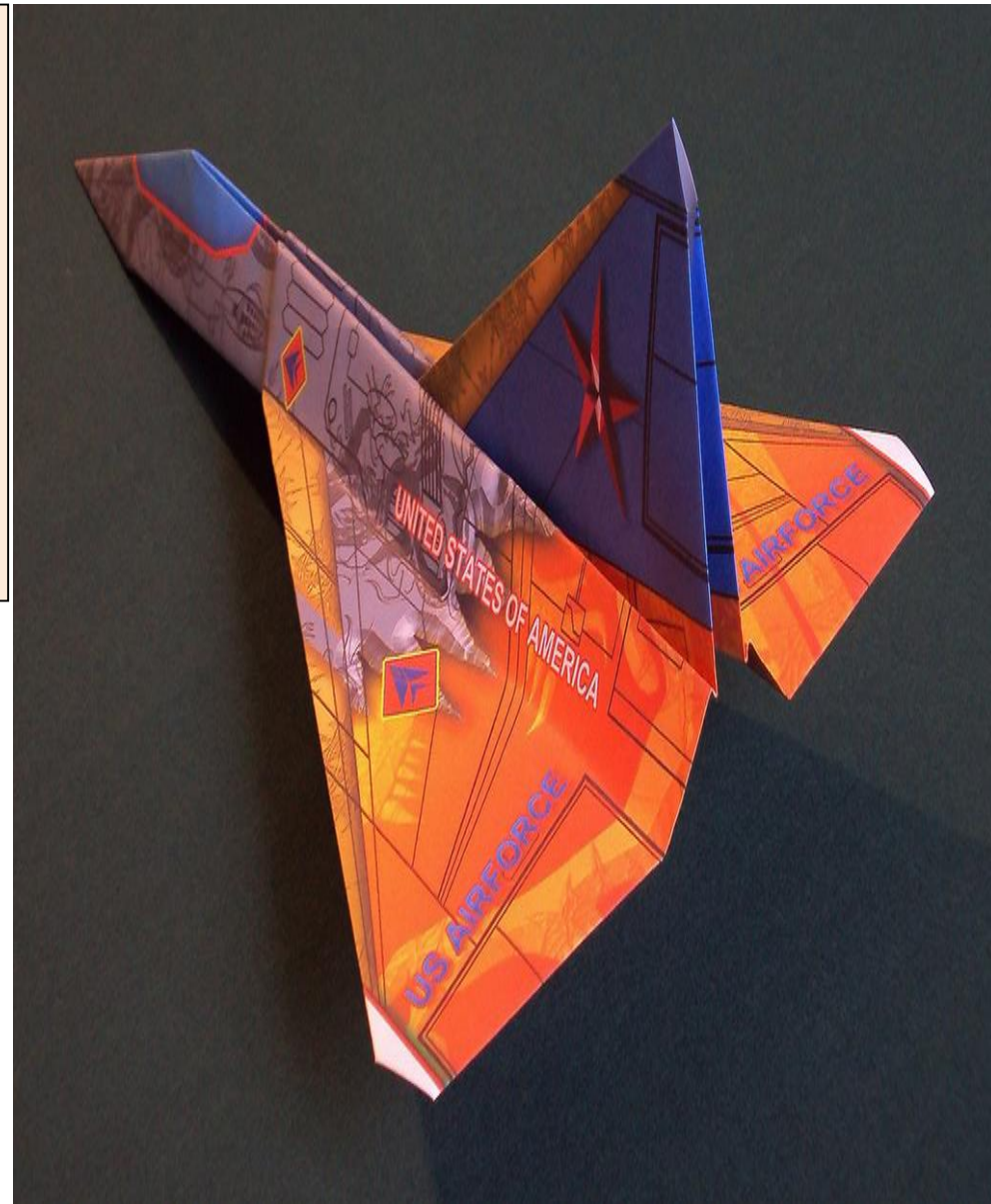


STEP 3

Identify the problems & develop ideas

Instructions

1. Using the fishbone or 5 whys identify the problems you faced
2. Agree as a group what problem area/s you want to improve
3. Based on your agreement redesign your plane
4. Document on the PDSA learning sheet



The Overall Aim: What you are trying to achieve; how much by when

1A

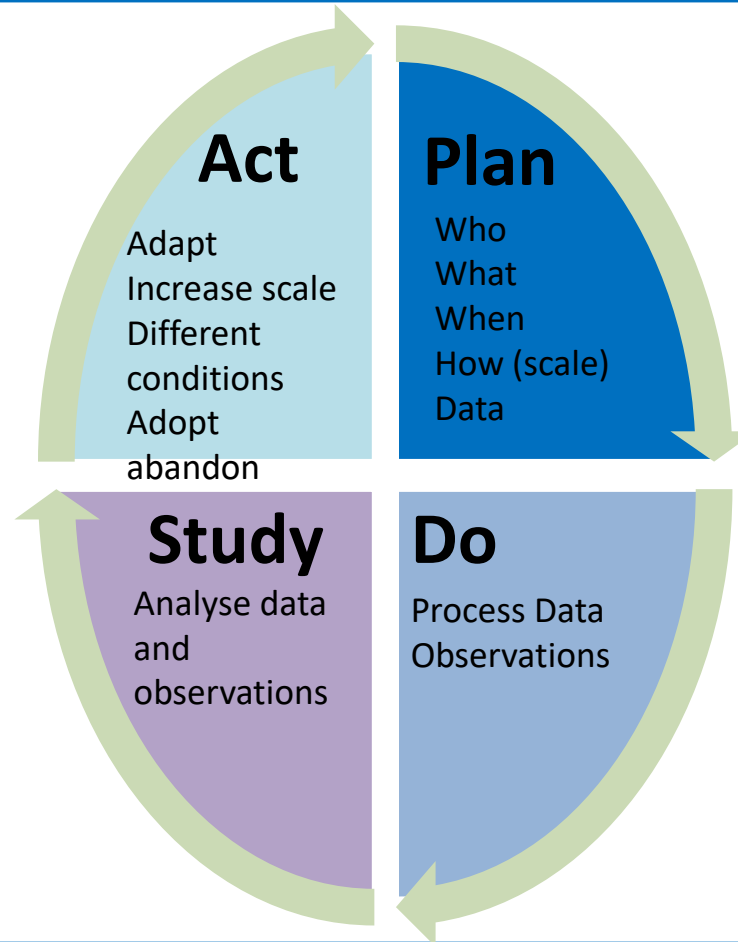
The PDSA Aim: what outcome you hope to achieve as a result of your test during this PDSA; how much by when

The Change

Idea:

Idea to be tested
for this PDSA

**Material
Required:**



The Measures
(Outcome):

The Measures
(Process):

The Prediction:

The Overall Aim: What you are trying to achieve; how much by when

The PDSA Aim: what outcome you hope to achieve as a result of your test during this PDSA; how much by when

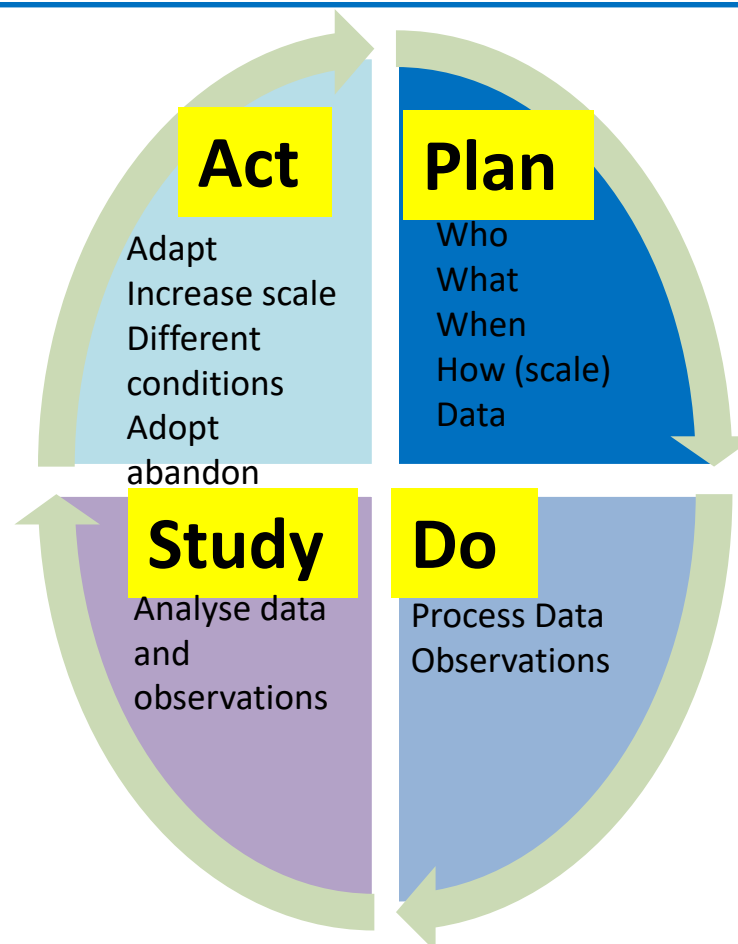
The Change

Idea:

Idea to be tested
for this PDSA

Material

Required:



The Measures

(Outcome):

The Measures

(Process):

The Prediction:

STEP 4

Test, Learn, Adapt

Instructions

1. Return to the flight deck
2. Launch your plane – 3 throws
3. Measure and record outcome on the Recording sheet
4. Return to your table and reflect using the PDSA learning sheet
5. You can do 2- 3 rounds of redesigning and launching your plane. Make sure all rounds you are recording your outcomes



The Overall Aim: What you are trying to achieve; how much by when

The PDSA Aim: what outcome you hope to achieve as a result of your test during this PDSA; how much by when

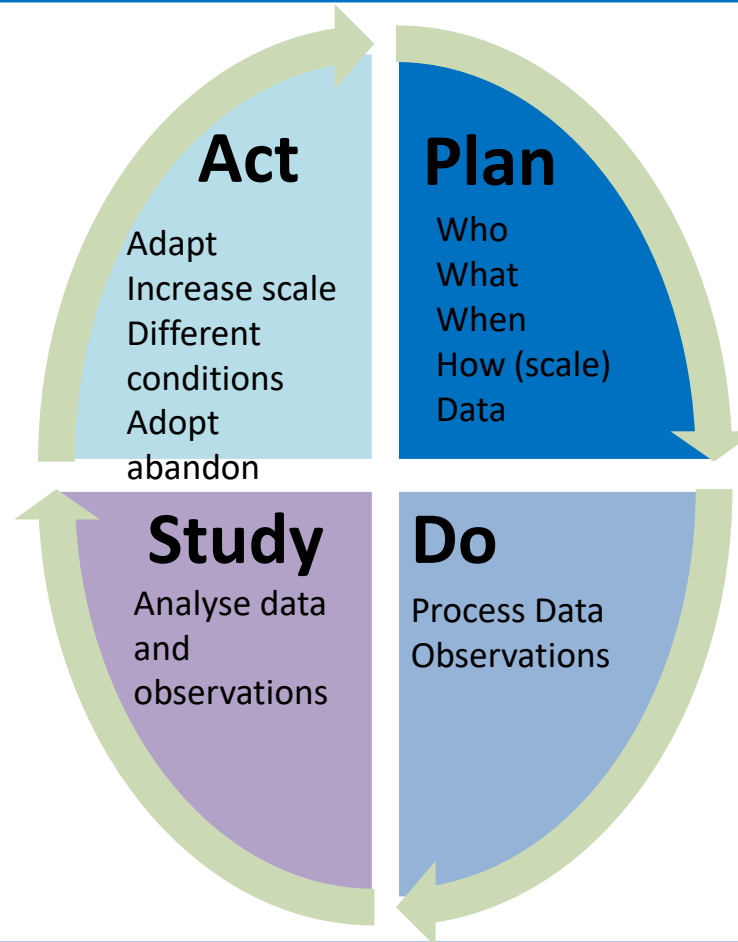
The Change

Idea:

Idea to be tested
for this PDSA

Material

Required:



The Measures

(Outcome):

The Measures

(Process):

The Prediction:

Theory of Change

- What have you learnt about throwing an aeroplane 8m 3 x consecutively?
- What does not work?
- Why?
- What does work?
- Why?
- What is your theory of change?

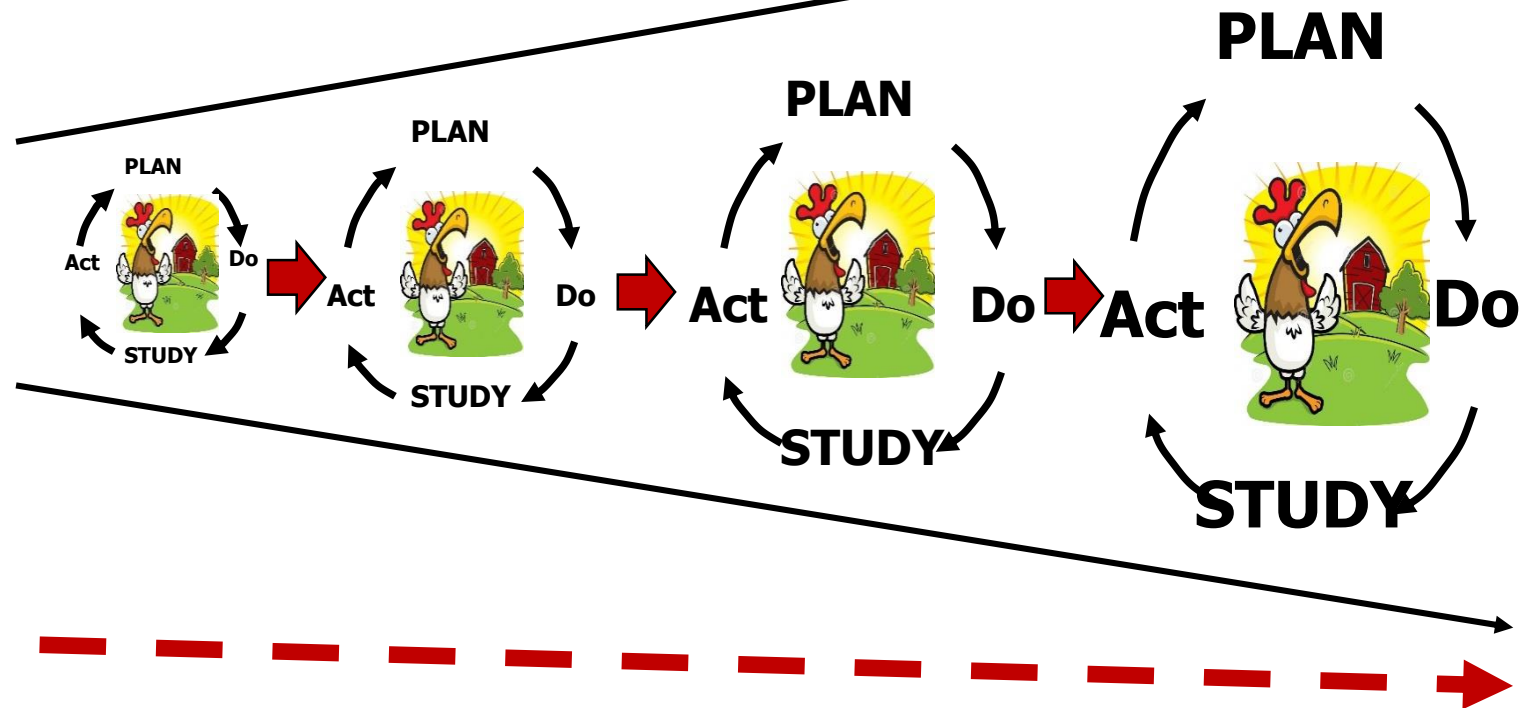


The WHY – QI!

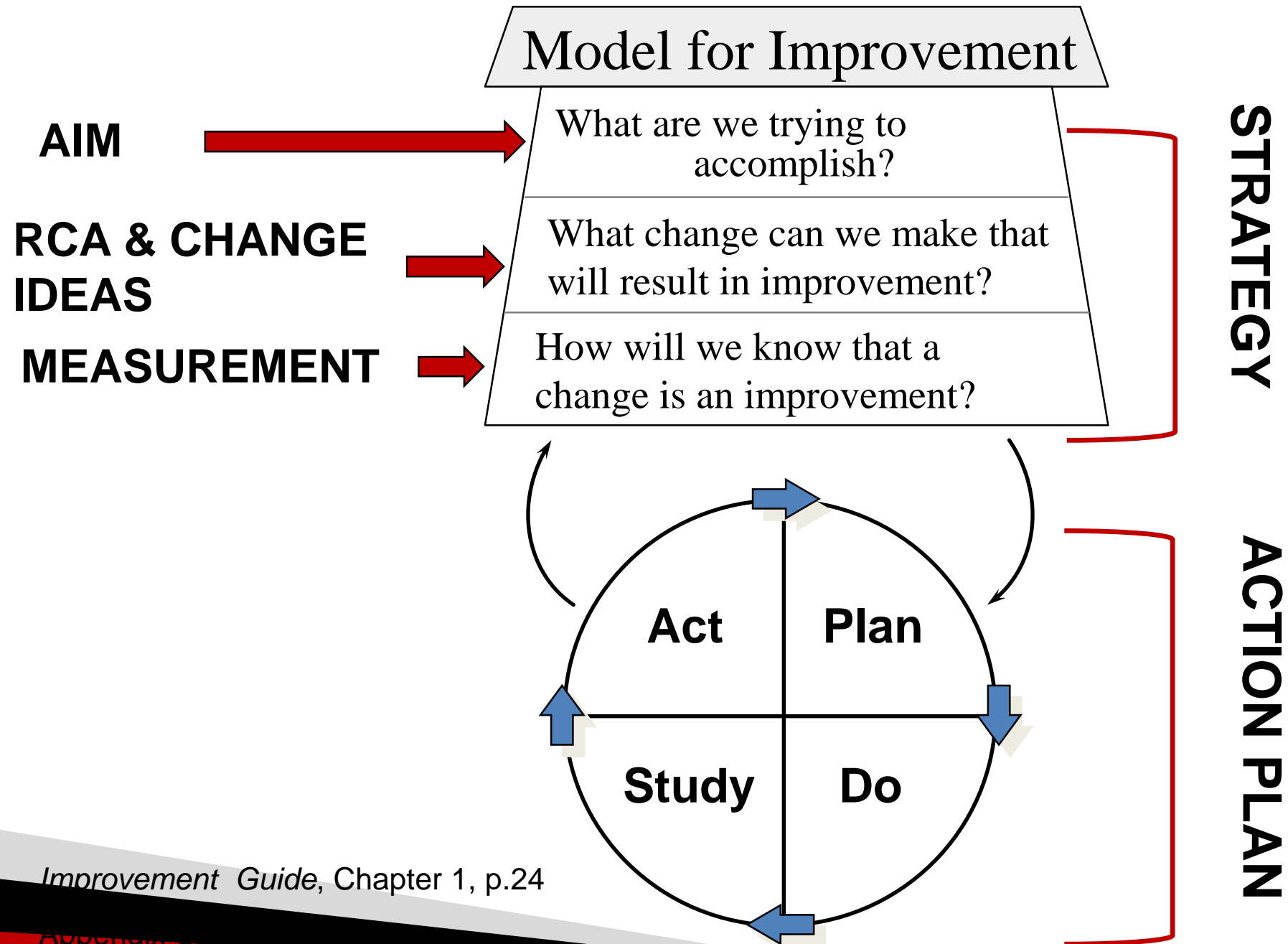


**WHY WE NEED TO DO WHAT WE NEED TO DO IN THE WAY
THAT WE NEED TO DO IT!!**

Testing a Theory NOT just a change



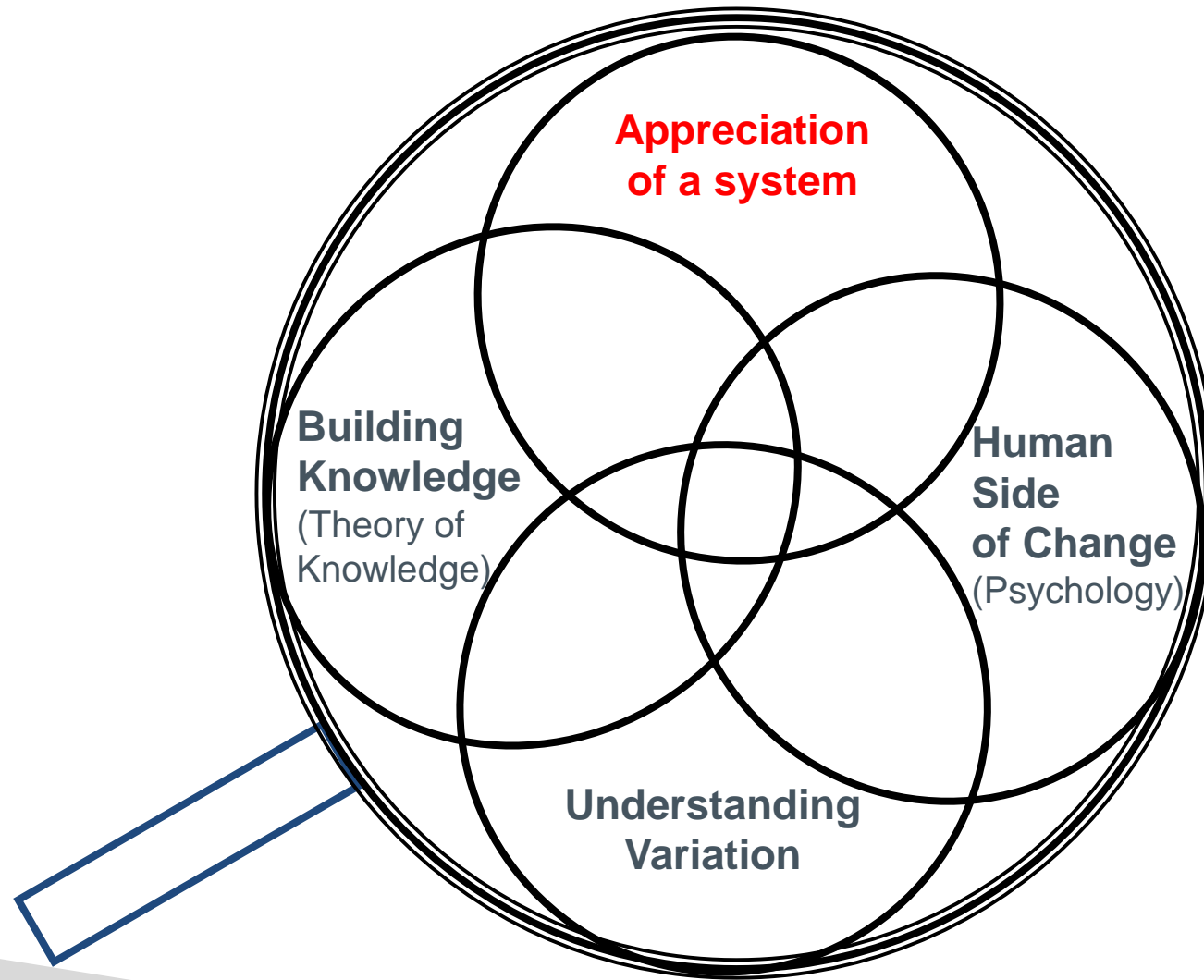
Scale of **learning** not just
testing for improvement



Improvement Guide, Chapter 1, p.24

Appendix C, 1

The Basis for the Science of Improvement



*Based on Deming's
System of Profound
Knowledge*

“Improvement of any system requires will, ideas and execution.”

- Building the **Will** for Change
- Cultivate Promising Improvement **Ideas**
- Putting those ideas into action through effective **Execution**

Steps to Quality Improvement

Step 1



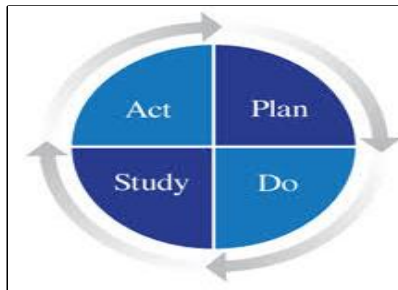
Step 2



Step 3



Step 6



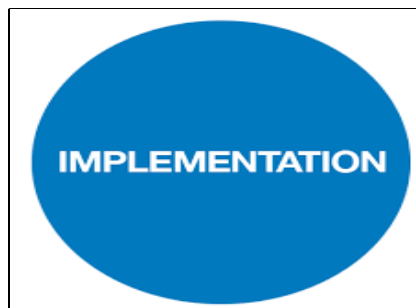
Step 5



Step 4



Step 7



Step 8



What is QI?

- We propose defining it as the combined and **unceasing** efforts of **everyone**—healthcare professionals, patients and their families, researchers, payers, planners and educators—to make the changes that will lead to better patient outcomes (health), better system performance (care) and better professional development (learning).
 - What is “quality improvement” and how can it transform healthcare? Paul B Batalden and Frank Davidoff

What is QI?

- ...healthcare will not realise its full potential unless **change making becomes an intrinsic part of everyone's job, every day, in all parts of the system**. Defined in this way, improvement involves a substantial **shift in our idea of the work of healthcare...**
 - What is “quality improvement” and how can it transform healthcare? Paul B Batalden and Frank Davidoff

WHAT IS THAT SHIFT?

THE WAY WE VIEW & DO OUR WORK

...everyone has **2** interdependent roles:

- 1 - **DOING** the work and
- 2 - **IMPROVING** the work

