

Introduction to Quality Improvement

Objectives

- To gain an understanding of:
 - Quality
 - Quality improvement
 - Model for Improvement



What is Quality?

Six components of health care quality identified by the Institute of Medicine:

- safety,
- effectiveness,
- timeliness,
- patient-centeredness,
- equity, and
- efficiency.



Quality Improvement

- Quality Improvement is a “systematic, formal approach to the analysis of practice performance and efforts to improve performance.”

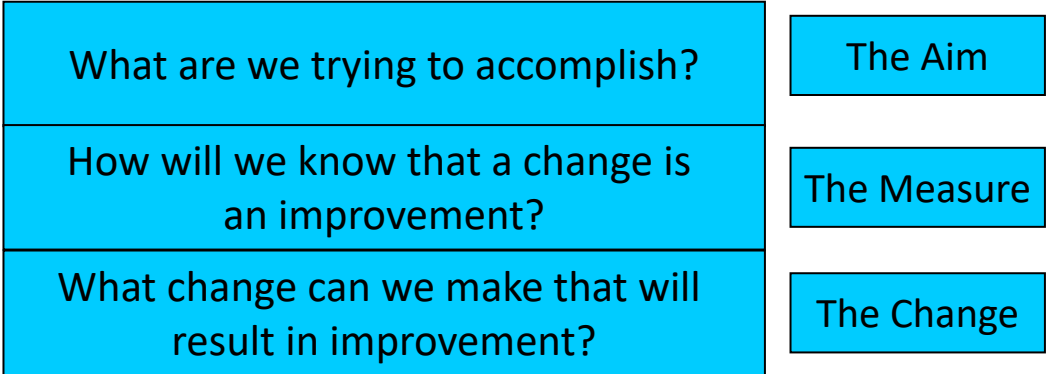
(American Academy of Family Physicians, 2019)

To improve a system...

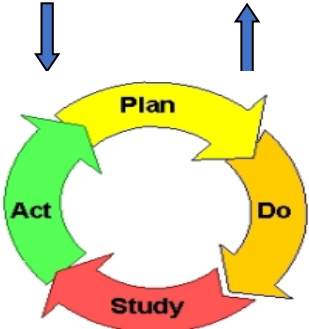
- You need to :
 - Know your customers (patients/residents).
 - Understand where the system is failing - Identify what is wrong.
 - Identify steps that needs fixing.
 - Implement change.

2-Step Quality Improvement Model

Step 1: Ask 3 Questions



Step 2: PDSA



PDSA Cycle

- **Plan** a change
- **Do** the change
- **Study** the results
- **Act** on the results



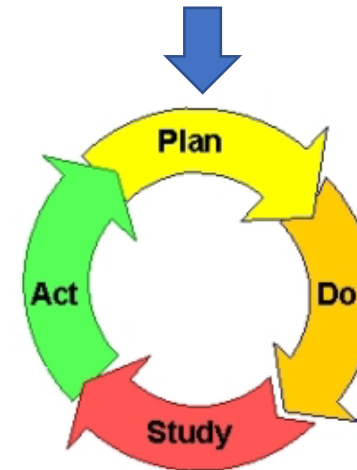
Change Concepts

- Eliminate Waste
- Improve Workflow
- Optimize Inventory:
- Change the Work Environment
- Producer/Customer Interface
- Manage Time
- Focus on Variation
- Error Proofing
- Focus on the Product or Service

*All improvement will require change,
but not all change will result in improvement*

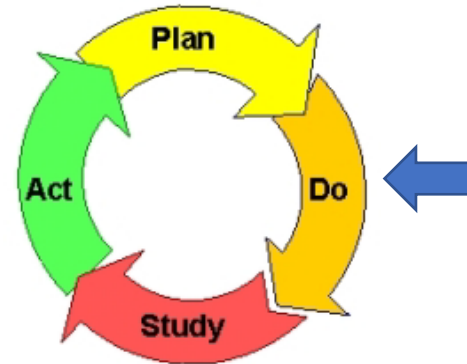
PDSA Cycle

- To test your change, use the PDSA cycle.
- Start with a **PLAN**
 - Objectives
 - Questions and predictions
 - A Plan to carry out the cycle
 - Who
 - What
 - Where
 - When
 - A Plan for data collection



PDSA Cycle

- **Do**: the action part of the process
 - Documenting problems and unexpected results
 - Collecting and analyzing data
 - Meeting with involved parties



PDSA Cycle

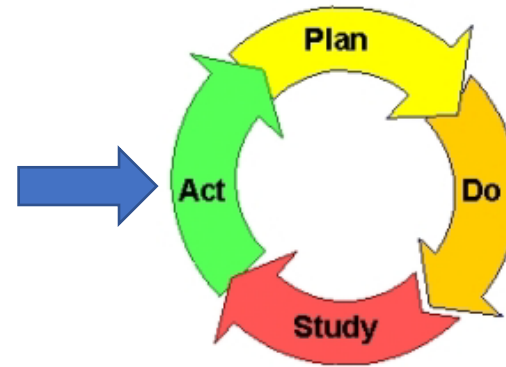
- **Study**

- Analyze process improvement data
 - Compare data to prediction
 - Summarize what was learned
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- Some focus areas of improvement are:
 - Clinical Outcomes
 - Cost
 - Access to Care
 - Satisfaction
 - Community Service
 - Regular Satisfaction Surveys



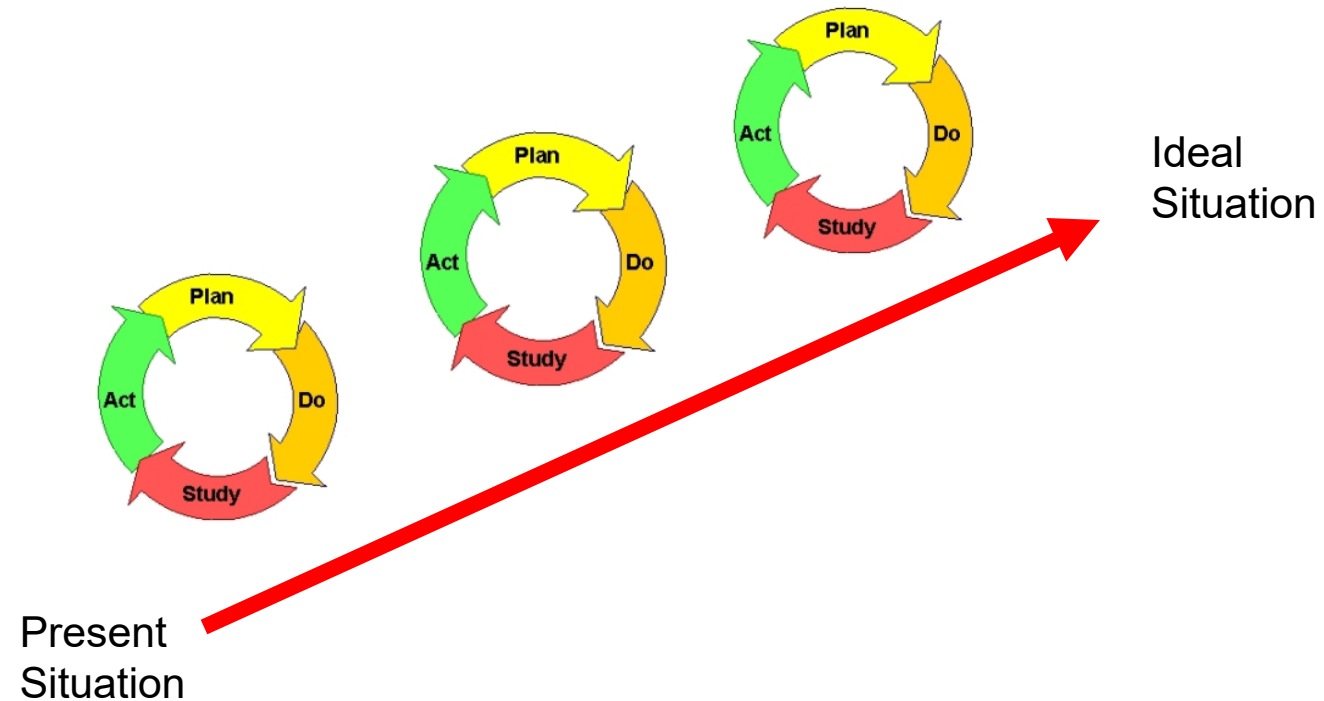
PDSA Cycle

- **Act**
 - What changes are to be made
 - Start the next cycle?



Continuous Improvement

- Start small and think ahead a few steps.
- Test changes.
- Continuous improvement often requires a few sequential PDCA cycles.



Next Steps: Implement & Spread the CHANGE

Change usually comes after a series of successful tests

- Educate and train everyone involved.
- Make changes to job descriptions, policies, procedures, forms.
- Address supply and equipment issues.
- Assign day-to-day ownership for the maintenance of the new process.

(Langley, Moen, Nolan, Nolan,
Norman & Provost, 2009)

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