# Winter 2021
# QTIP QI Session
# February 4, 2021

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# Agenda

- QIDA – Demo of new layout and functions
- Spring site visit
- Macro Process Map review
- Swim Lane Process Map
- New Blog

# Fall site visits

- Fall visits will be virtual
- You will get an email from me with a link for sign up genius
- Please select a time that works for your practice so that your entire qtip team can join
- If the selected day works for you but the time doesn’t, let us know and we can adjust the times to work for you.
- After you select a slot on the sign up genius I will send you a WebEx invitation.

# Process Mapping / Flow chart

- Why now?
  - Can be used when applying for MOC part IV credit (pandemic response)
  - Is a great training tool for new staff or if you lose staff
  - So much has changed! This is a good exercise to help you remember how things used to be
- What can process mapping do?
  - Shows you where there is unnecessary complexity or problem areas
  - Shows you “as-is” and optimum state
  - Allows for team agreement on the steps of the process

# Macro Flow Chart

1. Determine the boundaries of the process
2. Determine the steps
3. Sequence the steps
4. Draw the chart
5. Test the chart
6. Finalize/ craft an optimal state

As my working example, I will process map how new QIDA surveys get developed

# Boundaries

- Clearly define where the process starts and stops

- Start: at the annual QTIP core planning retreat
- Stop: the day QIDA opens for data entry by practice

# Determine the steps

- Brainstorm a list of all major activities, inputs, outputs, and decisions on a flipchart.
- Use butcher paper or a large blank wall as a background and sticky notes to list out everything
- 1 thing per sticky!

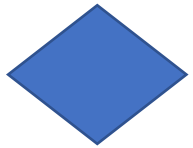
- Decide topics
- Decide demographics
- Decide collection frequency
- Decide questions
- Build out “the chart”
- Build out survey
- Test survey
- Get advisory council approval
- Get QTIP core approval
- Approve sign offs
- Test raw data report
- Test run chart report

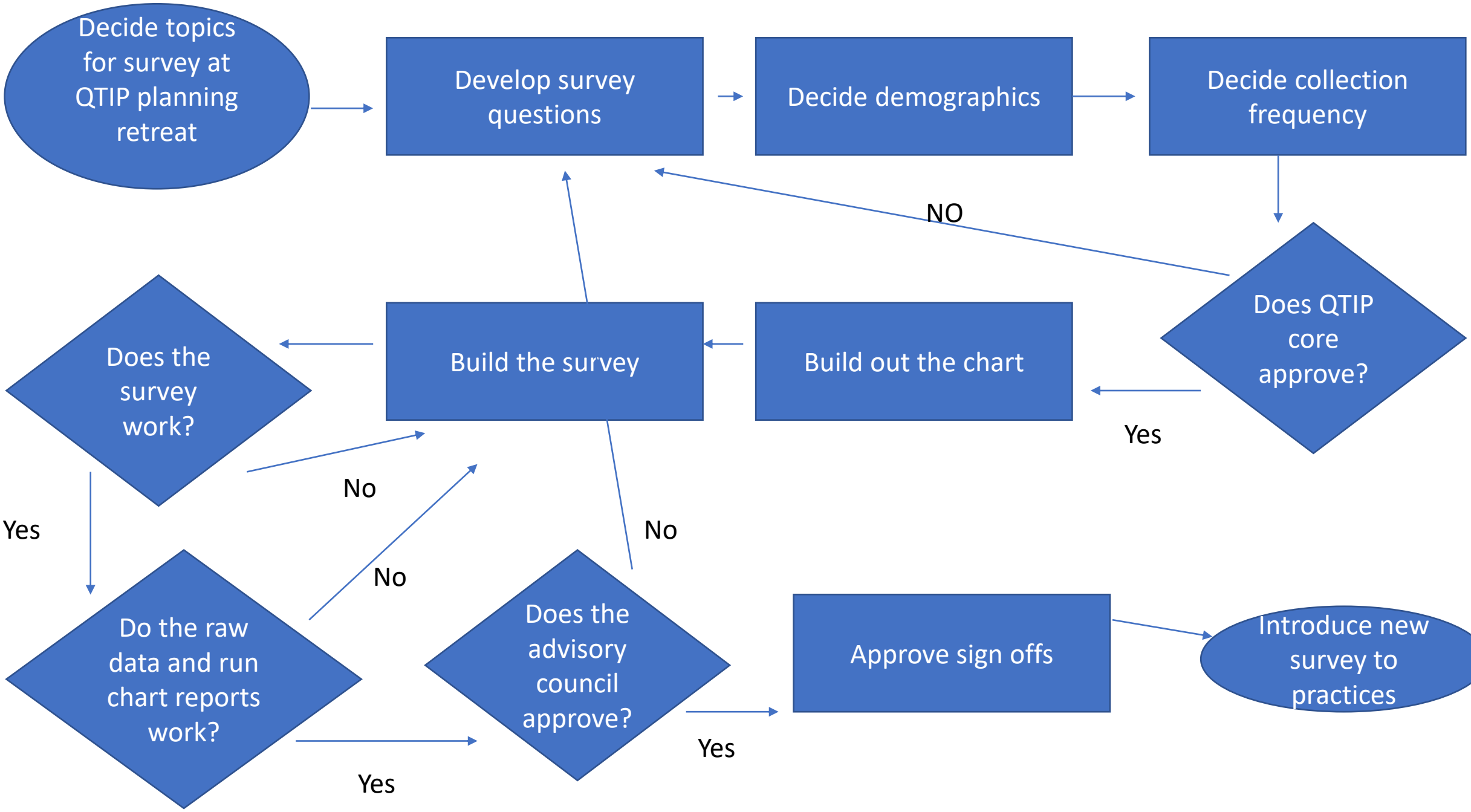
# Sequence the steps

- Move your sticky notes around to get them in order.
- Do not be tempted to start “making improvements” yet, put them in their true order as they happen now
- If you are process mapping for pandemic response, do your pre-pandemic process map first.

1. Decide topics for survey
2. Develop questions
3. Decide demographics
4. Decide collection frequency
5. Get approval of QTIP core
6. Build out the chart
7. Build the survey
8. Test the survey
9. Test raw data and run chart reports
10. Get advisory council approval
11. Approve sign offs

# Draw the chart

- Use an Oval to action to start or end a process
- Use a box to show a task or activity
- Use a diamond  to show a yes or no/ decision point
- use arrows  to show the direction of flow


Decide topics for survey at QTIP planning retreat
Develop survey questions
Decide demographics
Decide collection frequency
NO
Does QTIP core approve?
Yes
Build out the chart
Build the survey
Does the survey work?
No
Yes
No
Do the raw data and run chart reports work?
No
Yes
Does the advisory council approve?
Yes
Approve sign offs
Introduce new survey to practices

# Test the chart

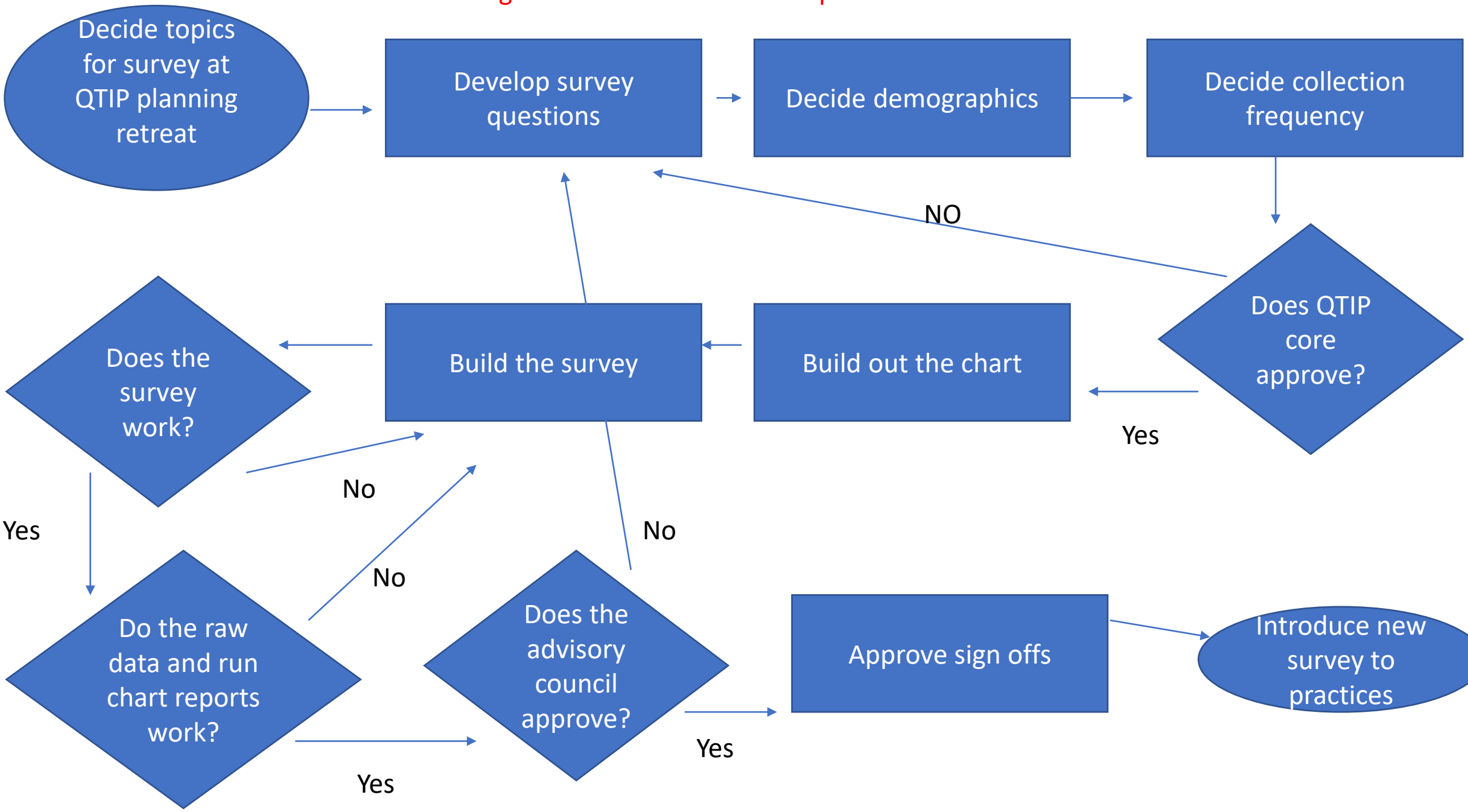
- Are all loops closed?
- Get opinions of those not on the QI team
- Does the drawn process reflect how it usually happens
- Are you noticing a of “yeah, but…” situations
- If possible, observe the process in action and notice and discrepancies from the drawn process.

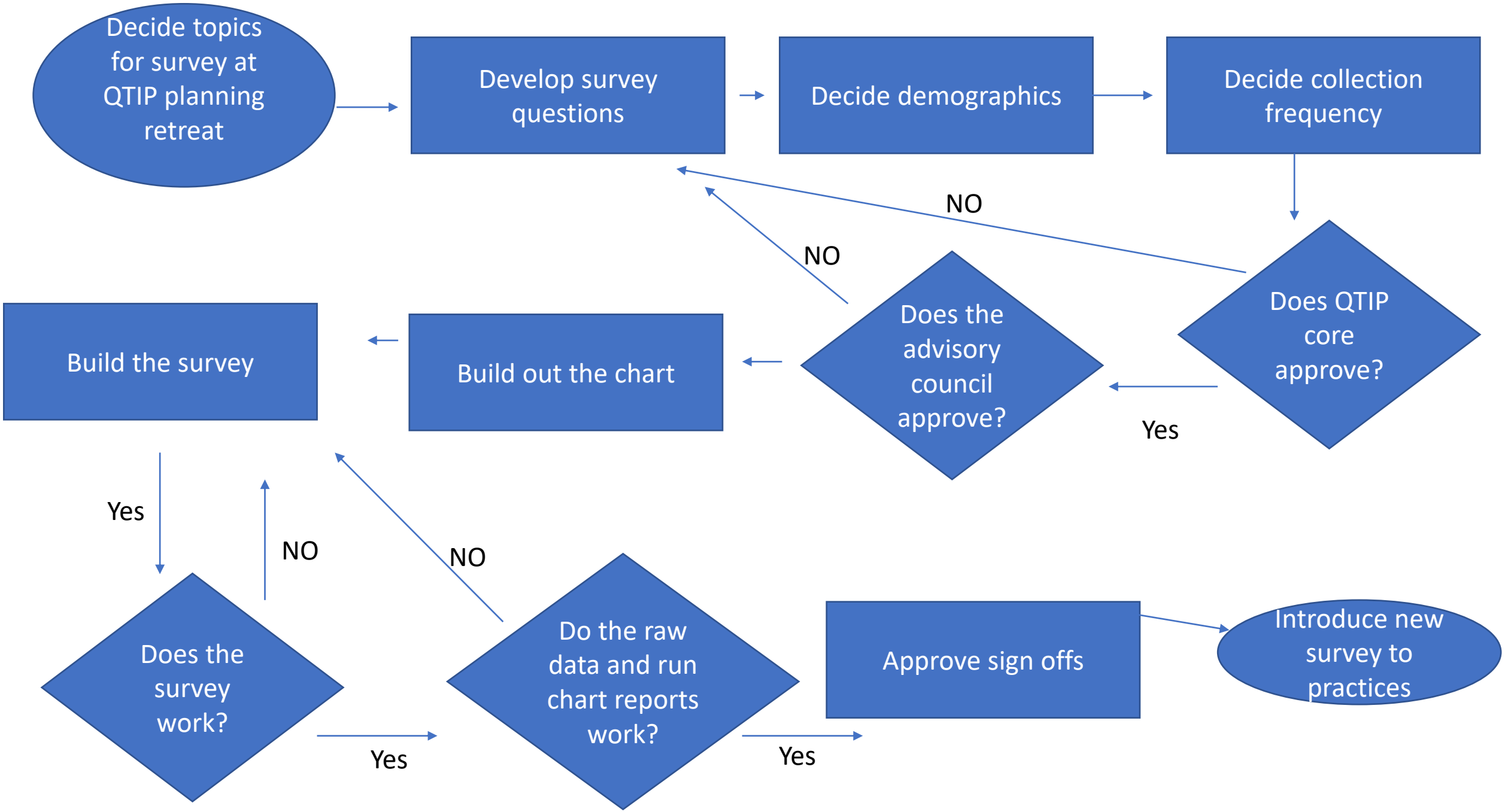
# Finalize the Chart

- Get buy in from your office and commitment to follow the process as charted
- Take a look at your finalized chart and take note of any complex points
- Does your team have an idea of and ideal process chart
- Test changes in the “as is” process using PDSA cycles to get closer to an ideal process.
- For pandemic response, make a chart of the pre pandemic process, the in pandemic  process, and the ideal state.

HELP ME!!!

How can I rearrange this chart to be less complicated?

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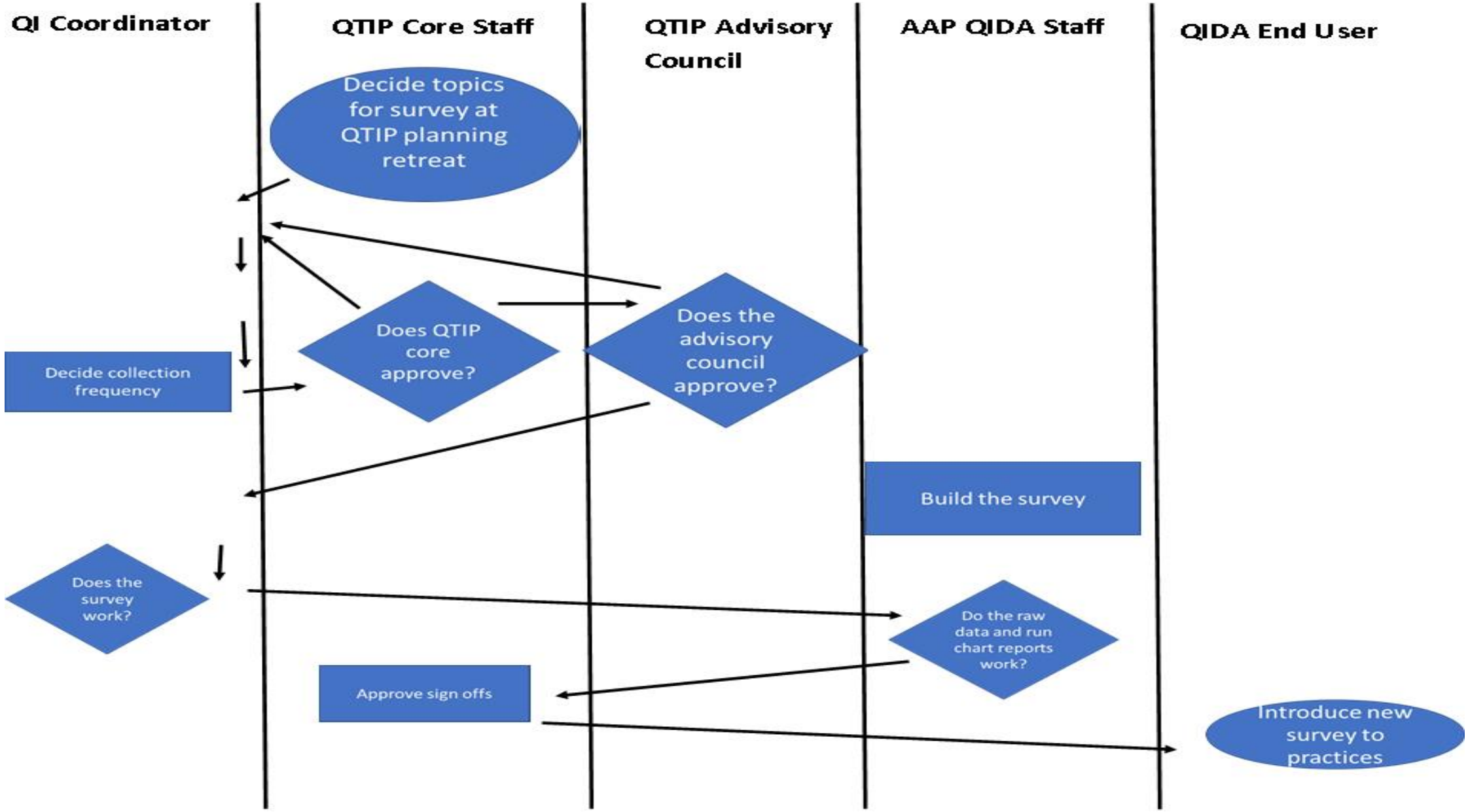
Does QTIP core approve?
Does the advisory council approve?
Yes
Build out the chart
Build the survey
Yes
NO
NO
Does the survey work?
Do the raw data and run chart reports work?
Yes
Yes
Approve sign offs
Introduce new survey to practices

# Macro Process Map to Swim lane Map

- A swim lane map adds in the “who does what” element into the process
- Adds a level of clarity
- Helps identify pain points caused by changing hands too often
- Helps easily Identify what departments touch the process
- Gives us a visual to help determine if a change is really an improvement


QI Coordinator
QTIP Core Staff
QTIP Advisory Council
AAP QIDA Staff
QIDA End User
Decide topics for survey at QTIP planning retreat
Does QTIP core approve?
Does the advisory council approve?
Decide collection frequency
Build the survey
Does the survey work?
Do the raw data and run chart reports work?
Approve sign offs
Introduce new survey to practices

# Your Turn! – Let's map your QIDA entry process

- List your swim lanes – List job titles, not names (2 minutes)
    - Lead Clinician
    - Nurse
    - Admin staff
    - Other qtip team members
- List your steps
- Sequence your steps  (5 Minutes for both)

# Homework!  Finish your swim lane map

- Draw your map
- Check your map
- Analyze your map

- Send me back the answers to these questions:
  1. Does everyone on your team play a role in your monthly QIDA process?
  2. Does your process rely too much or not enough on one person
  3. Can any changes be made to your process to make it more efficient (aka make an improvement)

# Bonus Points! Its all about the Blog

Put your homework on the blog

We expect to see your QI work posted to the blog before your site visits.