



**Quality Improvement  
QTIP Style**

I'm Here, you're here...  
Now What?


Kristine Hobbs, LMSW  
Mental Health Integration, QTIP Project



**I'm here, you're here, now what?**

Quality Improvement:

- WHO are the fathers of QI?
- WHAT are the principles of QI?
- WHERE QI? Where QA?
- WHY QI - Model for Improvement
- HOW to QI - PDSA



**Who's Who among Quality Gurus?**

- Kaoru Ishikawa
- W. Edward Deming
  - "It is not enough to just do your best or work hard. You must know what to work on." - W. Edwards Deming
- Joseph Juran
- Phillip Crosby
- Tom Peters
- And many more....

**What are the QI Principles?**


- Customer focus**
- Leadership**
- Involve people**
- Process approach**
- System approach**
- Continuous improvement**
- Facts → to decisions**
- Mutually beneficial relationships**

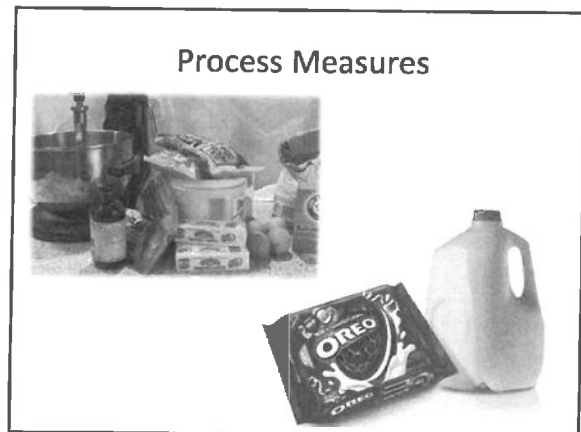
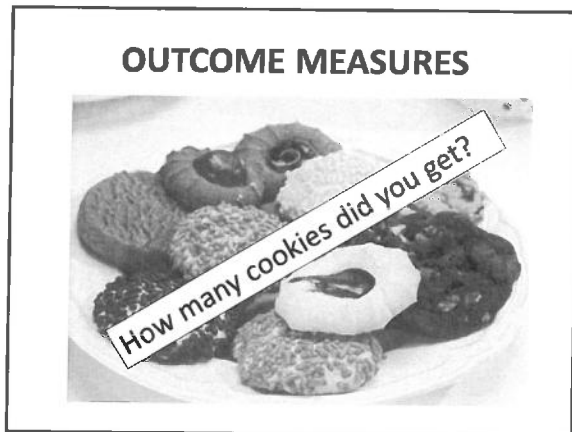
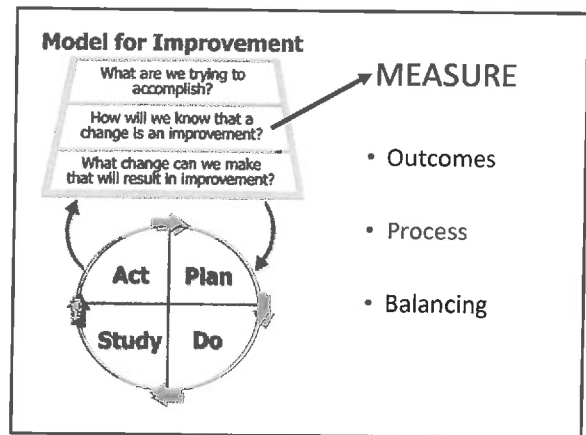
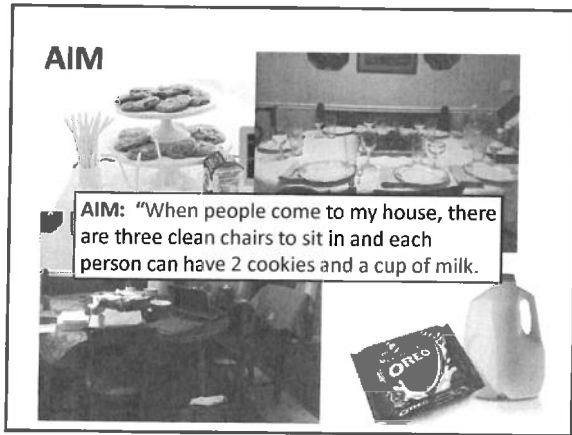
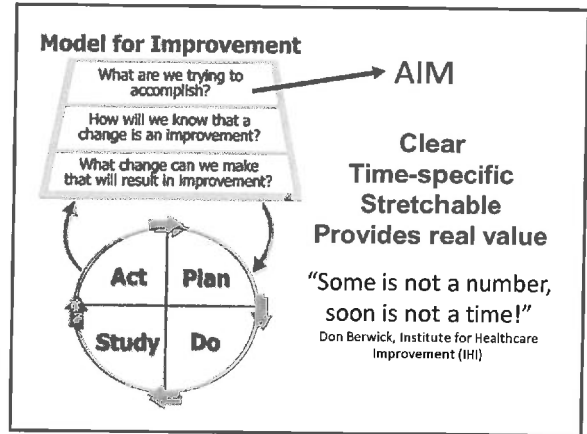
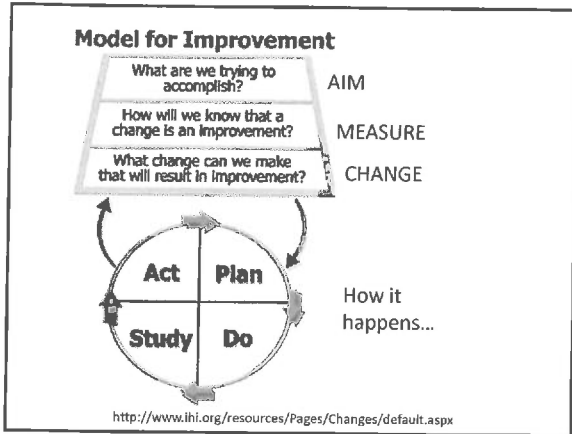
ASPECT	QA MODEL	QI MODEL
Focus	Outliers	Shift the curve
Determine	Competence	Performance
Process	Variable	Standardized
Data Capture	'leveling' against care standards	Multiple elements of performance
Process Outputs	Corrective Action	System improvement
NET EFFECT	Culture of Blame	Culture of Safety

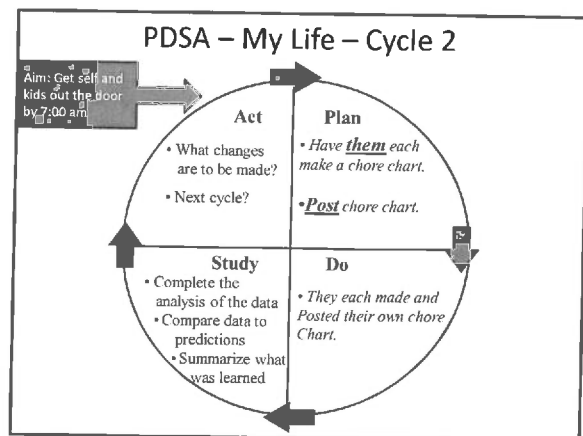
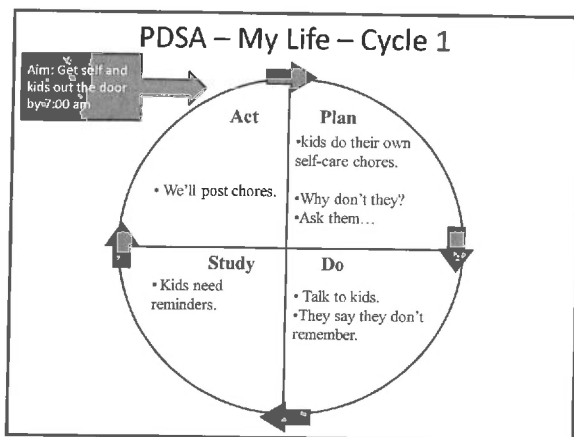
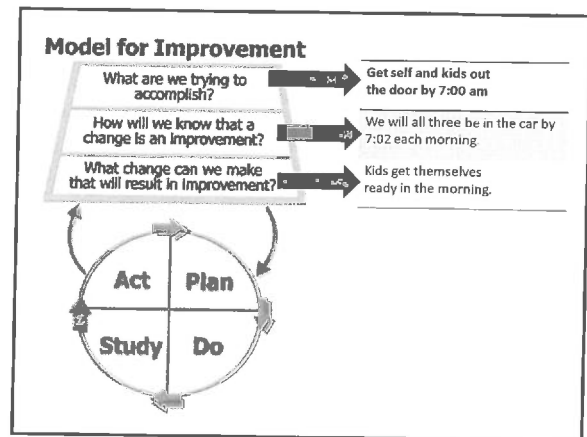
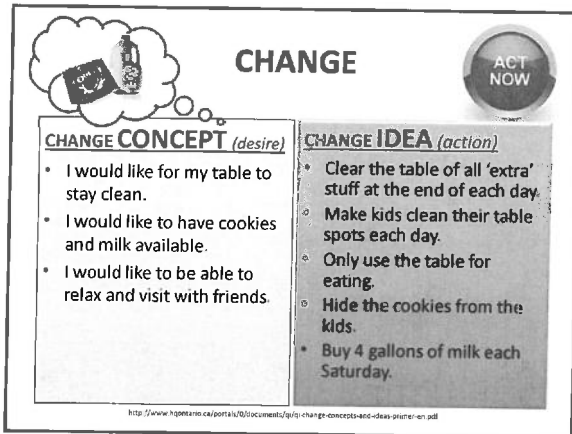
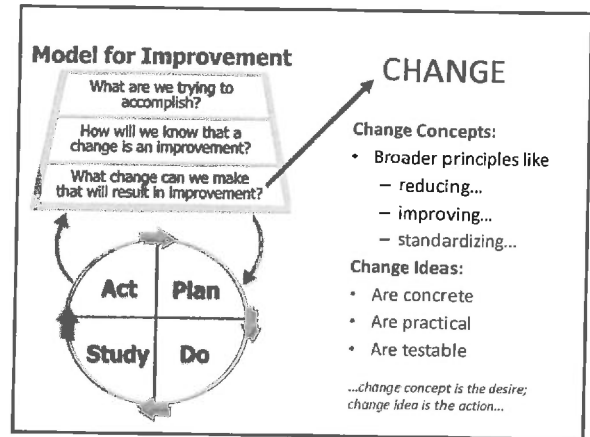
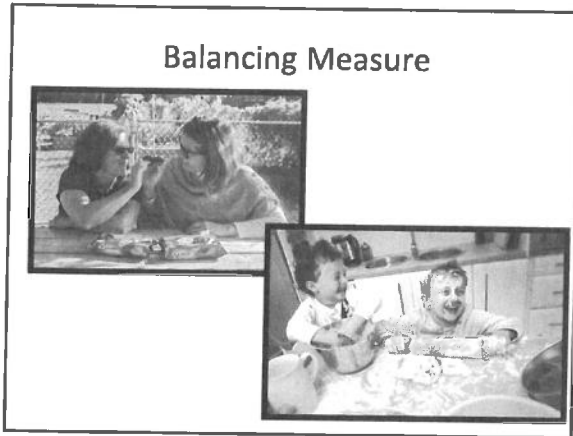
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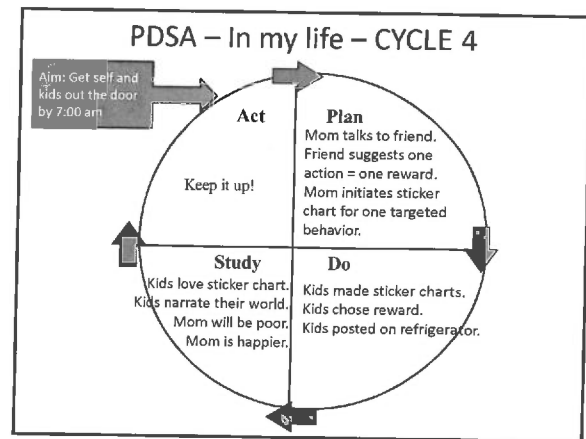
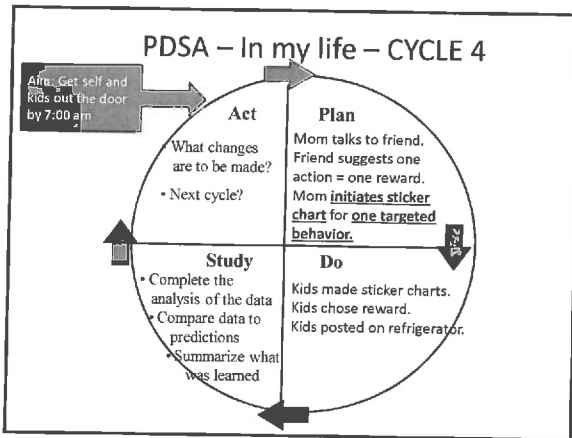
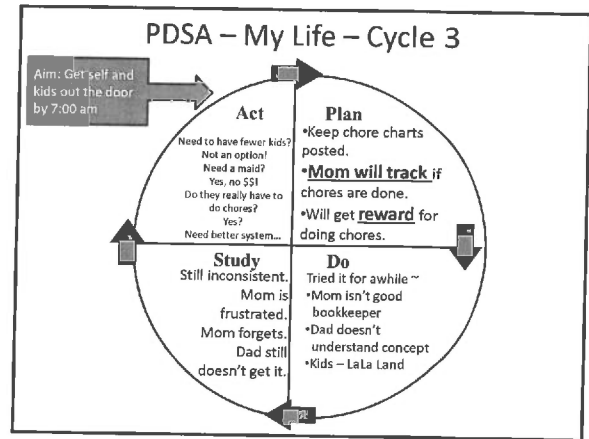
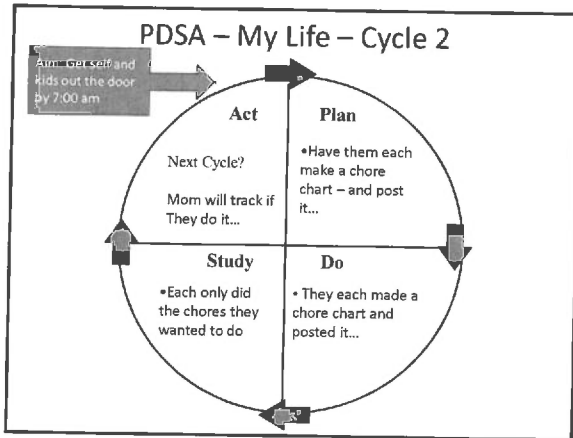
**Why QI - In the Simplest Terms...**

- "...focus on bringing about a *measurable improvement* by applying *specific methods*..."



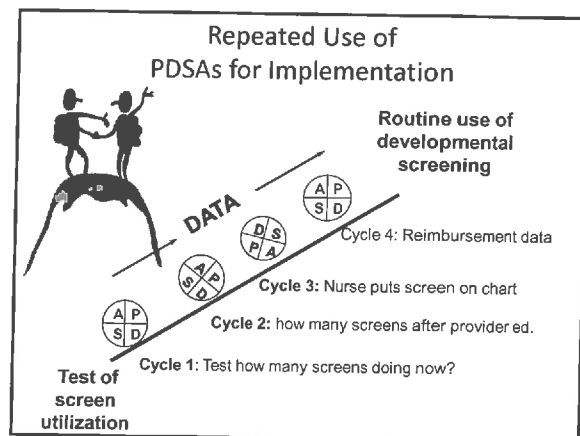








### More Key Points for PDSA Cycles

- Consider reasons for failed tests
  - Change not executed well
  - Support processes inadequate
  - Theory / hypothesis wrong



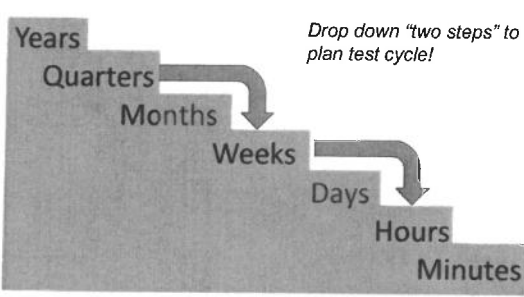
### Key Points for PDSA Cycles

- Do cycles on smallest scale possible
  - Cut your original plan in half
  - A “trial of one” is often good
  - “Failed” cycles provide learning when small
- Test over a range of conditions before implementing
- Series of tests should build on each other


*“All quality improvement takes place project by project.”*  
Joseph Juran

### Decrease the Timeframe



*Drop down “two steps” to plan test cycle!*

### Quality Improvement Methods give you new ways to look at things...



And, how you look at things determines what you see.

### Resource Citations (Bibliography)

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