

## QI Basics and the Model for Improvement



## Why is quality improvement important?

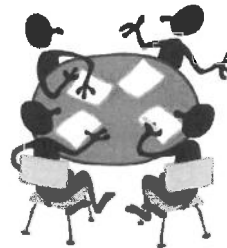


## What is Quality Improvement?

- **Quality improvement (QI) consists of systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups.**



## The QI Team



- Needed to understand complex processes
- No one person knows all the dimensions of a process
- Requires representatives of all work areas
- Multi area staff commitment is required for total staff buy in
- Team work fosters creativity

## Plan Do Study Act

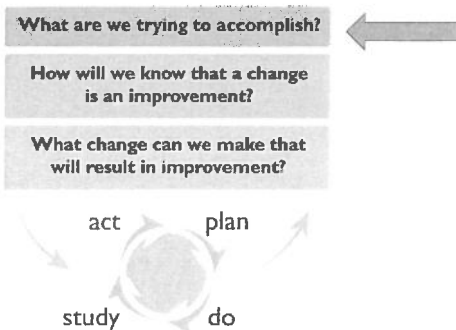
## What are we trying to accomplish?

The aim statement should answer:

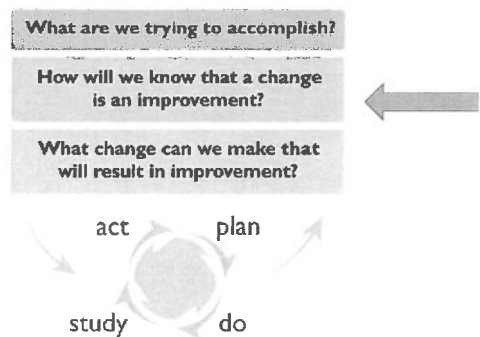
- What will we improve?
- For whom?
- How much? (Specify number goals for outcomes)
- By when?

Increase the number of teens (ages13-18) receiving well child checks by 40% by December 2017.

### Model for Improvement



### Model for Improvement



## How will we know that a change in an improvement?

To answer this question, it requires the use of **measures**.

The measures you choose to collect data on should be:

- Qualitative or Quantitative
- Easy to collect
- Able to integrate collection into everyday activities

3 types of measures

**Outcomes-** tells How is the system performing

**Process-** Process tells you if the parts/steps in the system performing as planned

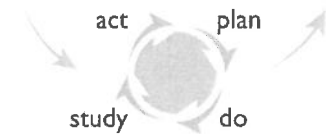
**Balancing-** tells you if unanticipated consequences are occurring in one part of the system as a result of making changes to another part of the system

## Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?



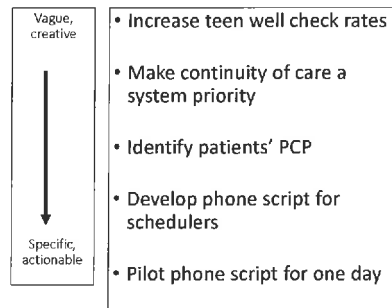
## Examples of Measures

**Outcomes:** Number of teens who received well child checks

**Process:** Number of teens who were given a behavioral health screen.

**Balancing:** Number of teens seen who did not have a primary care provider listed in their chart.

## What changes can we make that will result in improvement?



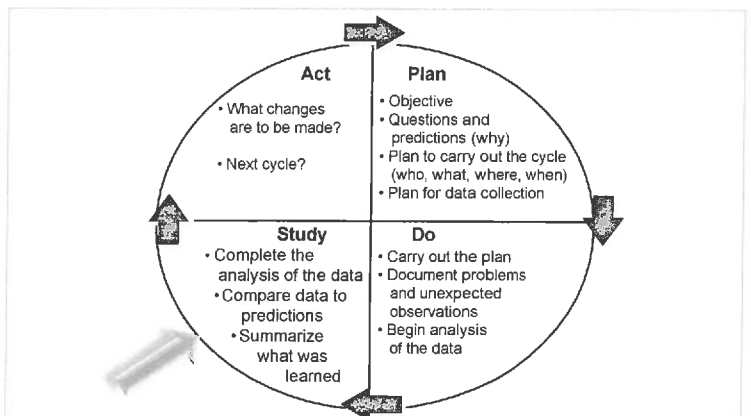
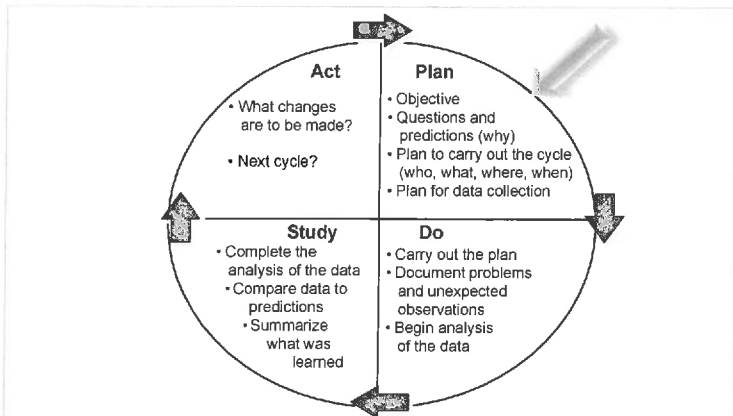
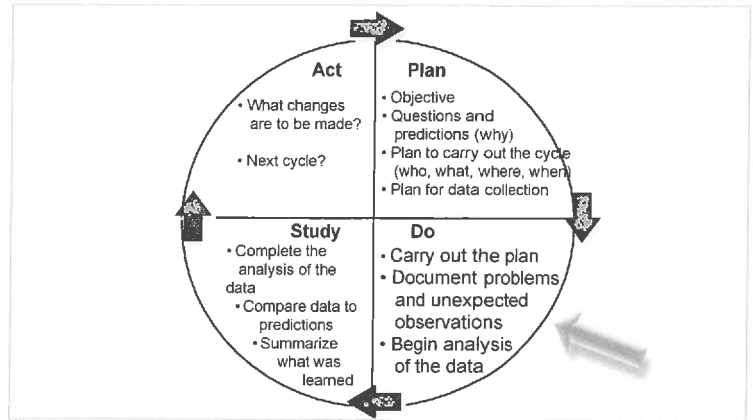
Each idea becomes a test for a PDSA cycle

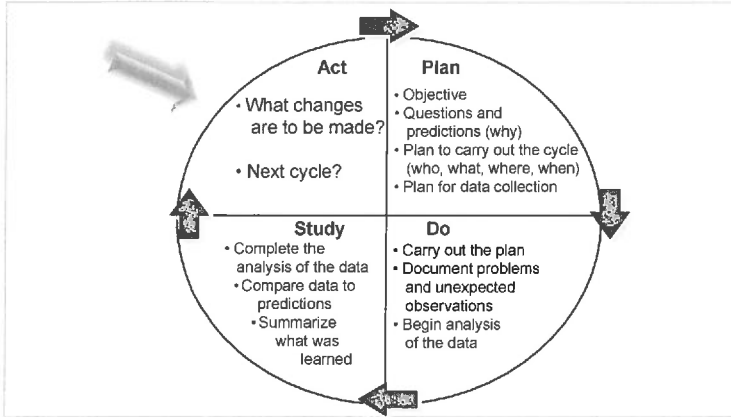
## Model for Improvement

What are we trying to accomplish?

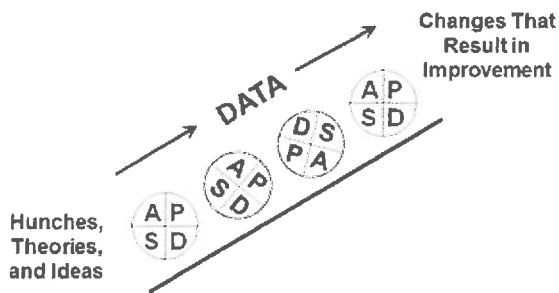
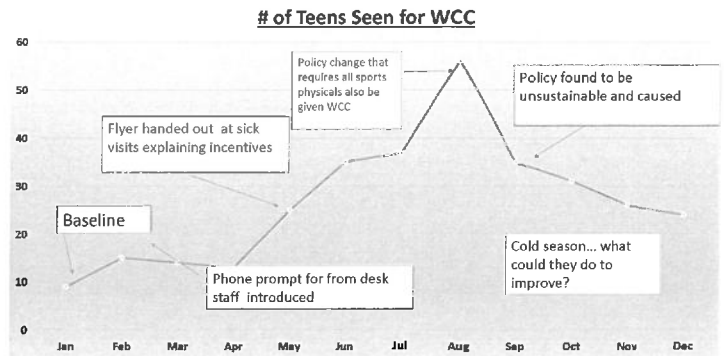
How will we know that a change is an improvement?

What change can we make that will result in improvement?





Displaying data with Run Charts



Source: *The Improvement Guide* p 103

## Chocolate Kiss Triangle Game

Test your new PDSA cycle skills!

- Set up your board with 14 candies, leaving 1 space open
- Jump one candy at a time to remove it from the board
- Define your Aim statement and measure before you begin jumping!
  - Aim: to end up with 1 candy by the end of 5 rounds
  - Measure: the amount of candy left at the end of each round
  - 1<sup>st</sup> Plan: just wing it, see how it goes. Expect to have 2 or 3 candies left.