

Quality Improvement Training Workshop

Overview



Introductions!

Us
You



Agenda!

- 9:30a **Setting the Stage: Developing a Project Aim**
- 10:00a **Knowing if You Improved: Measures for Improvement**
- 10:30a **What to Improve: Identifying Changes and the Key Driver Diagram**
- 11:15a **The Glue That Binds: Teamwork and Communication**
- 11:45a **Lunch!**
- 12:30p **How To Improve: Using the PDSA Cycle**
- 1:30p **Data for Improvement: Understanding Variation**
- 2:45p **Wrap-up**

Exercises throughout....



First ...

Why spend a full
day on quality
improvement?



What is Quality Improvement?

Quality improvement is a formal approach to the analysis of performance, and systematic efforts to improve it.

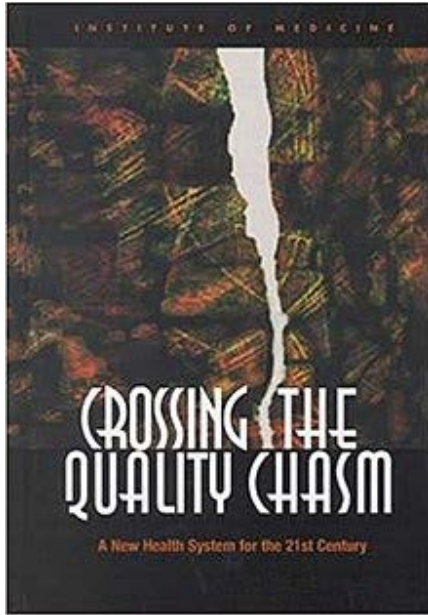
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Why do this?



Why do this?



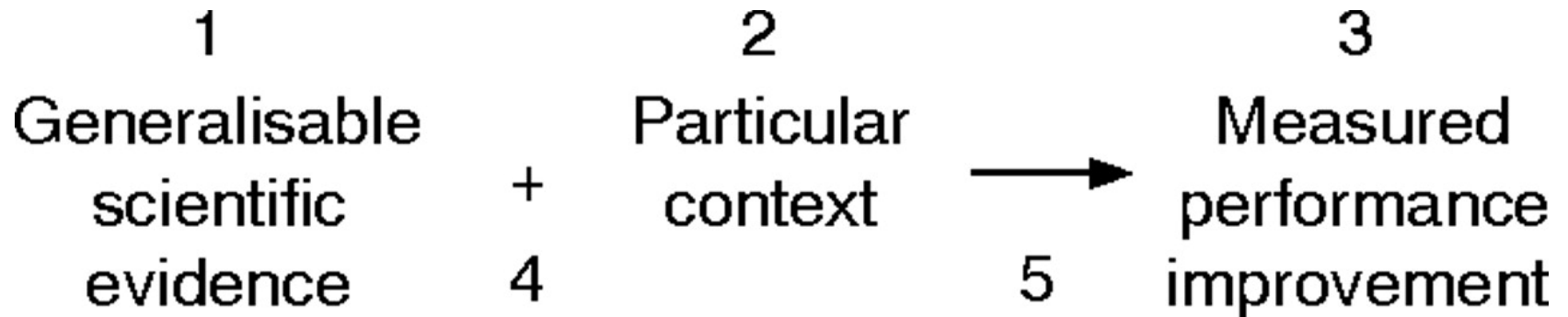
Why do this?

“...everyone in healthcare really has two jobs when they come to work every day: **to do their work and to improve it.**”

What is "quality improvement" and how can it transform healthcare?
Batalden,P; Davidoff.F Qual Saf Health Care. 2007 February; 16(1): 2-3

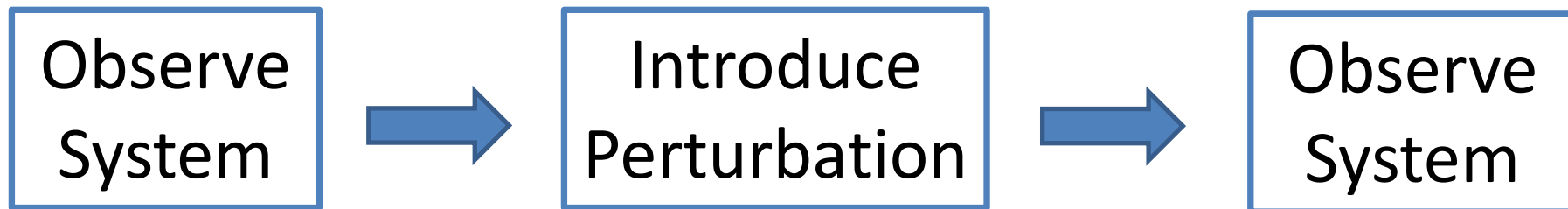


Why do this?



Why do this?

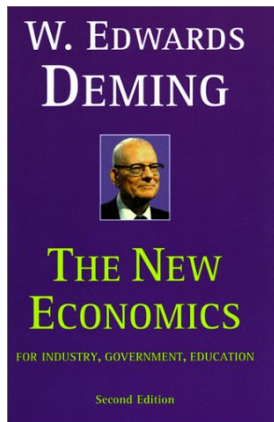
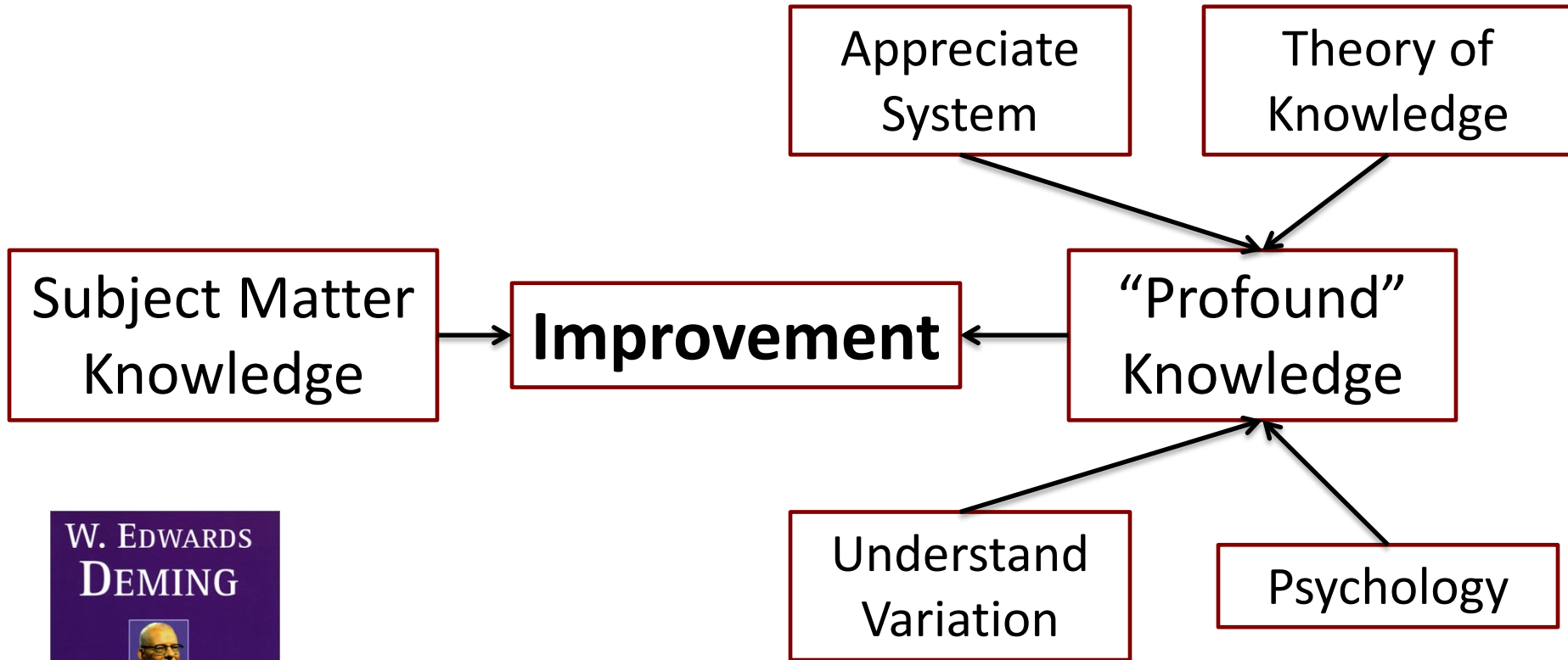
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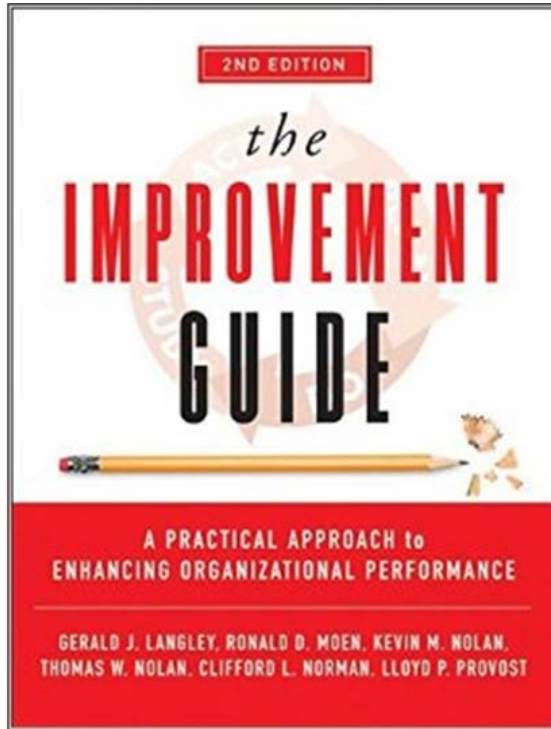
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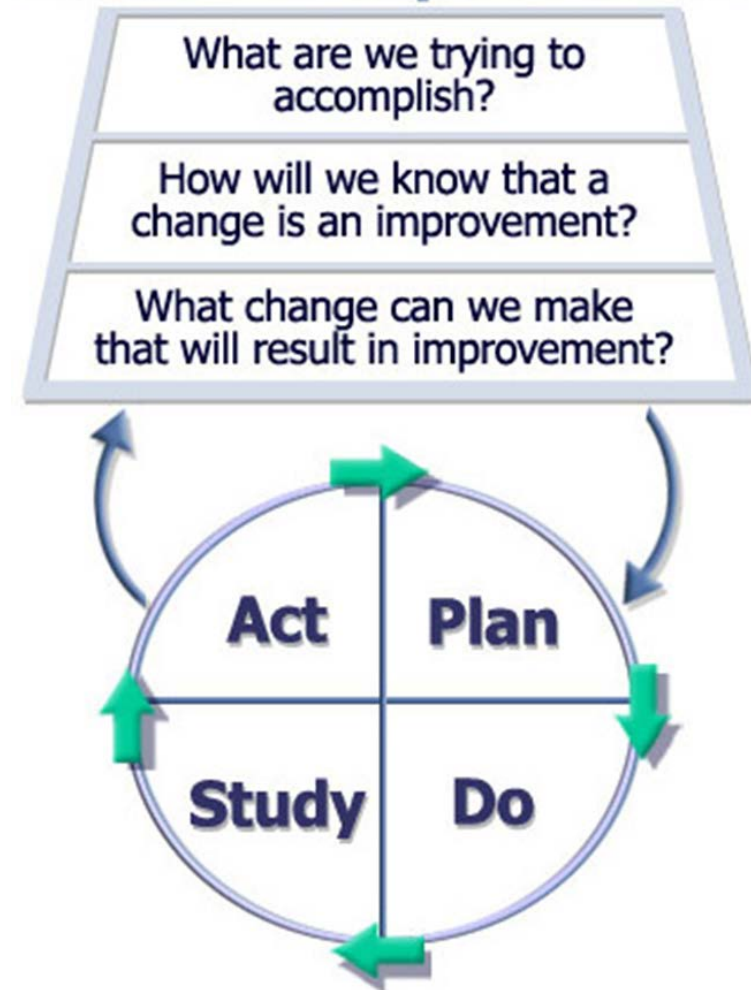
Why do this?



Model for Improvement



Model for Improvement



Why do this?

Journal of Perinatology
https://doi.org/10.1038/s41372-018-0109-8

QUALITY IMPROVEMENT ARTICLE



Quality improvement initiative to improve inpatient outcomes for Neonatal Abstinence Syndrome

Elisha M. Wachman¹ · Matthew Grossman² · Davida M. Schiff^{1,3} · Barbara L. Philipp¹ · Susan Minear¹ · Elizabeth Hutton¹ · Kelley Saia⁴ · FNU Nikita⁵ · Ahmad Khattab⁶ · Angela Nolin⁶ · Crystal Alvarez⁵ · Karan Barry¹ · Ginny Combs¹ · Donna Stickney¹ · Jennifer Driscoll¹ · Robin Humphreys¹ · Judith Burke¹ · Camilla Farrell⁷ · Hira Shrestha¹ · Bonny L. Whalen⁸

Received: 6 January 2018 / Revised: 1 March 2018 / Accepted: 5 March 2018
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Issue 1 • Volume 4

Individual QI projects from single institutions

OPEN

Improving Access to Lactation Consultation and Early Breast Milk Use in an Outborn NICU

Kristen T. Leeman, MD^{*^}; Kimberly Barbas, RN, IBCLC[†]; Julia Strauss^{*}; Shannon Adams, BA^{*}; Karen Sussman-Karten, RN, IBCLC[†]; Alyssa Kelly, RN[†]; Margaret G. K. Parker, MD, MPH^{‡#}; Anne Hansen, MD, MPH^{*^}

Using quality improvement to increase human milk use for preterm infants

Margaret G. Parker, MD, MPH^{a,*}, and Aloka L. Patel, MD^b

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Why do this?

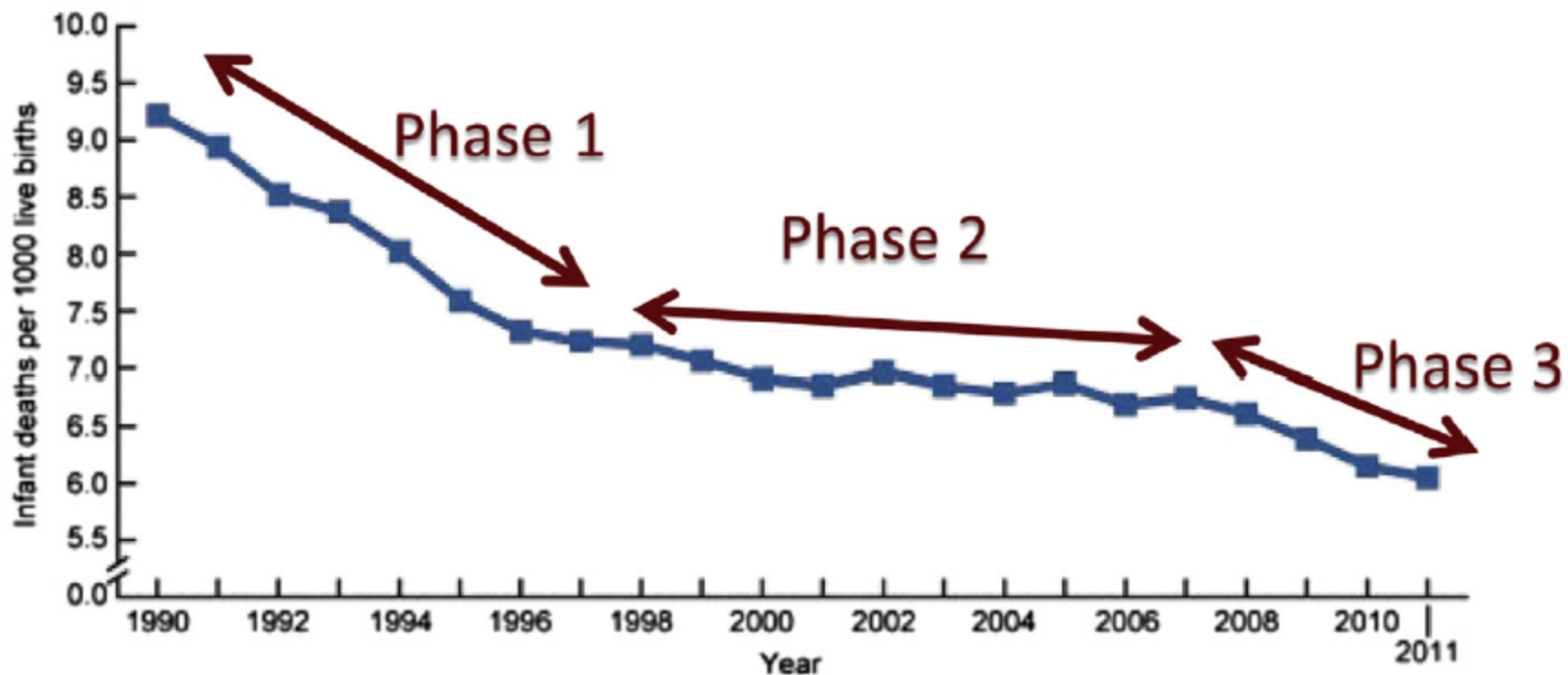
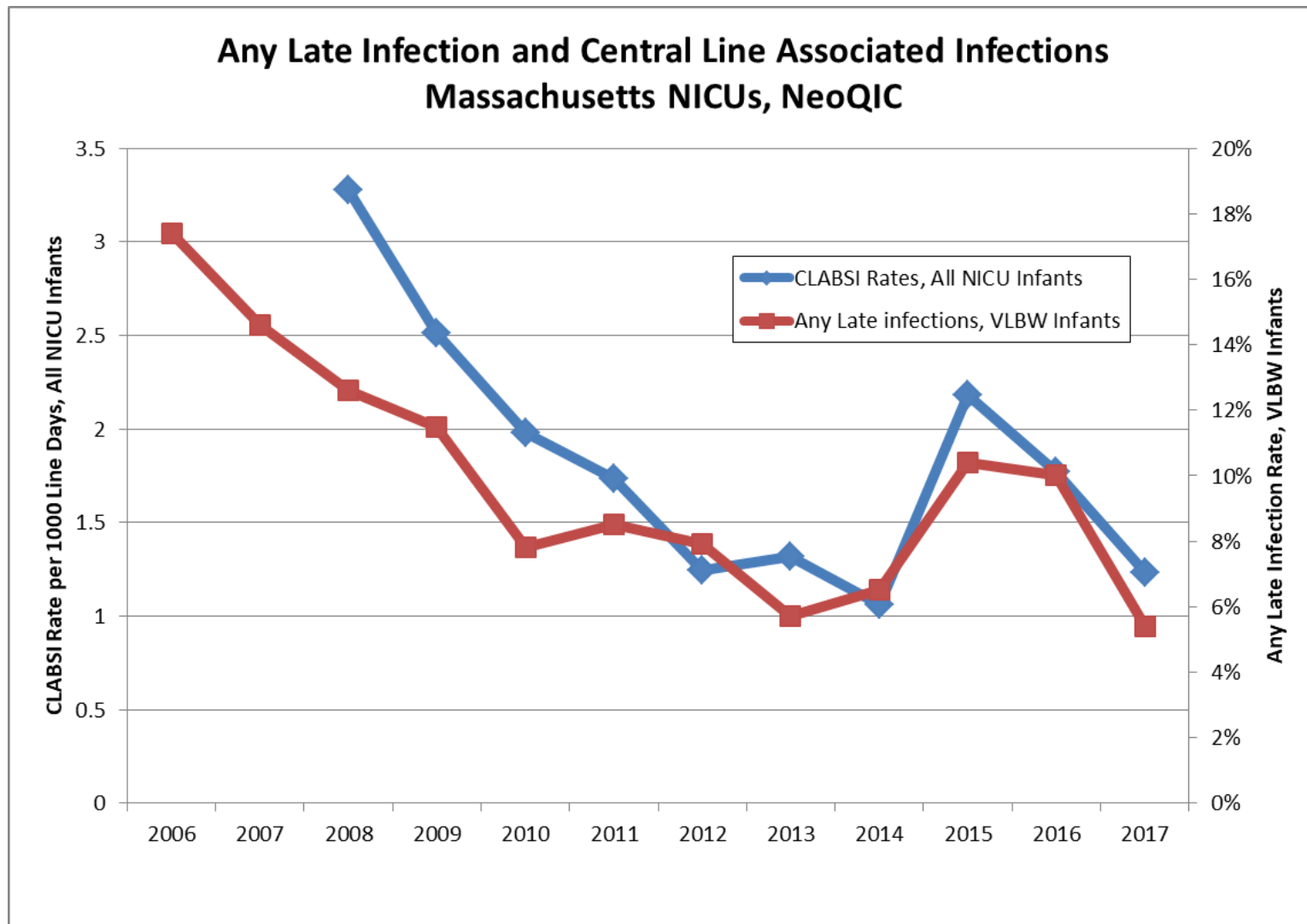


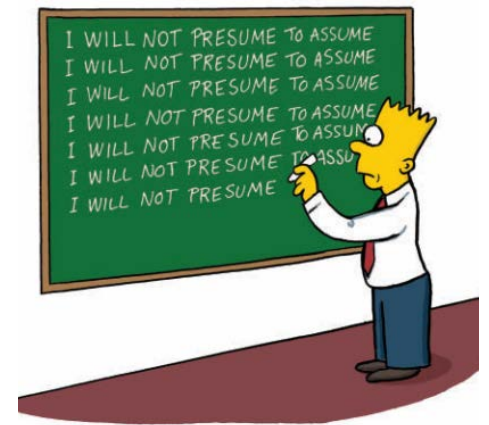
Fig. 2. The decline in neonatal mortality from 1990 to 2011 in the United States. (Data from National Vital Statistics Mortality Data.)

Why do this?

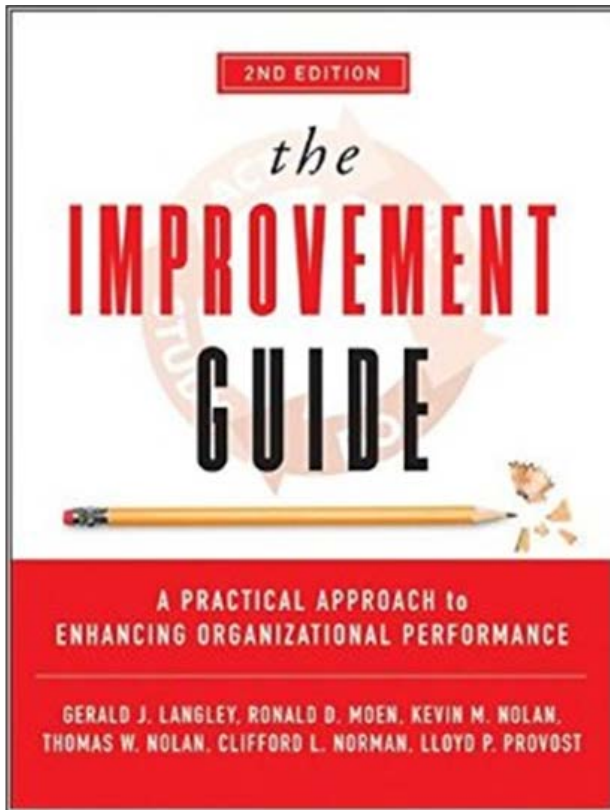


Let's assume we all
agree QI is important!

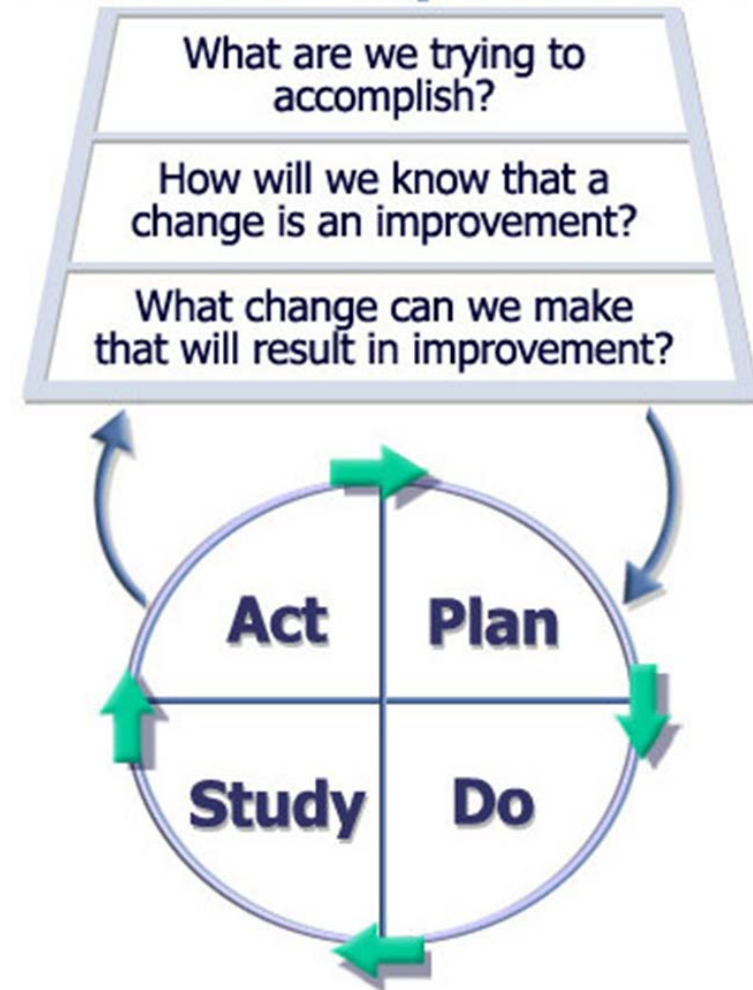
So how do we do QI?



Model for Improvement



Model for Improvement



How does QI differ from the usual way?

- We easily lose focus and get side-tracked.
- We often jump right to changes.
- We don't measure the impact of changes.
- We make big changes without testing first.
- Leaders often think they know solutions.

Goal of today:
Get all of us to do
improvement better.

