

Quality Improvement Training Workshop

Take Home Lessons



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.

How does QI differ from the usual way?

- We easily lose focus and get side-tracked.
 - Set a SMART aim! Start with a broad improvement area, and narrow your focus to a SMART aim.
 - Use key driver diagrams! Use the diagram to acknowledge the multiple drivers and change ideas in the overall project while highlighting the driver that is the current focus.

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 - Go through the steps of setting aims, developing measures, and getting baseline data.
 - Use process maps or key driver diagrams to identify possible change ideas.
 - Use priority matrix or similar to choose the change ideas to try first.

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 - Have measures! Outcome, process, balancing
 - Use run charts (and maybe control charts) to analyze data over time rather than 'gestalt'

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 - Use PDSA cycles!
 - Start with small tests (tests of one!)
 - **TEST, DON'T IMPLEMENT**

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- We don't measure the impact of changes.
- We make big changes without testing first.
- Leaders often think they know solutions.
 - Multidisciplinary team-based improvement
(easier to say than do!)

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

