People Are Important

Found while researching ideas for training

Exactly what we are trying to do. Give opportunity & resources to succeed.

Comfort Zone

QI is uncomfortable-hard to understand-can be confusing

But when you step out of your comfort zone & try something new sometimes great things happen.

QA vs QI

Always a confusing concept-I still struggle with it sometimes-Want to make it simple to understand

We all follow certain guidelines in our jobs (grant driven, department driven, individually driven). If we are not meeting those guidelines & have data to support this then QI could possibly be implemented.

EXAMPLE-Survey responses are low…possible project…why are they low? How can we increase?

AFTER QI PROJECT & PDSA EXPLAIN THAT THE NEXT DEFINITIONS ARE TOOLS TO USE WHEN DOING A QI PROJECT

Aim Statement

General assumption of what you want to accomplish

Example: Reduce the time it takes to make dinner by 5% but still provide a healthy meal for your family.

Then you say when you are going to accomplish it...by May 31, 2016

Don't have to know how you are going to do this-This is what other tools/steps are for during the QI project

You can always change your Aim statement if it doesn't accurately reflect what you are trying to accomplish once you do more research

Affinity Diagram

Have your Aim statement-brainstorm to help to determine what might be the cause of your issue

Example-Why does it take so long to make dinner?

Is your kitchen unorganized?

Do you repeatedly forget to thaw the protein?

Are your kids running around while you are trying to prep?

List all these barriers on post-it notes or index cards

Might see trends-Things I CAN control/Things I CANNOT control

Training Resources

Notice how many we have from IPHI (IL Public Health Institute)… Remember Laurie Call from QI 101? This is where she works…this website has great resources for not only QI but Public Health in general.

PDSA

Example: Kid gets into trouble

PLAN how to talk to them & what an appropriate punishment might be

DO the punishment

STUDY how they respond to the punishment. Did it work, is their behavior changed?

ACT Either standardize the punishment to the crime or try a new one if the behavior didn't change

Just a formal process of what we are already doing in our everyday life.

Great tool not only for QI but for any kind of problem solving.

Stage 1: Plan

Remember your aim statement is just a general assumption of what you want to accomplish

These brainstorming tools will be taught when you are on a QI project or at a later date

Example: Work quality of life. Survey says a certain blue pen would make employees happier. The 2nd thing would be different toilet paper. So maybe we spend an extra $.15 per pen & that would increase our employees work life quality

Only change 1 thing at a time.

Action Plan: Timeline of things to be done/who is going to do them/& how do we measure success

Stage 2 DO

Buy new pens and let the staff use them exclusively for 30 days. Redo the survey to determine if people are happier at work

Stage 3 Study

Study your survey results. Was the desired outcome achieved?

Stage 4 Act

Adopt-Everyone loved the pens & you exceeded your goal of improvement-Keep ordering these pens as part of your process

Adapt-Buying the new pens made no difference-go to priority # 2 (new toilet paper)-Start from the "DO" stage

Abandon-Neither one made a significant difference & we broke the budget by trying these new things-Start all over again

Tennis Ball Exercise

1. Count off into 4 groups
2. Each team will have a timekeeper/recordkeeper (Council members)
3. Stand in circle & toss the ball to someone. Continue tossing to new people until all people have touched the ball. This is your process.
4. Now you have 3 balls. Using the same process/order toss the balls through the same process. This one is timed. Record your time.
5. Take 1 minute to determine what you want to change to improve your time. Record your change
6. Redo your process & time it.
7. Take 1 minute to determine what you want to change to improve your time. Record your change
8. Redo your process & time it.
9. Discussion