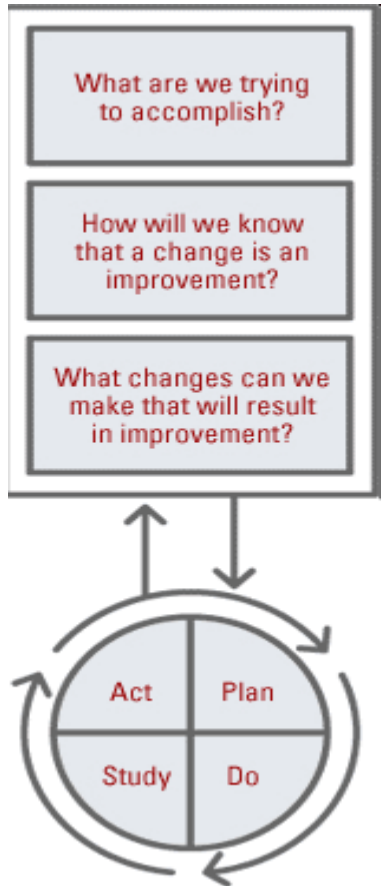

Using Mr. Potato Head to Teach Rapid-Cycle Improvement

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**Presentation Adapted From:
Engaging Staff: Using Mr. Potato
Head to Teach Rapid Cycle
Improvement**

**Presented at NAHQ Next 2018 by Janet Abernathy, BSN, RN, CPHQ,
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On the Agenda for Today...

- Demonstration of using Mr. Potato Head
- Overview of Rapid-Cycle Improvement
- Difficulties of learning Rapid-Cycle Improvement for frontline staff

Objectives...

- Participants will learn a way to demonstrate the steps of a rapid improvement project and each team member's role in improvement.
- Participants will learn how to engage reluctant staff members in improvement concepts using an interactive and fun exercise.

So why use Mr. Potato Head?

- **Goal:** Assemble Mr. Potato Head toys as quickly as possible with all the right pieces in the right positions.
- **Purpose:** To test ideas, use run charts, collaborate for improvement, learn about making predictions and developing standard work.





Healthcare Teams Working to Improve Care of Multiple Bus Crash Victims

A bus filled with Potato Head family members has been in a terrible crash. At the scene of the accident, Emergency Medical Services arrives to find only scattered body parts. There were men, women and children on the bus.

Luckily, one of the uninjured family members was carrying a photo album with a photo of each family member.



Into the Trauma Bay...

Your healthcare team is waiting in the emergency room to correctly assemble as many family members as possible.

- **Implantation Specialist (a.k.a Trauma Surgeon)**
Only this person can “implant” the parts into the potato bodies
- **Timekeeper**
- **Quality Inspector**
- **Documentation Specialist**



Instructions

- Time begins when the first piece (either potato or accessory) is touched.
- Accessories must begin in bag.
- Implantation Specialist is the **ONLY** person who can put pieces into the potato at any time.
- Quality checks must be completed **BEFORE** time stops.

So how'd that go?

We've identified a potential quality improvement project!

We want to improve our time to assemble the Mr. Potato Head family and increase our accuracy.

Time to implement some PDSA.



Tip

QI Projects do not have to be complex!

Current State

What is our current situation?

What is the problem that we need to fix?



Current State Debrief

- Record your baseline scores
- Document your current state
- What went well?
- What was your process?
- What needs improvement?

| | | |
|--------------------------|-------------------------------------|--|
| Current State (BASELINE) | Improvement Team | Implantation Specialist, Timekeeper, Quality Inspector, Documentation Specialist |
| | Current Performance: TIME | |
| | Current Performance: ACCURACY SCORE | |
| | What was your process? | |
| | What needs improvement? | |
| | RCA: Why? Why? Why? | |
| | SMART Goal | Assemble 3 Mr. Potato Heads in _____ minutes with 100% accuracy. |



ROOT CAUSE ANALYSIS

Understand the problem, brainstorm possible causes, analyze causes and effects and devise a solution to the problem.

Utilize the 5 Whys

What is your new SMART goal?



SMART Goal

You are going to assemble 3 Mr. Potato Heads in
1 minute 30 seconds with 100% accuracy.

Plan

Plan the new test



How are you going to fix it?

- Define your parameters:
 - Budget
 - Resources
 - Can you recruit/reduce staff

| | PDSA Cycle | PDSA 1 |
|------|---|------------------------|
| Plan | Improvement Team Members | |
| | Budget | \$1 million dollars... |
| | What is your new process? (Who is going to do what?) | |

For Mr. Potato Head - any additional staff must be named and documented

- Document your plan: **who** is going to do **what**

Do

Run your test with your new ideas

Study

Analyze the results and compare them to your intended outcomes



PDSA 1 Debrief

- Record your scores
- Did you meet, not meet, or exceed your goal?
- What went well?
- What will you change?
- Document your new plan

| | DO! (Run your test) | PDSA 1 |
|-------|------------------------------|--------|
| STUDY | Test Outcome: TIME | |
| | Test Outcome: Accuracy Score | |
| | What went right? | |
| | What needs improvement? | |
| | Is this your best model? | |

Rinse & Repeat

PDSA 2



PDSA 2 Debrief

- Record your scores
- Did you meet, not meet, or exceed your goal?
- What went well?
- Do you need to change?

| | DO! (Run your test) | PDSA 1 |
|-------|------------------------------|--------|
| STUDY | Test Outcome: TIME | |
| | Test Outcome: Accuracy Score | |
| | What went right? | |
| | What needs improvement? | |
| | Is this your best model? | |

Rinse & Repeat

PDSA 3



PDSA 3 Debrief

- Record your scores
- Did you meet, not meet, or exceed your goal?
- What went well?
- Do you need to change?

If you're satisfied you're ready to...

| | DO! (Run your test) | PDSA 1 |
|-------|------------------------------|--------|
| STUDY | Test Outcome: TIME | |
| | Test Outcome: Accuracy Score | |
| | What went right? | |
| | What needs improvement? | |
| | Is this your best model? | |

Spin Cycle

Is your process standardized?

Act

Based on what you learned from your tests, make a plan for your next steps



Act

- How are you going to roll out to different departments?
- How are you going to sustain?
- What budget implications are there?
- How are you going to monitor that it's still working?

So what just happened?

You just completed 1 baseline measure and 3 PDSA cycles in no time at all!!

So what is so hard for front-line staff?

- Front line staff are not always confident about what to do, setting SMART goals, figuring out meaningful measures and prioritizing and tracking changes.
- Just about every step in the process can be a source of confusion and frustration.





Tips for Engaging Front-Line Staff

- Provide training tools
- Make documentation as easy as possible
- Start simple
- Ask front-line staff for projects they'd like to start and coach them through the process



Revisiting our Objectives...

- Participants will learn a way to demonstrate the steps of a rapid improvement project and each team member's role in improvement.
- Participants will learn how to Engage reluctant staff members in improvement concepts using an interactive and fun exercise.
- Prepare your teams for future traumatic potato injury scenarios



Thank you!

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