

Cultivating Roots of Quality Improvement

Session 4: Just Do It...and Do It Again!: Small Tests of Change and the Do-Study-Act of the PDSA Cycle

April 18, 2024

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Introductions: Your Guides

Barb DeBaun, MSN, RN, CIC
Improvement Advisor

With more than four decades of experience in infection prevention and quality improvement, Barb provides expert vision and leadership for health organizations that require assistance in developing and implementing initiatives.



Casey Driscoll, CPHQ
Director of Quality Programs
Montana Hospital Association

After over a decade at the Montana Hospital Association, Casey has found her passion for working with rural hospitals to improve the quality of care for Montana residents.

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Introductions: Our Hospitals

10 hospitals represented by 32 CAH staff!

Billings Clinic Broadwater
 Bozeman Health
 Cabinet Peaks Medical Center
 Central Montana Medical Center
 Clark Fork Valley Hospital
 Community Hospital of Anaconda
 Livingston HealthCare
 McCone County Health Center
 Sidney Health Center
 St. Luke Community Healthcare



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Program Expectations

Purpose

Provide an avenue for Flex and HQIC member hospitals to work through a quality improvement project from the ground up using evidence-based tools and processes applied to topics of interest and priority.

Objectives

- Understand the Model for Improvement
- Identify tools to determine the root cause of a problem
- Identify types of data and apply to appropriate goals
- Implement tools for addressing adverse events
- Identify ways to engage patients and family in improvement efforts



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Program Expectations

Virtual Education

Eight education sessions with the final session reserved for project report outs and sharing.

Coaching Calls

Each team has four (up to 1 hour) of coaching calls at their disposal over the course of the project. One call must be used between the first and second sessions to address scope of the project.

Practical Applications

Sessions may have practical applications to complete in between. These will be kept small and manageable and should be done as a team.



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Expectations

Project Expectations

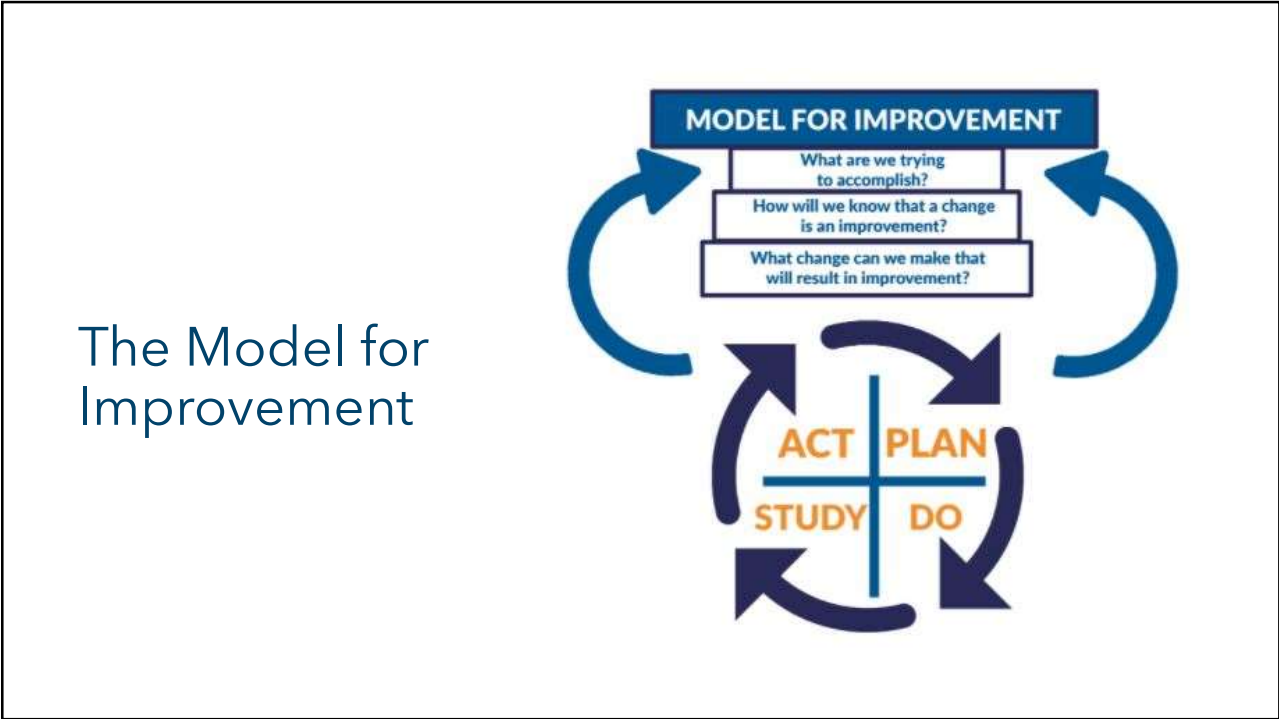
- Attend live sessions or view the recording.
- Complete assigned Practical Applications that will help support your learning.
- Engage in and contribute to group discussions.

Education Session Expectations

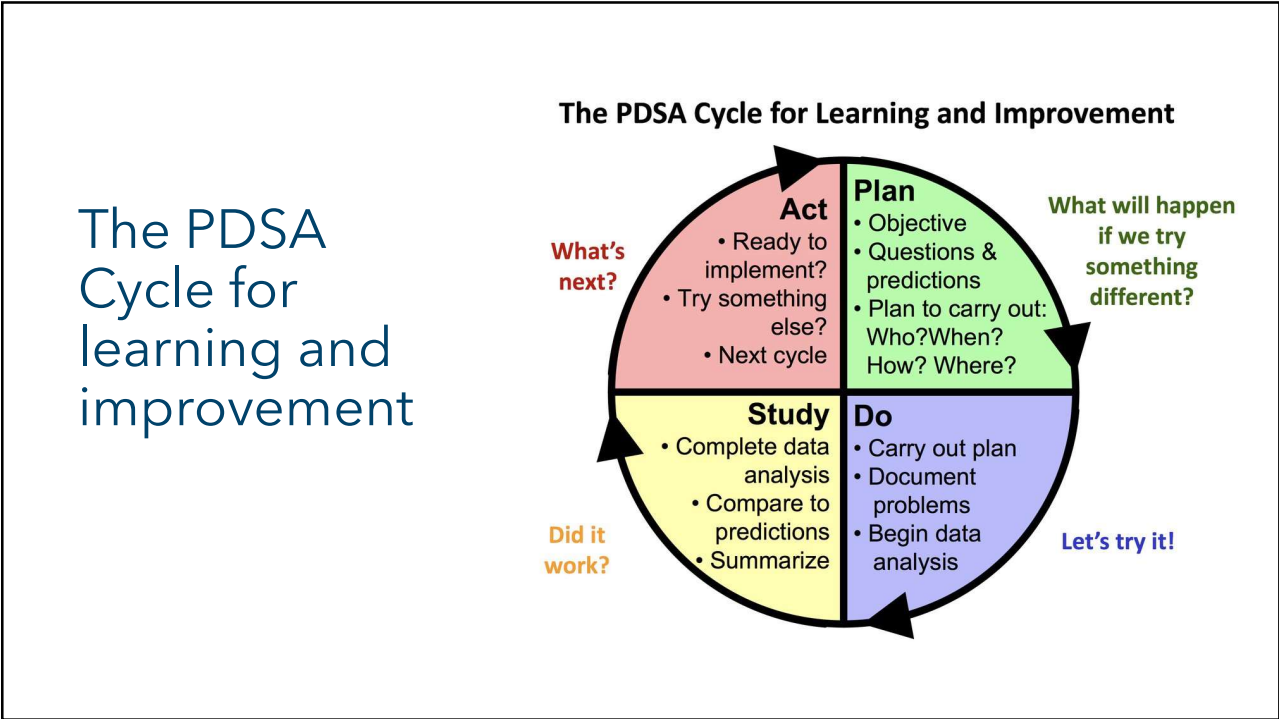
- Please turn your camera on if you are able.
- Speaking up is preferred over the chat for clarity and efficiency.
- Use the Raise Hand feature to speak up. We will watch and then 'call on' you.



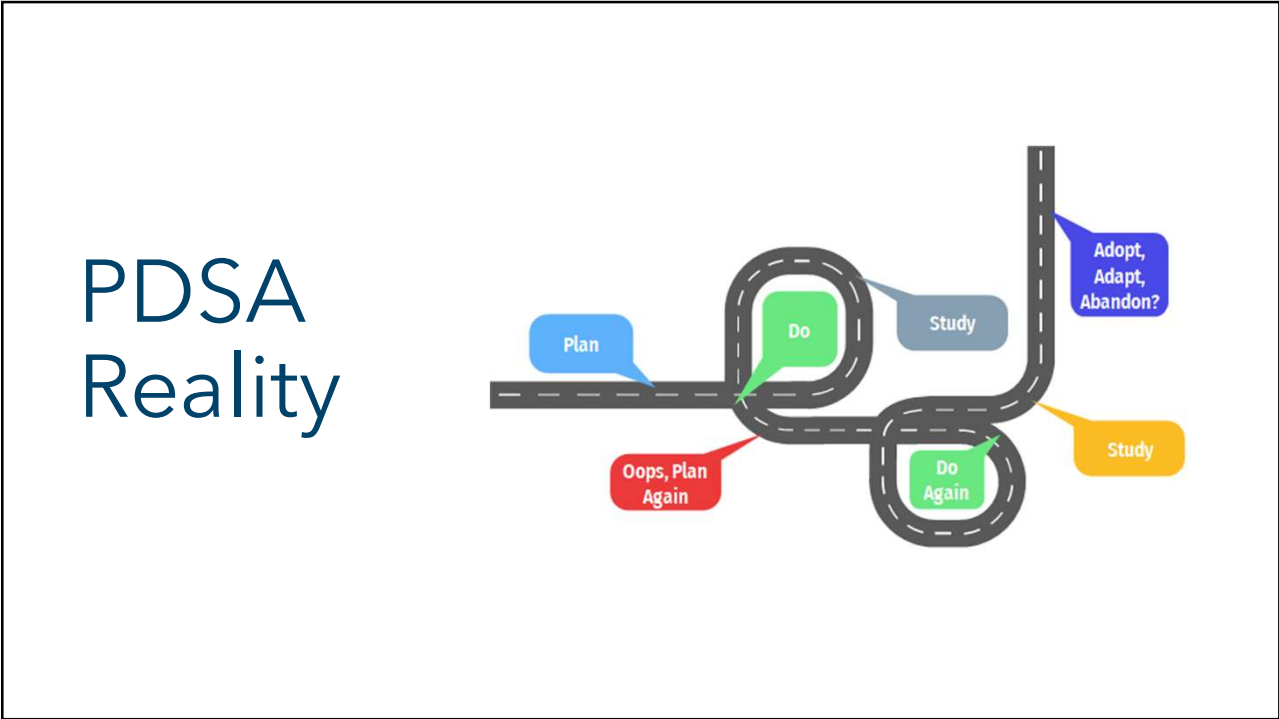
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"I Commit" initiative from Cleveland Clinic Marymount Hospital



COMMIT TO SIT

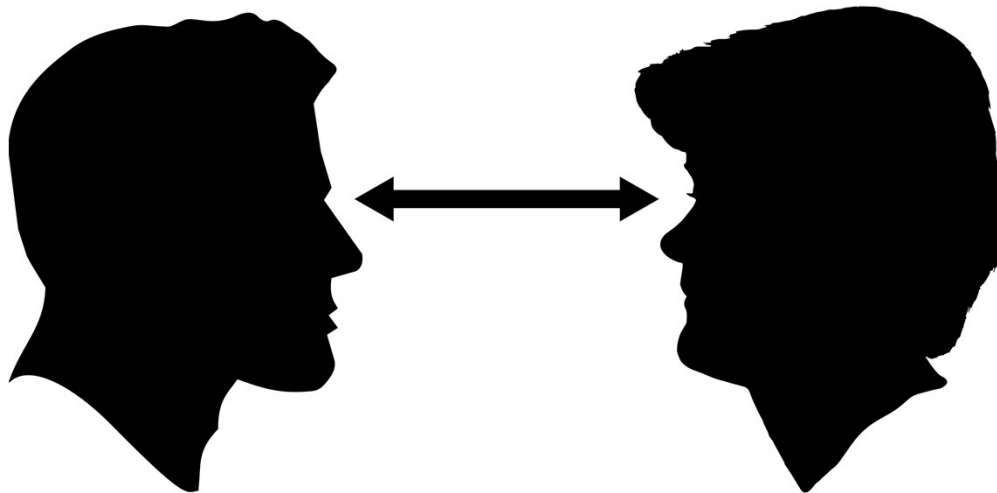


COMMIT TO CONNECT



COMMIT TO COMMUNICATE

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Patient perception of 'commit to sit'

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Commit to Sit

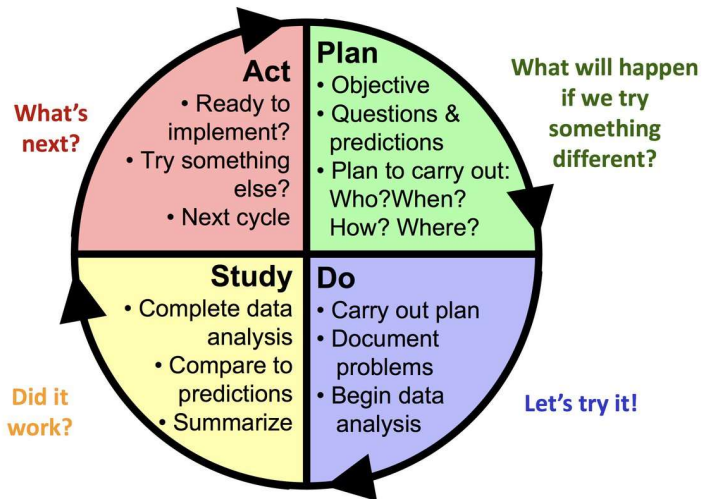
Sit at eye level

Caregiver spot to 'sit'

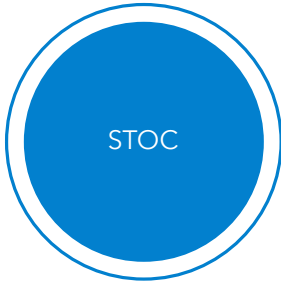
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The PDSA Cycle for learning and improvement

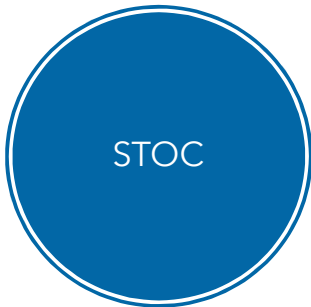
The PDSA Cycle for Learning and Improvement



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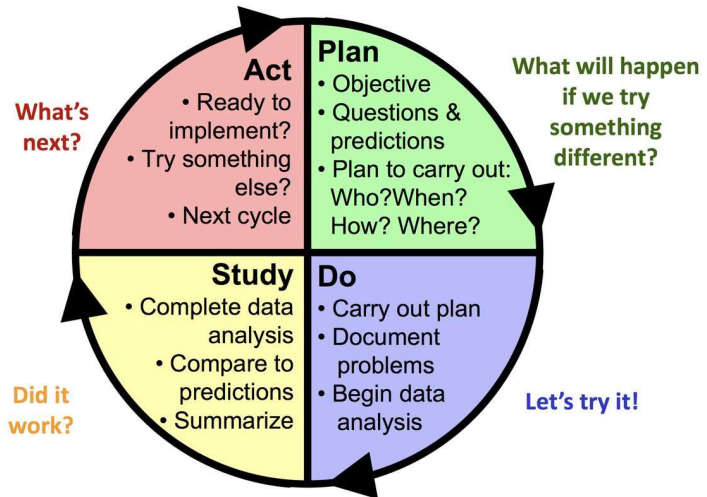
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The PDSA Cycle for learning and improvement

The PDSA Cycle for Learning and Improvement



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Medication Safety



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Story of an Improvement Culture

- Simple anonymous electronic error reporting system
 - Took nurses <1 min to enter
- Increased reports 100-fold over 6 months
- Analyzed across broad steps in medication process
- Found most errors related to administration of meds
- Focus group of nurses
- Interruptions identified as key cause
- Staff designed 'no interruption zones'
- Reduced errors by 30-40% over 3 months

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STOC



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Another STOC

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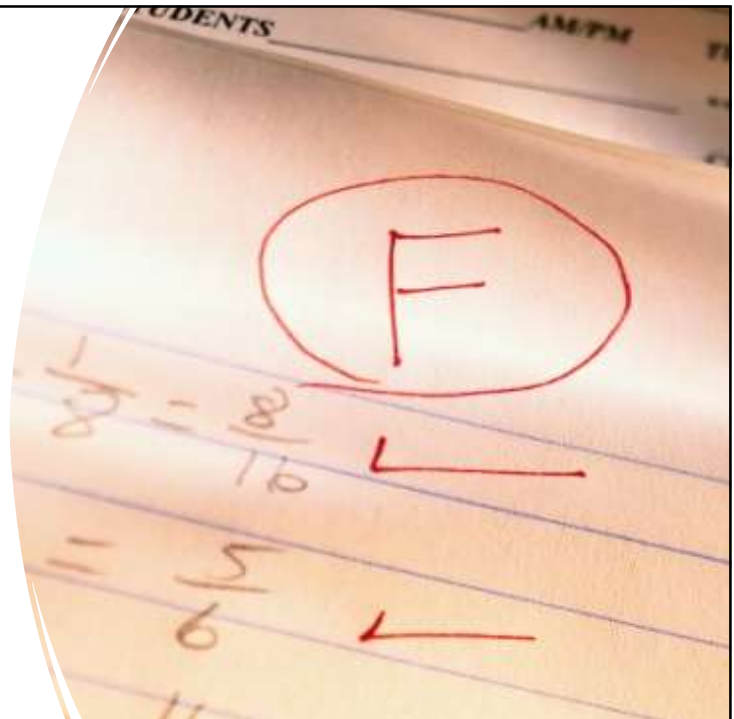
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Let's review the
guidelines for
testing change



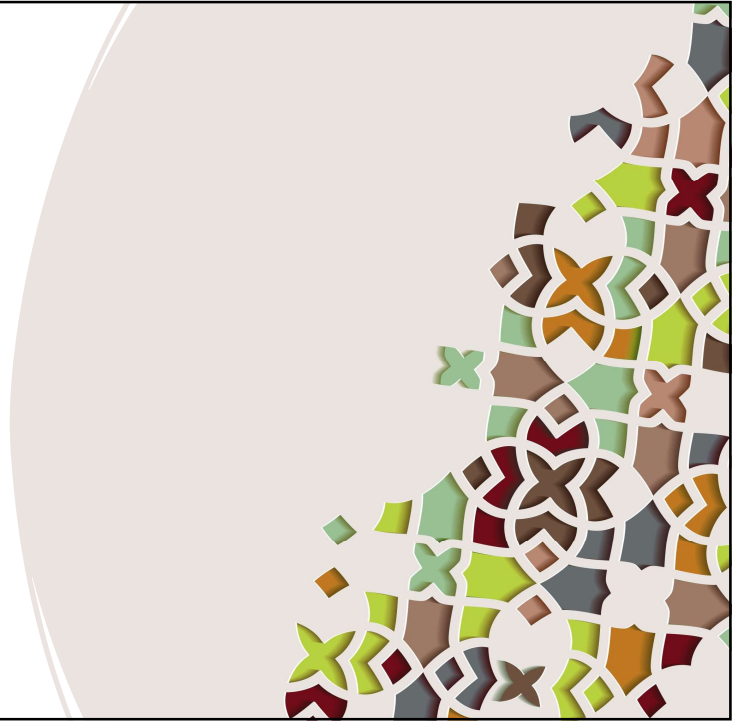
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Fail Early,
Fail Often



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Analysis Paralysis

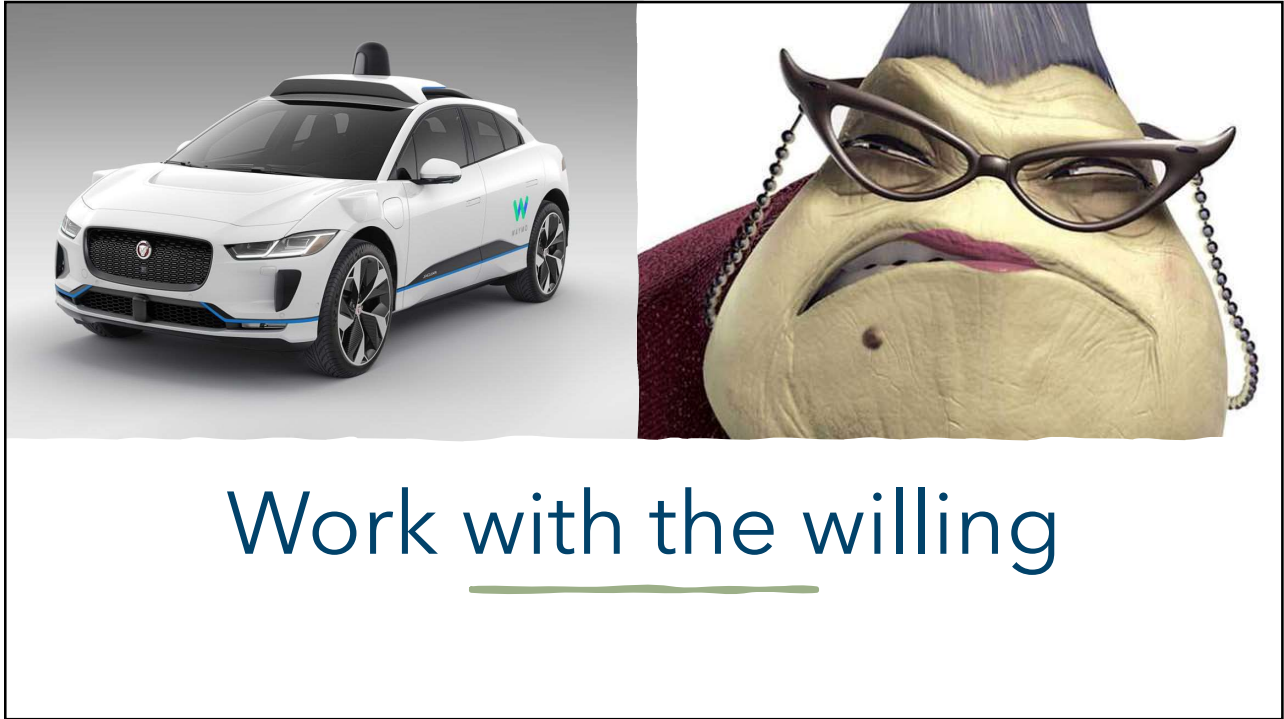


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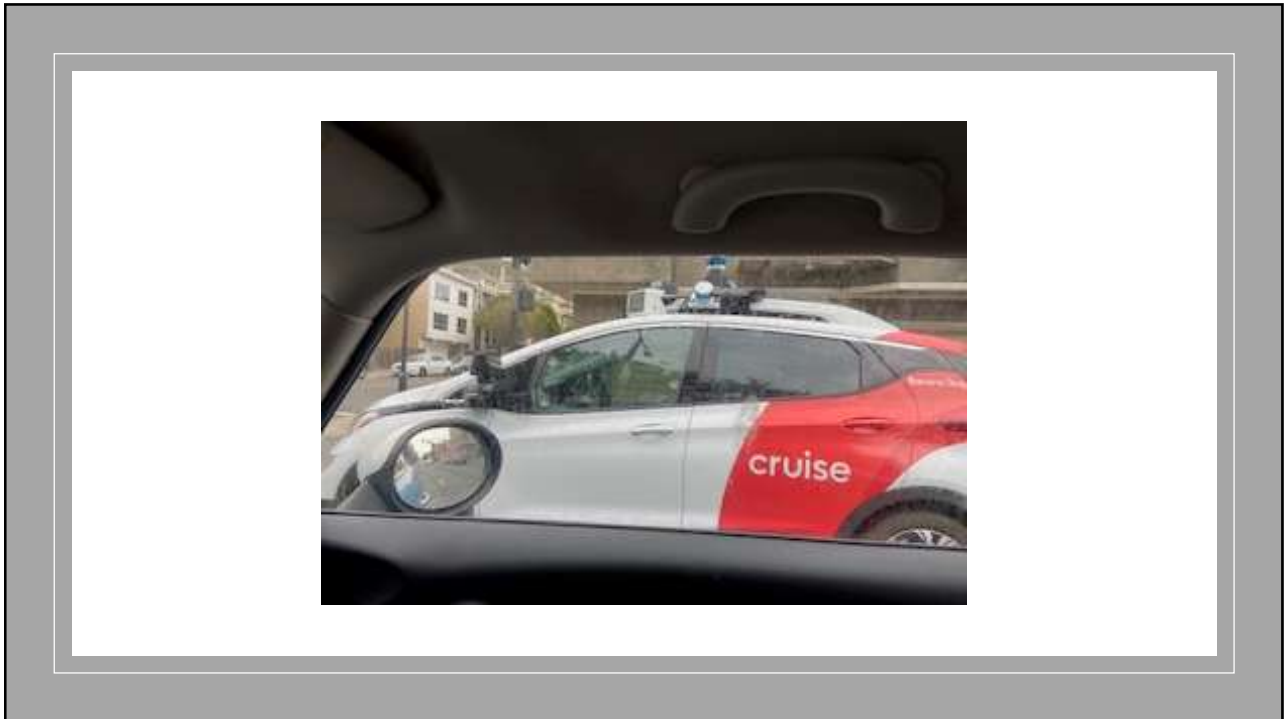
What can I
test by
next
Tuesday?



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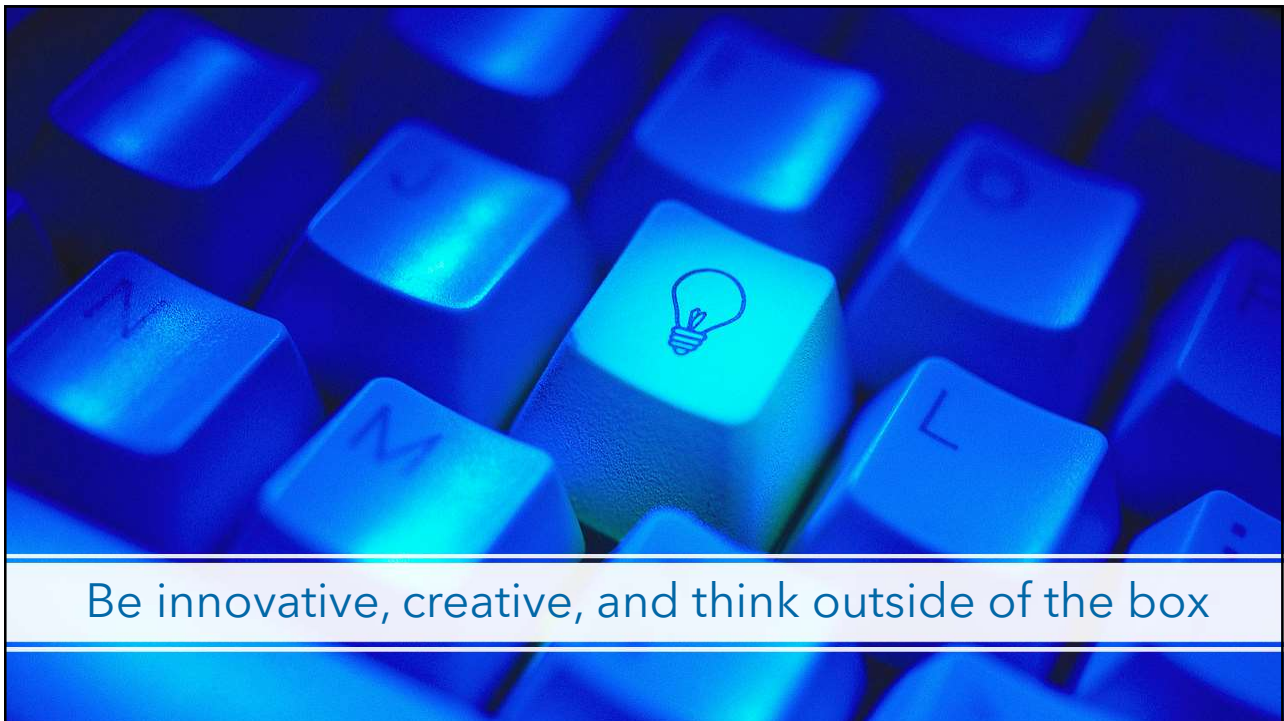


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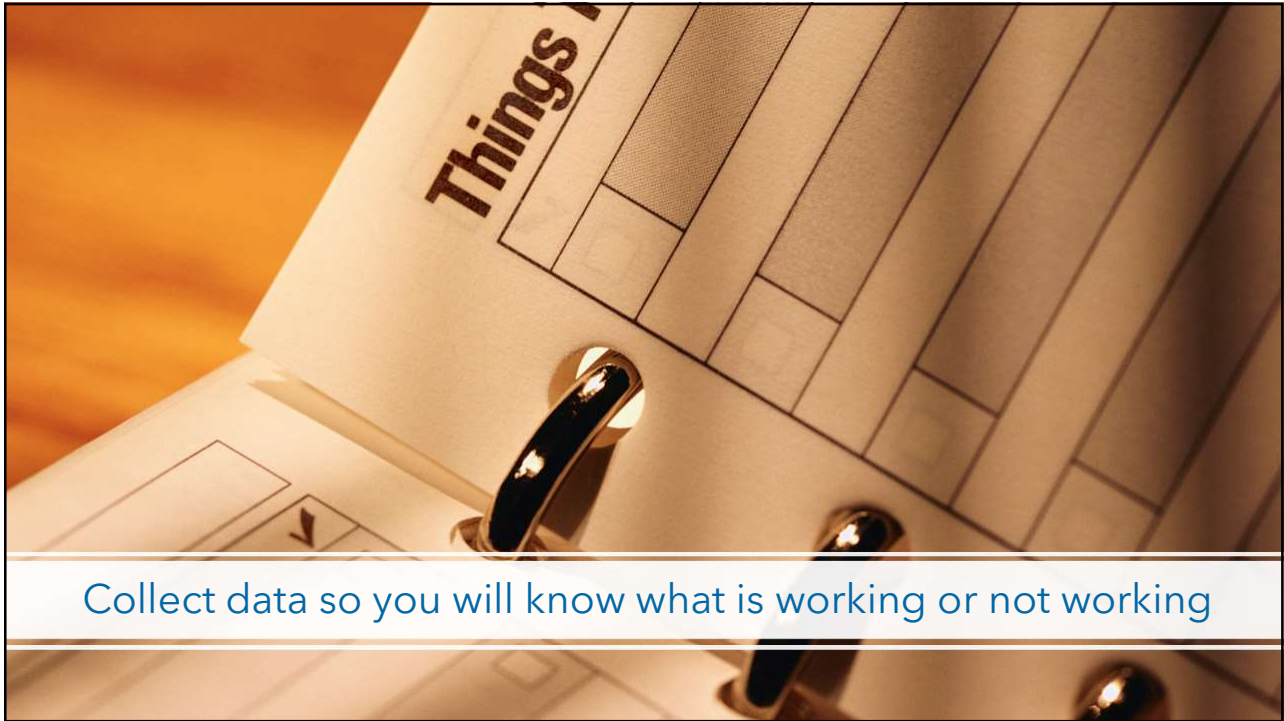
Forget about consensus or 'getting permission'

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Be innovative, creative, and think outside of the box

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Collect data so you will know what is working or not working

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What works in one place, time or day...may not work elsewhere

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Schedule

Date	Topic	Practical Application (assigned)
Feb 27	Getting Started: The Model for Improvement & How to Choose a Change	Tool: 3 Questions
March 12	Heart of the Matter: Tools to Determine the Problem	Tool: Project Summary
March 26	What Tells the Story? How to Identify and Use Data	Tool: PDSA Cycle 1 and Summary
April 18	Just Do It...and Do It Again! Small Tests of Change and the Do-Study-Act of the PDSA Cycle	Tool: PDSA Cycle 2 +
April 30	The Leader Mindset	
May 21	No Blame No Shame: Addressing Patient Safety and Adverse Events	Poster development
June 11	Changing the Perspective Changes the Experience: Involving Patients and Family Advisors in Quality Improvement	
July 16	Celebration & Sharing	

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Practical Applications

- ✓ Complete "3 Questions" tab in the Workbook.
- ✓ Schedule Scope Coaching with Barb.
- ✓ Complete **Summary & Plan** in Project Summary tab in the Workbook
- ✓ Complete **Plan** in PDSA Cycle 1 tab in the Workbook
- Complete **Do** in PDSA Cycle 1 tab in the Workbook



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Contact


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Project Website <https://mtpin.org/qiroots/>



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Evaluation

Please complete the short evaluation that will appear when you leave the webinar.