

The ABCs of Quality Improvement

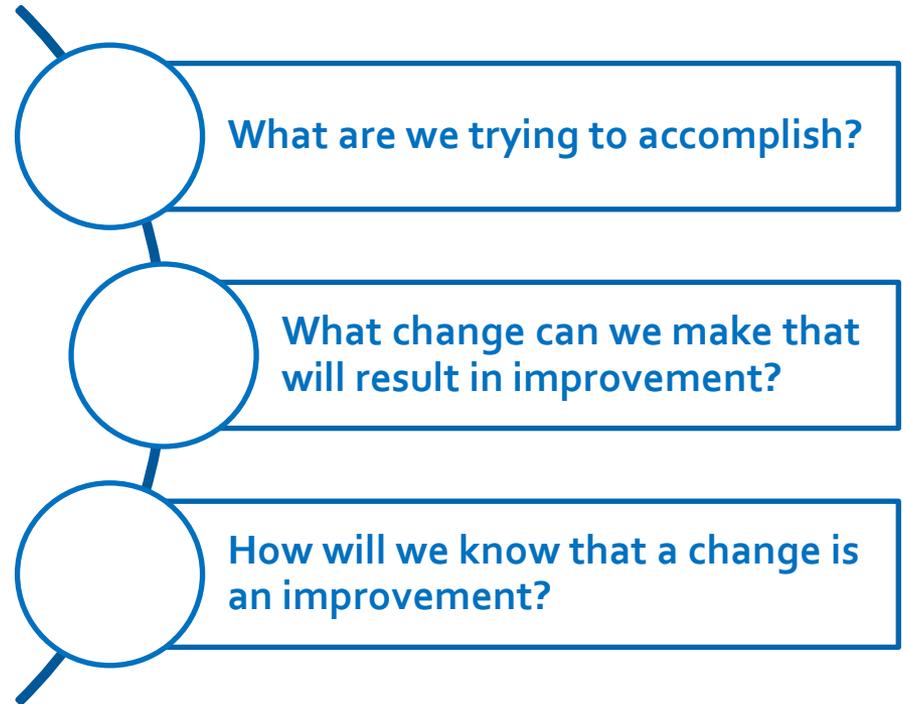
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Project Director

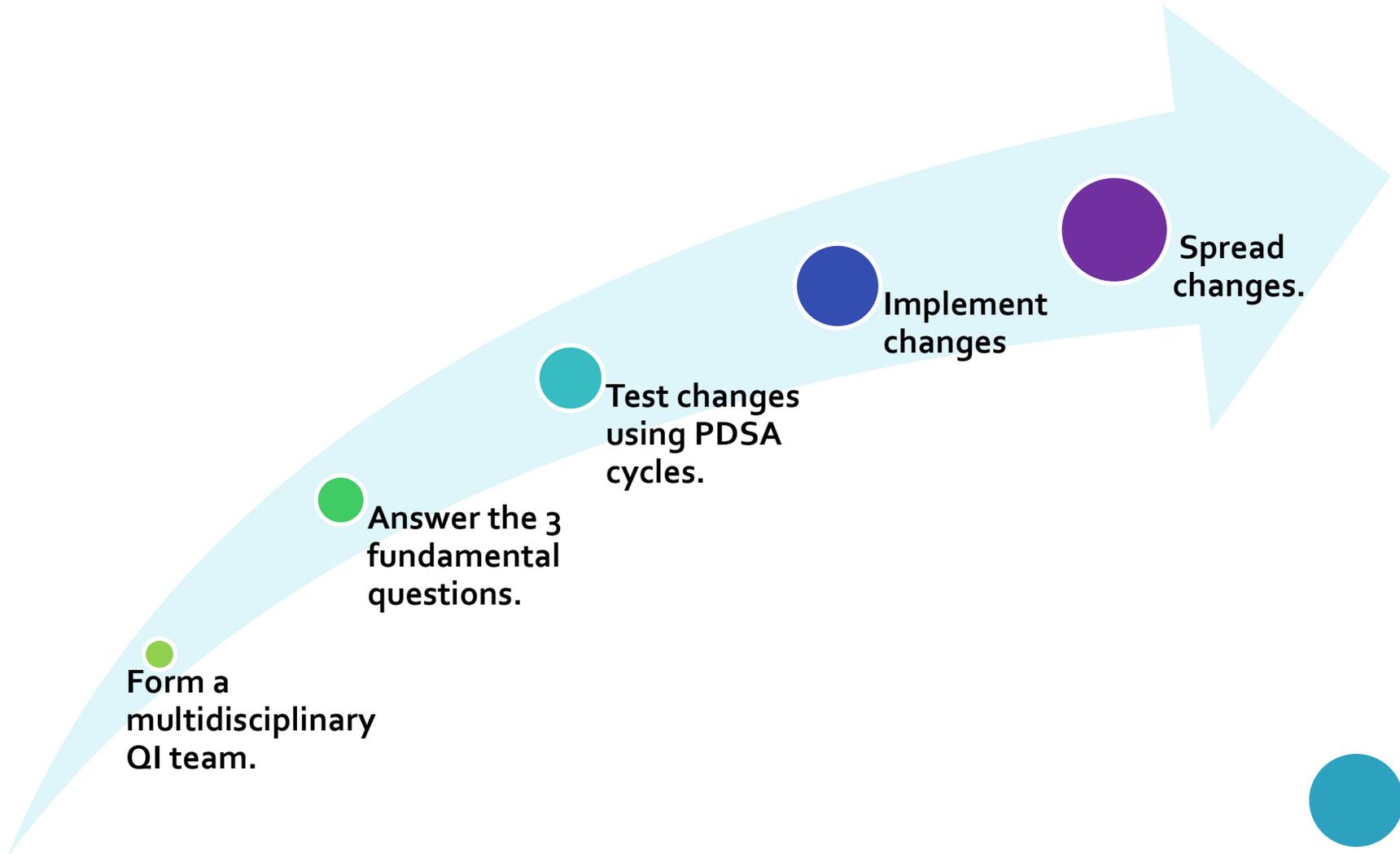
BOPS in the Medical Home

Model for Improvement

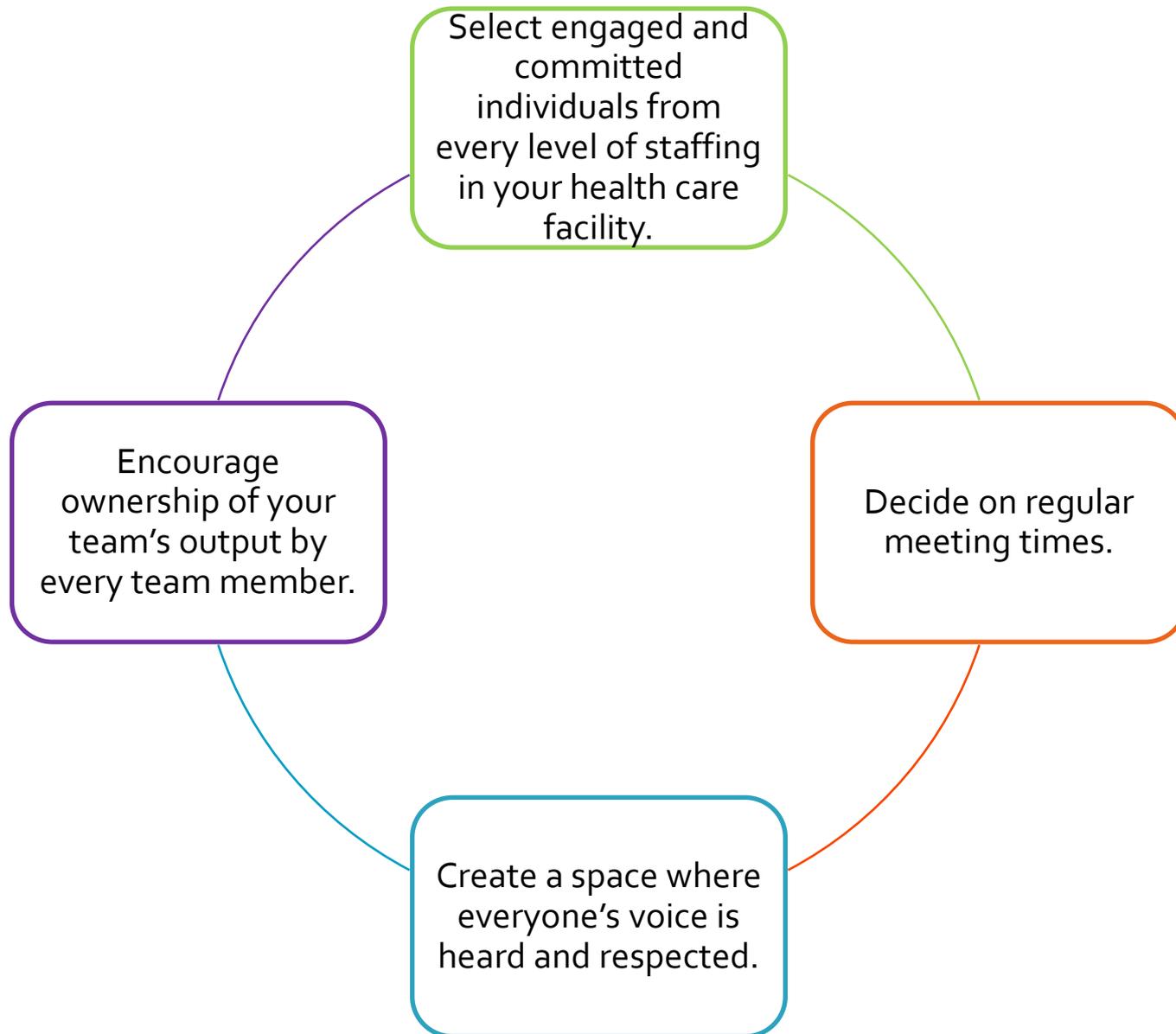
- Developed by Associates in Process Improvement to accelerate improvement in various work settings.
- Answering three fundamental questions and using PDSA (Plan-Do-Study-Act) cycles to guide the test of a change to determine if the change is an improvement.



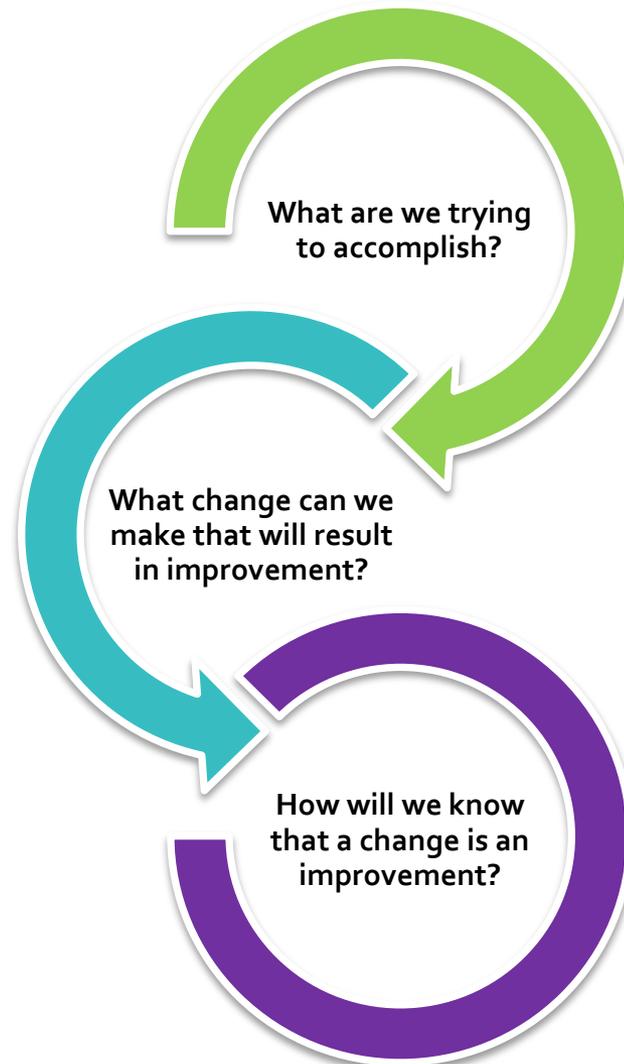
Improvement Essentials



Teamwork



The 3 Fundamental QI Questions



What are we trying to accomplish?

1. Decide on goal(s) as a team.

2. Goals should be time specific and measurable.

3. Goals should also define the specific population of patients or part of the system that will be impacted.

Example

Increase the number of 12-18 month olds who are screened for developmental with the ASQ:3 by 25% by August 20, 2014.



What change can we make that will result in improvement?

What are key improvement priorities?



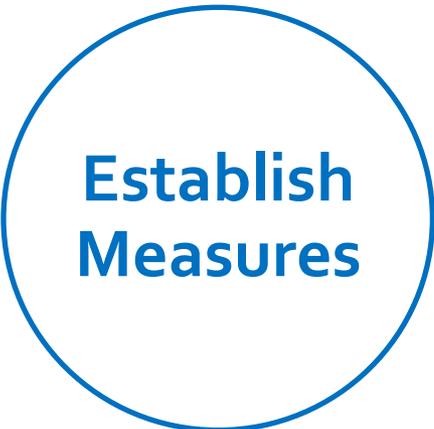
As a team, decide on which priorities you want or need to address at this time.



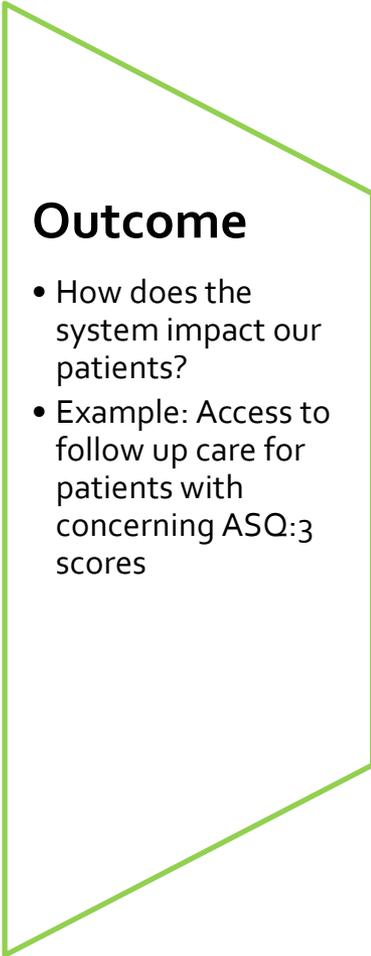
As a team, brainstorm ideas that you want to test to see if they lead to improvement in these priority areas.
Less is more; start small and build.



How will we know that a change is an improvement?

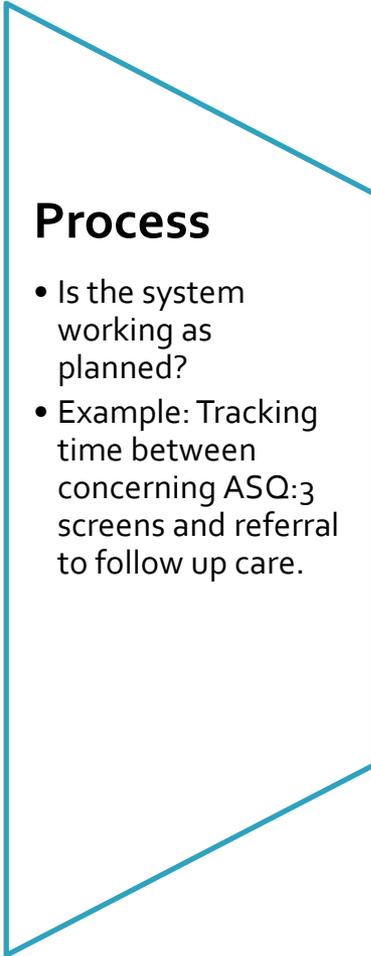


Establish Measures



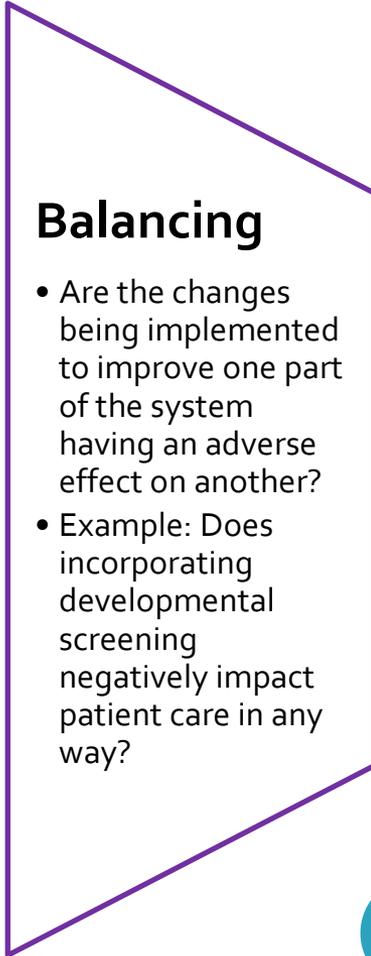
Outcome

- How does the system impact our patients?
- Example: Access to follow up care for patients with concerning ASQ:3 scores



Process

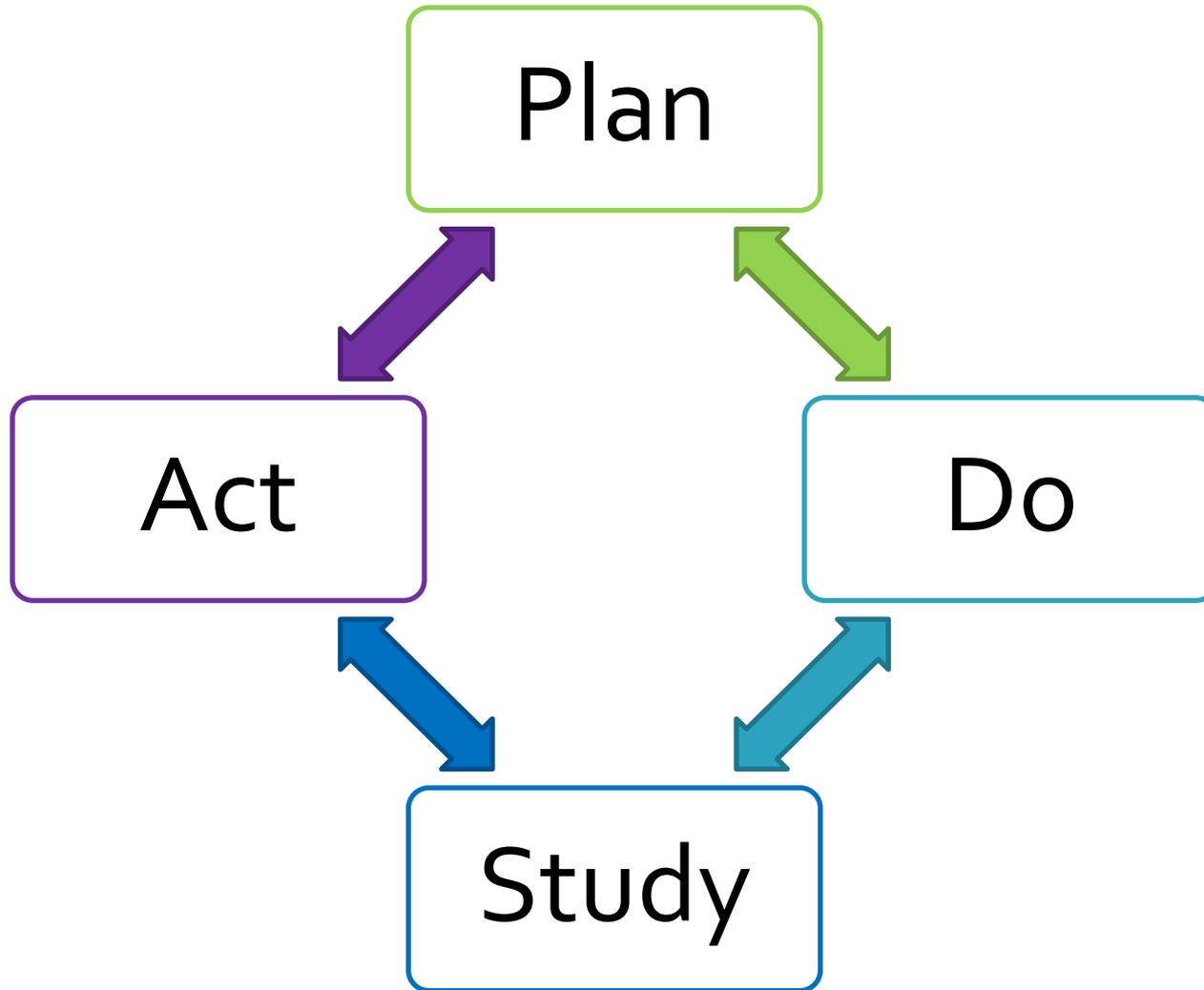
- Is the system working as planned?
- Example: Tracking time between concerning ASQ:3 screens and referral to follow up care.



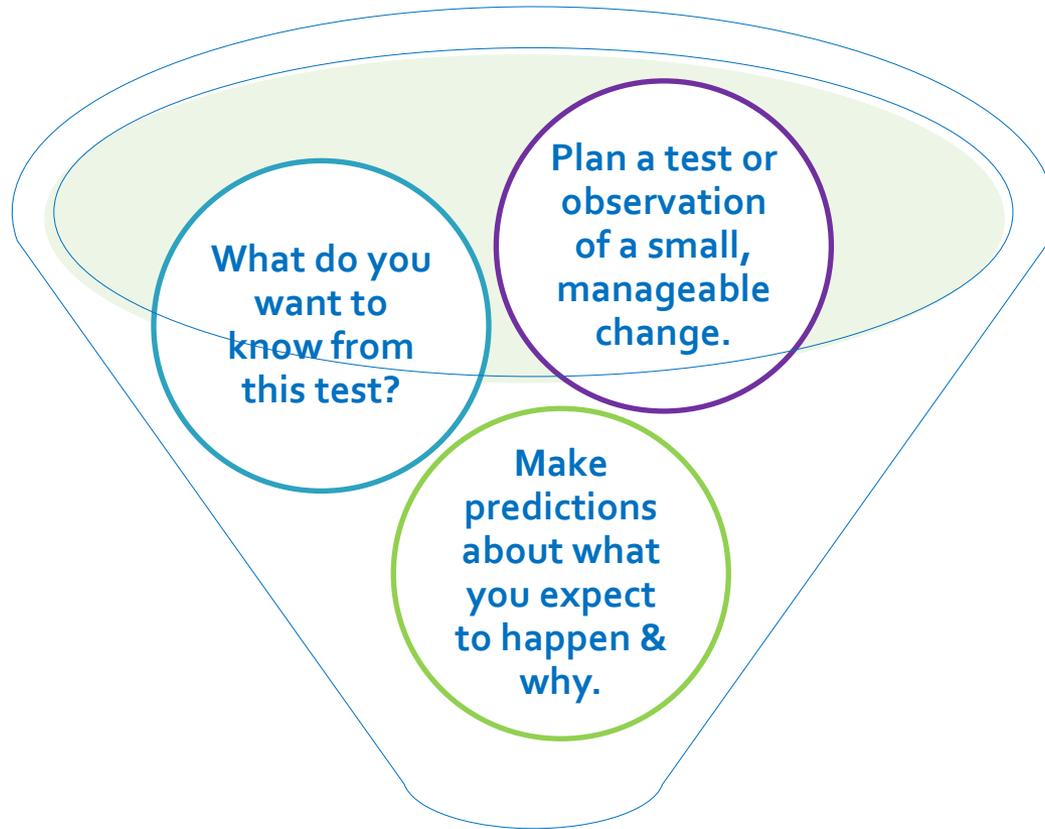
Balancing

- Are the changes being implemented to improve one part of the system having an adverse effect on another?
 - Example: Does incorporating developmental screening negatively impact patient care in any way?
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PDSA (Plan-Do-Study-Act) Cycles



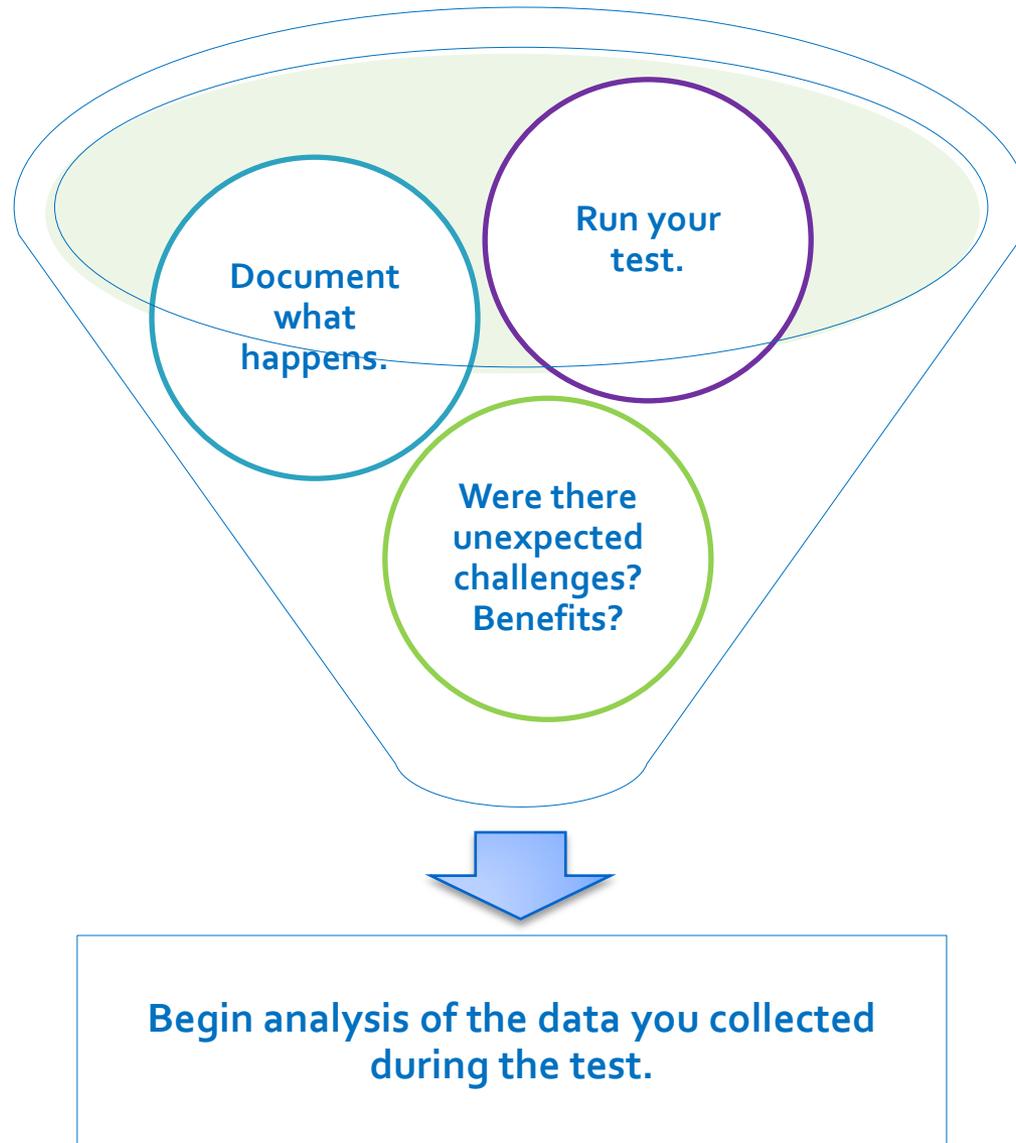
Plan



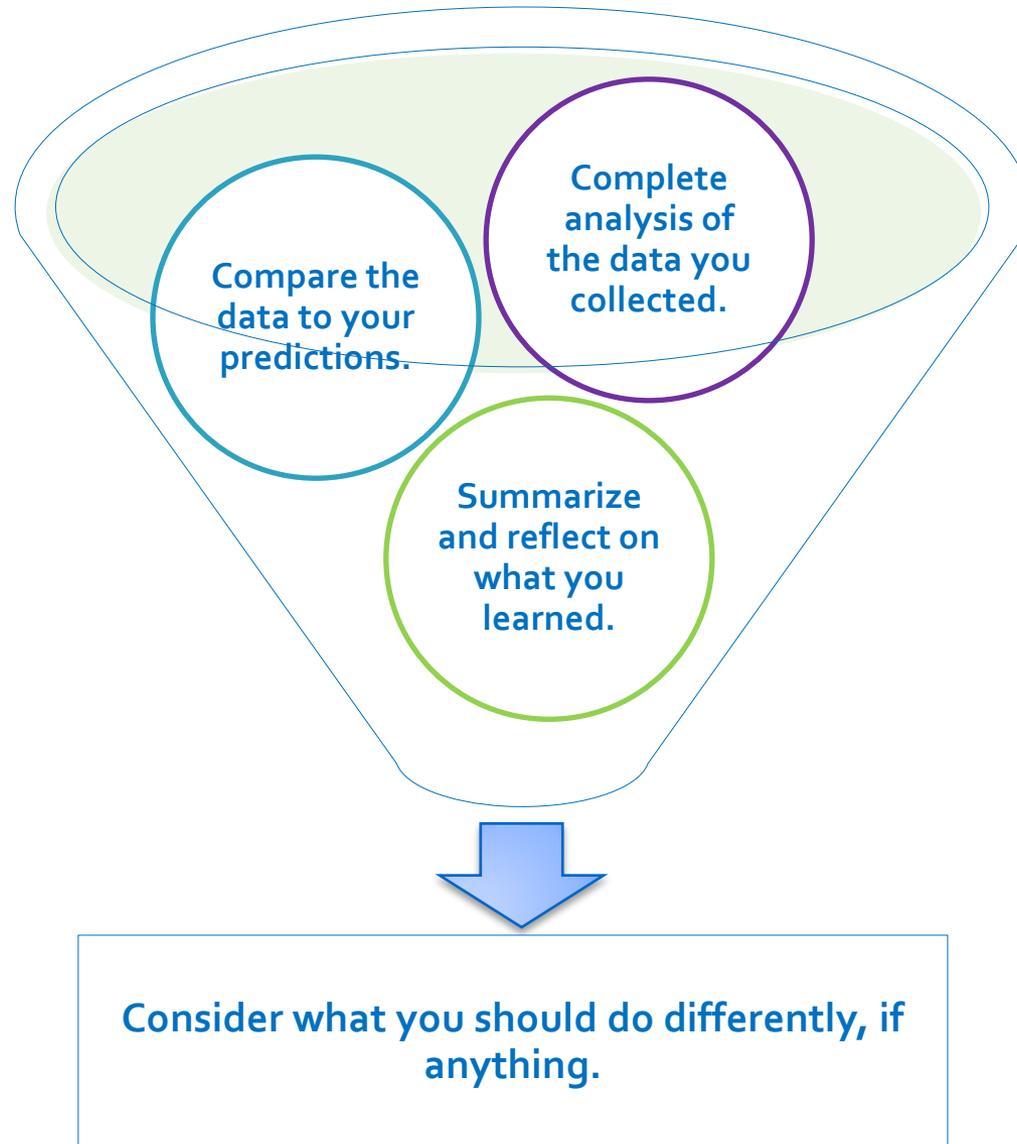
Who will be involved?
What are their tasks?
When will you run the test ?
How long will you run the test?



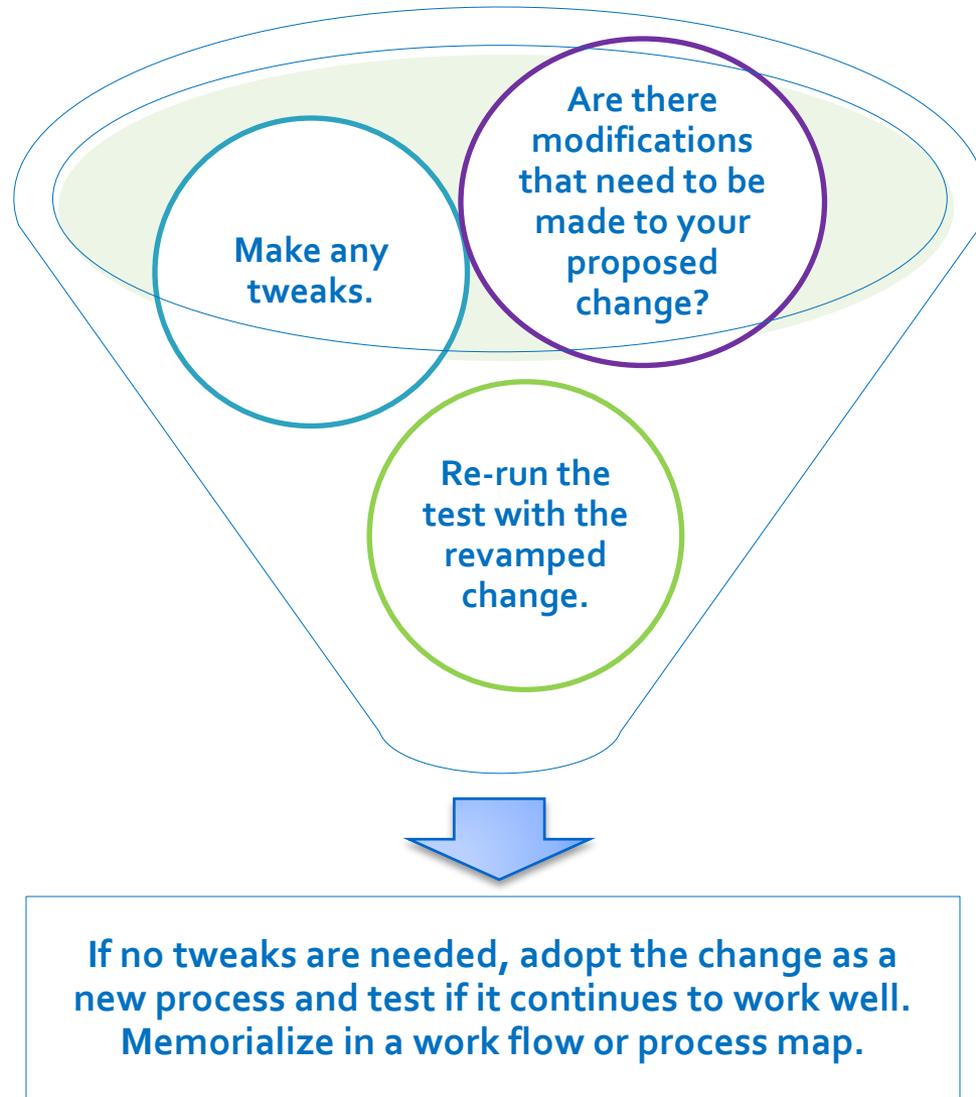
Do



Study



Act



PDSA Tips

Test small, manageable, measurable changes.

Tests should not be run for more than 2 weeks.

If you are running a test and see that the plan does not work before the designated test period ends, stop, tweak and then continue.

If the plan is unfixable, abort and go back to the drawing board.

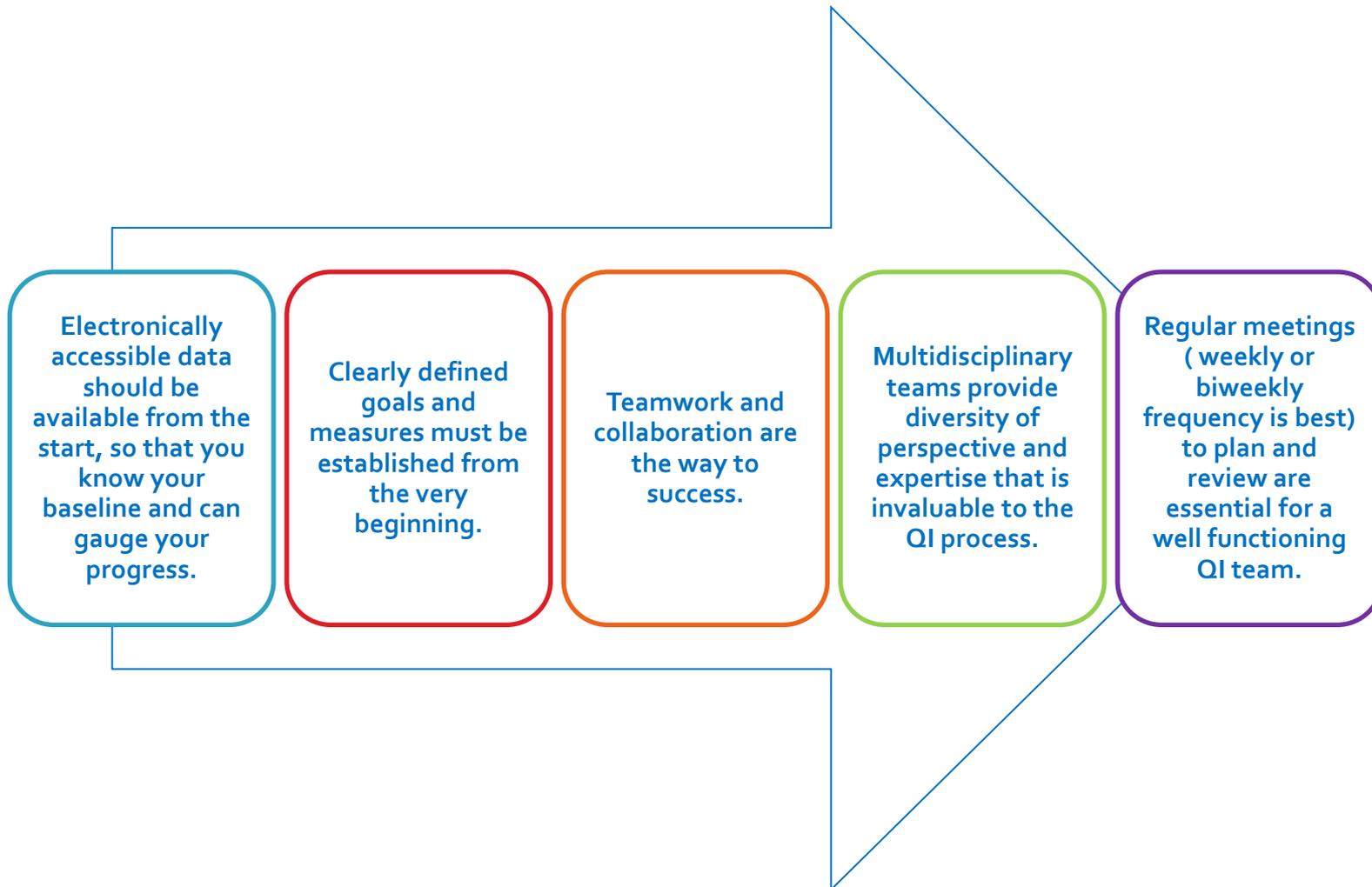
Data collection is not limited to just quantitative info; qualitative info such as employee or patient feedback should be noted as well.



Walking Through A PDSA Cycle



Lessons Learned From BOPS



Questions ?

