QUALITY IMPROVEMENT:
A Practical Guide

Community HealthCare Association of the Dakotas

WHAT WE BELIEVE

As the **Community HealthCare Association of the Dakotas**, we believe that everyone has a right to high-quality, reliable, affordable health care, regardless of where they live. We work with health centers, community leaders, and partners to increase access and improve health care services in areas of the Dakotas that need it most.

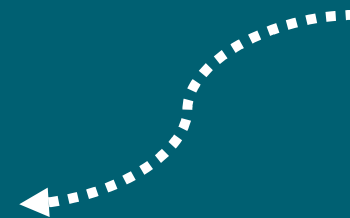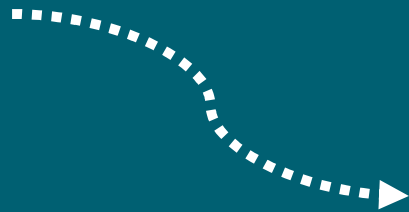HEALTH CENTERS IN THE DAKOTAS

SESSION GOALS

1. What is Quality Improvement?
2. Introduction to the Model for Improvement & PDSAs

3. Let's Practice – Using QI Principals to test ideas

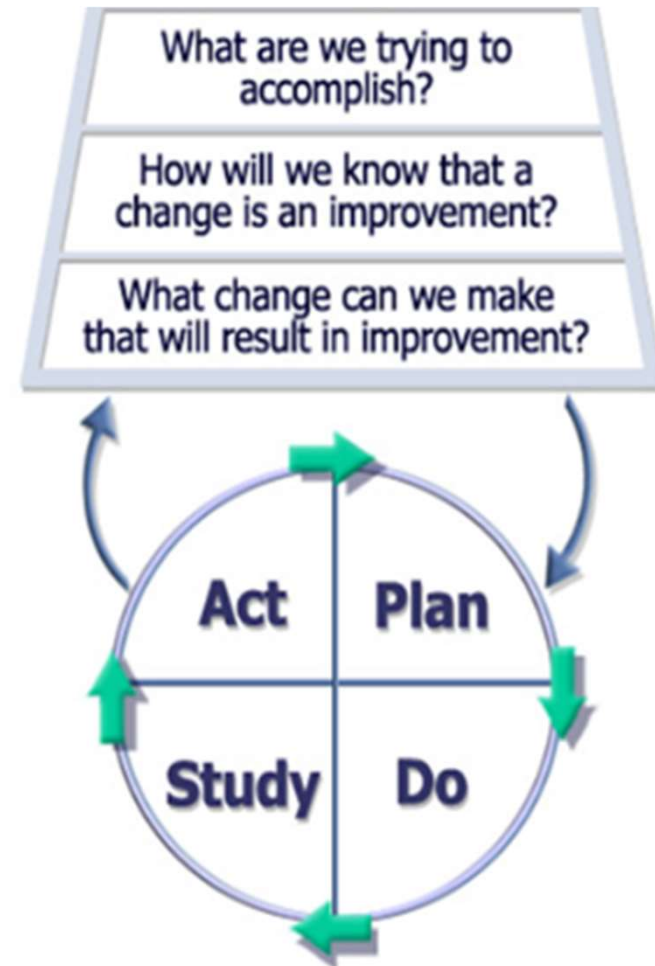4. Wrap Up, Tools and Resources

What is quality improvement?

"Quality improvement is the framework used to systematically improve care. Quality improvement seeks to standardize processes and structure to reduce variation, achieve predictable results, and improve outcomes for patients, healthcare systems and organizations."

What is quality improvement?

Quality Assurance

Treshold

Action taken here

No action taken here

Worse quality

Better quality

Quality Improvement

Action taken on all occurrences

Worse quality

Better quality

Quality assurance versus quality improvement. Source: Institute for healthcare improvement; Dr. Scoville, Dr. Lloyd (permission for reprint granted).

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act | Plan

Study | Do

Developed by Associates in Process Improvement

Set your AIM:
What are we trying to accomplish?

WHAT WILL BE IMPROVED?

BY HOW MUCH?

FOR WHOM?

BY WHEN?

Set your AIM:
What are we trying to accomplish?

Define your MEASURES:
How will we know a change is an improvement?

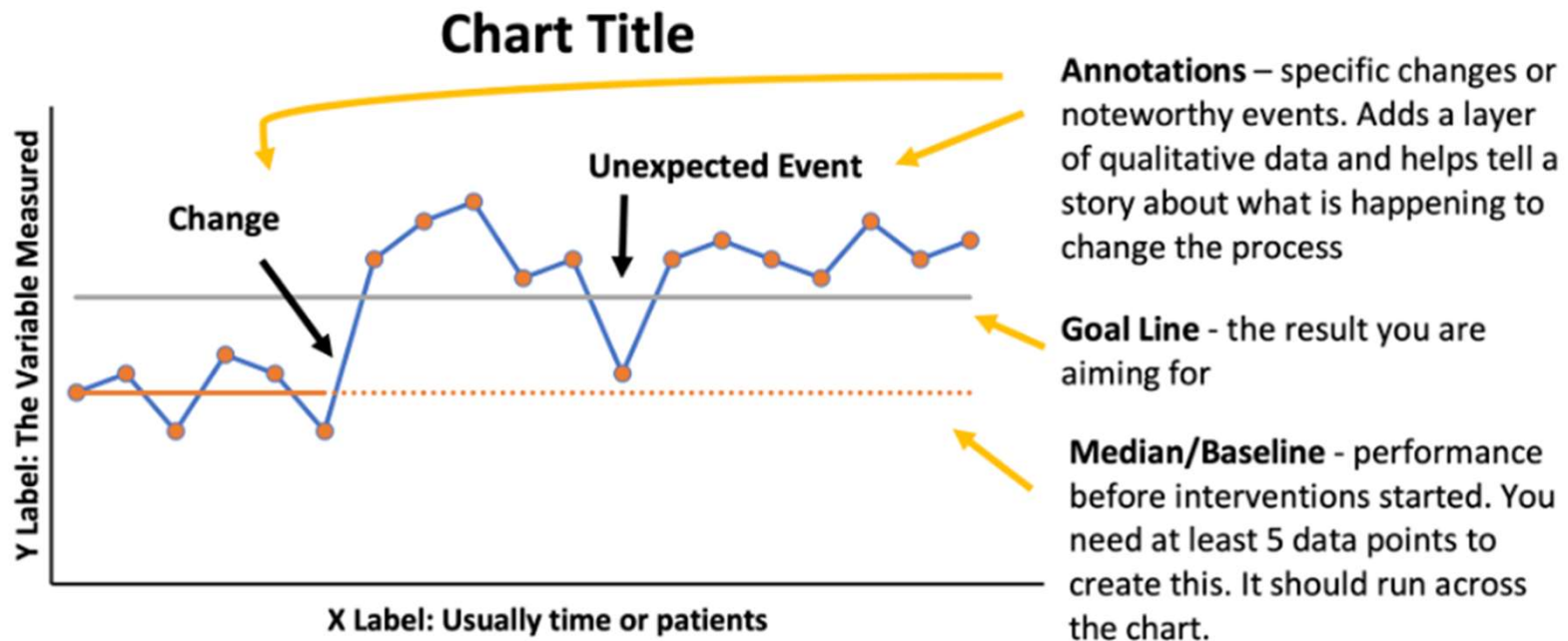**PROCESS**   **OUTCOME**   **BALANCING**

Importance of run charts

Brainstorm CHANGE ideas:
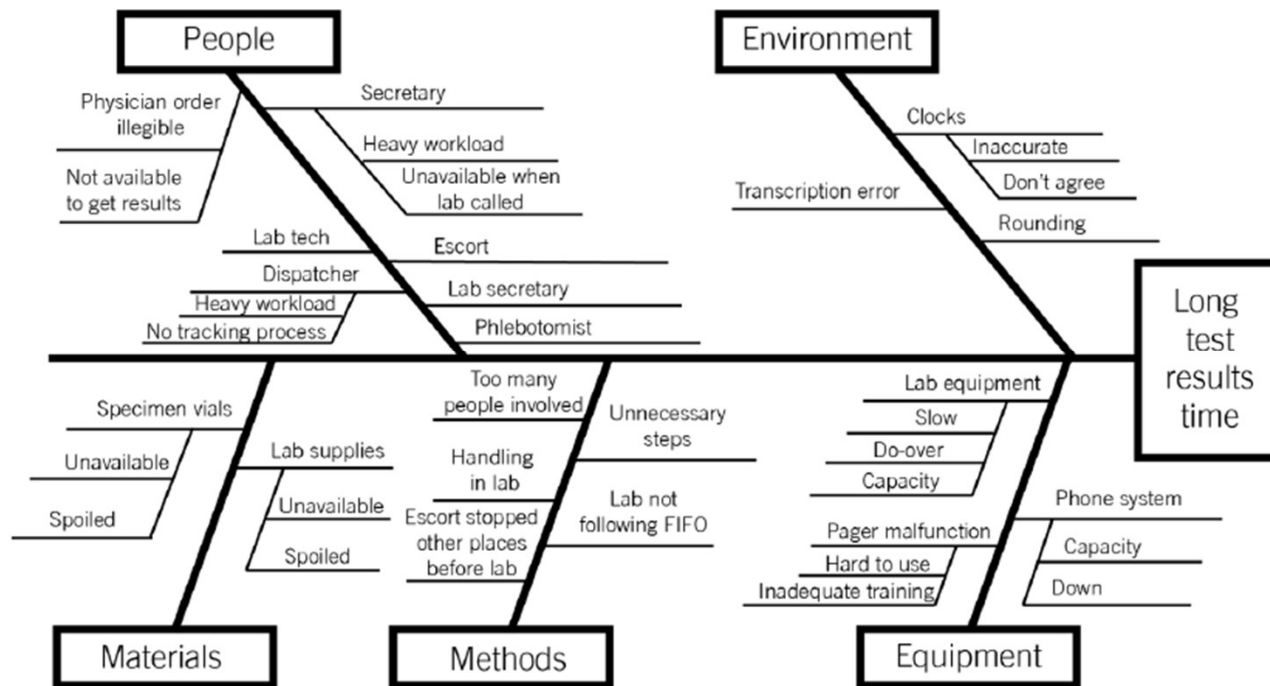**What changes can we make that will result in improvement?**
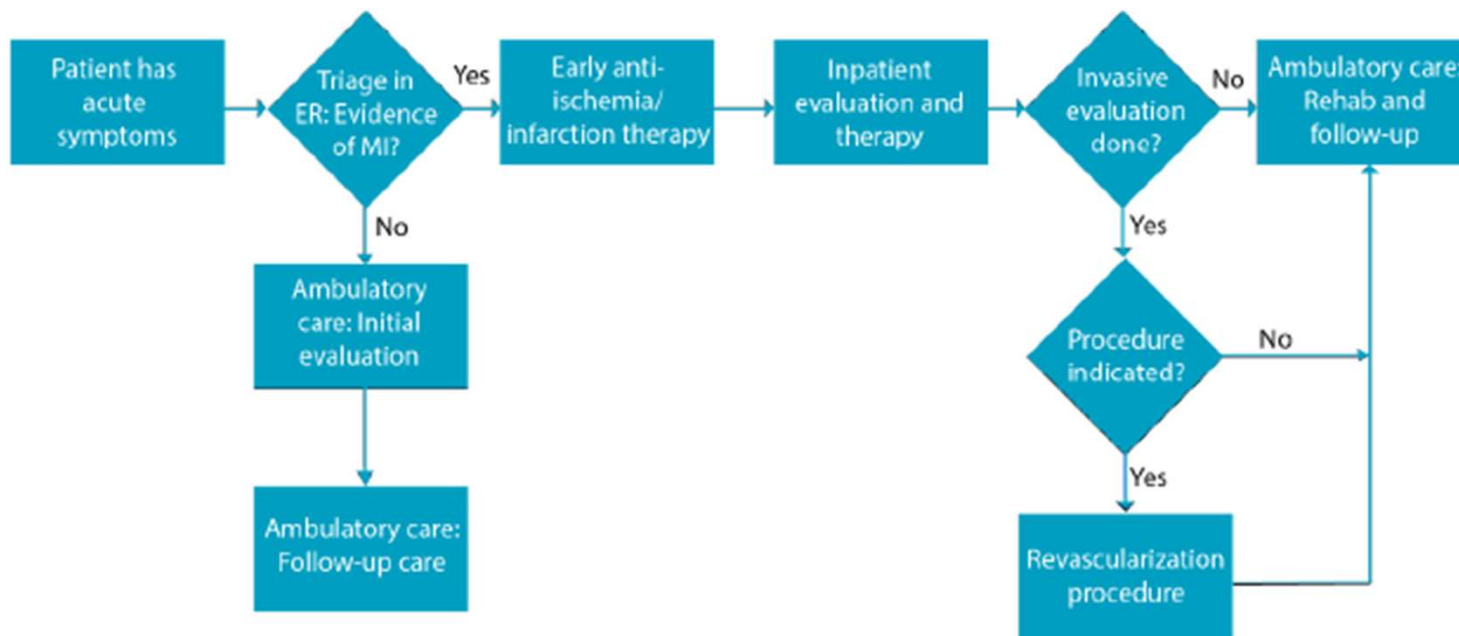
PROCESS MAP

CAUSE AND EFFECT DIAGRAM

DRIVER DIAGRAM

Cause and Effect Diagram

Process Map

Driver Diagram

Aim	Primary Drivers	Secondary Drivers	Projects or Activities
	Speed of Clinician	Computer Literacy	Touch Typing Lessons
Reduce Waiting Times	Number of Rooms	Named Rooms	Use of Hot Desking
	Number of Patients	Referrals	Screen Referrals
		Scheduling	Standardise Clinic Booking
		Number of Sessions	Increase Clinic Frequency
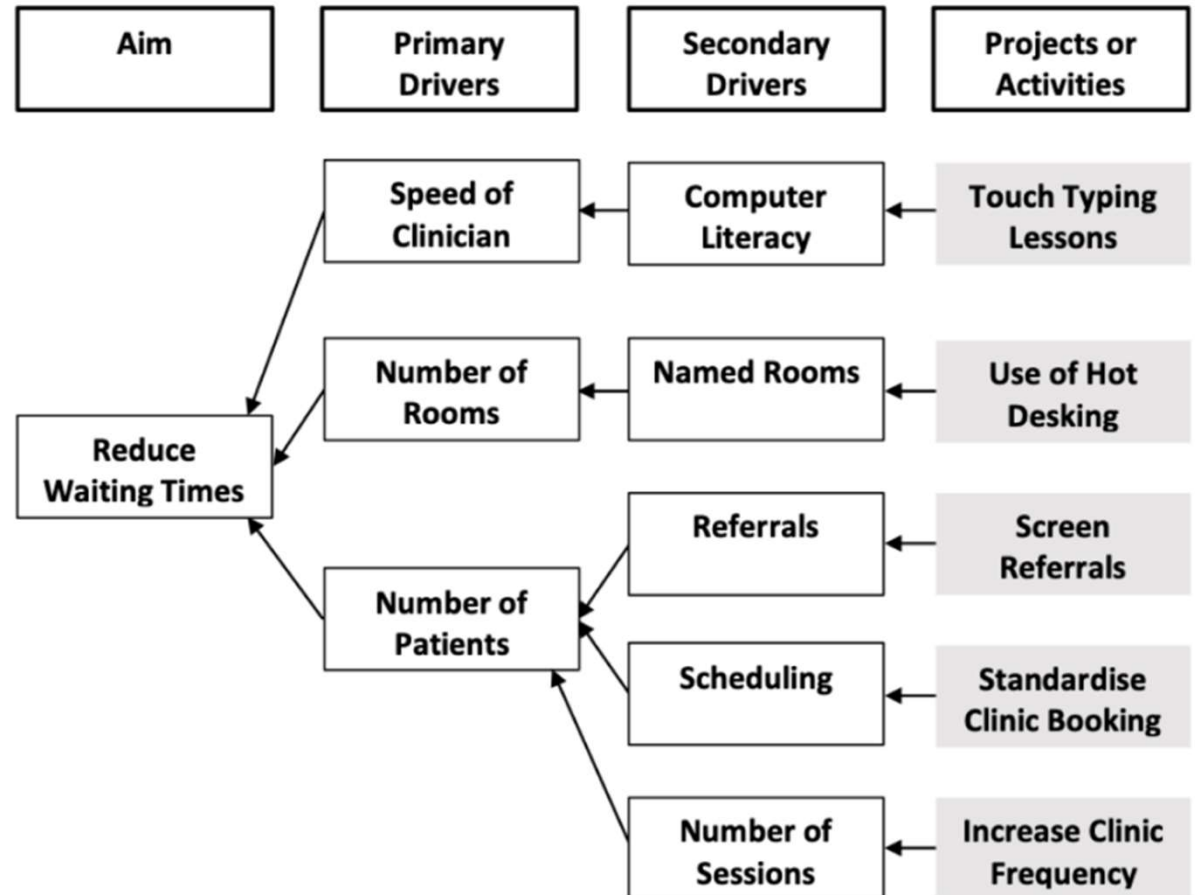
Let's Practice!

Your team has seen a significant decline in referrals to your clinic/program during the last year. During a recent meeting, your team reviewed your year-to-date referral count, and total referrals have decreased 40% compared to this time last year (from 220 referrals in 2021 to 132 in 2022). You aren't sure what to do, but you know you need to do something to ensure the community is receiving the important services you provide!

Let's Practice!

10

① Create an aim statement.
What are we trying to accomplish?

② Define your measures.
How will we know that a change is an improvement?

③ Brainstorm change ideas.
What changes can we make that will result in improvement?

PDSAs

Act
Decide what's next. Make changes and start another cycle.

Plan
Describe objective, change being tested, predictions. Needed action steps. Plan for collecting data.

Study
Analyze data. Compare outcomes to predictions. Summarize what you learned.

Do
Run the test. Describe what happens. Collect data.

PDSAs

Plan
Describe objective,
change being tested,
predictions.
Needed action steps.
Plan for collecting data.

Plan the test of change:

❑ **Develop the objective**
❑ **Questions and predictions**
❑ **Who, what, where, when**
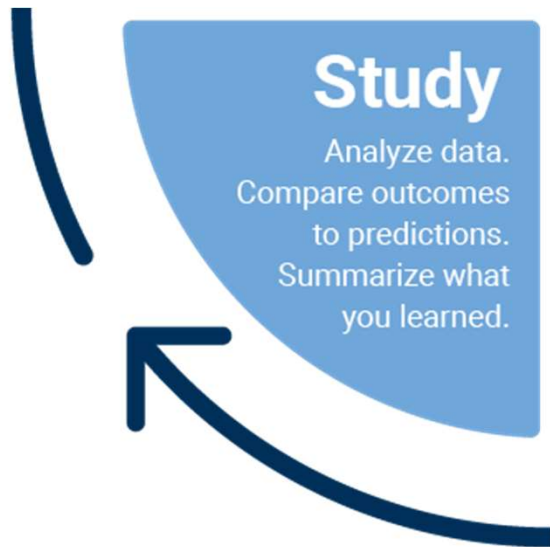❑ **Plan for collecting data**

PDSAs

Do

Run the test.
Describe what happens.
Collect data.

Do the test on a small scale:

- ❑ What happened?
- ❑ What data did you collect?
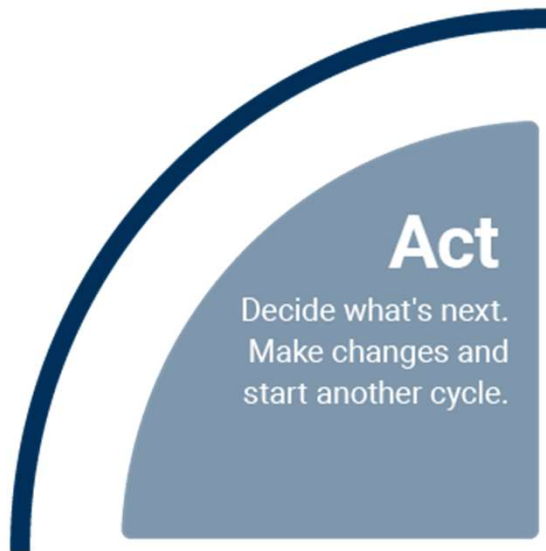- ❑ What observations did you make?

PDSAs

Study

Analyze data.
Compare outcomes
to predictions.
Summarize what
you learned.

Study your results:

- ❑ What did you learn?
- ❑ How did you results compare to your predictions?

PDSAs

Act

Decide what's next.
Make changes and
start another cycle.

Act on what you learned:

- ❑ What changes should you make?
- ❑ Make a plan for your next test:
    - ❑ Adapt
    - ❑ Adopt
    - ❑ Abandon

Wrap Up

Quality improvement is a framework for **improving systems**.

The Model for Improvement includes **three key questions** to ask as we begin improvement projects:
1. What are we trying to accomplish?
2. How will we know if a change is an improvement?
3. What changes can we make that will result in improvement?

Plan – Do – Study – Act (PDSA) cycles are small tests to see what change ideas work.

Resources

- The Science of Improvement – Whiteboard Videos
- IHI - PDSA Worksheet
- IHI QI Essentials Toolkit
- SD Department of Health – Quality Improvement Toolkit

Stay connected

Newsletter Sign-Up

Lindsey Karlson, Director of Quality Improvement
Community HealthCare Association of the Dakotas
Email: lindsey@communityhealthcare.net

www.communityhealthcare.net

Model for Improvement Worksheet

CHAD
Community HealthCare Association of the Dakotas

Set your AIM:
What are we trying to accomplish?

SMARTIE GOALS
Specific Measurable Attainable Relevant Time-bound Inclusive Equitable

Define your MEASURES:
How will we know if a change is an improvement?

Outcome Measures:

Process Measures:

Balancing Measures:

Brainstorm CHANGE ideas:
What changes can we make that will result in improvement?