

Quality Improvement Processes

A Rose By Any Other Name...

Basic Concept

- Quality Improvement Processes
 - come in many shapes and sizes
 - go by many different names
 - are marketed by many different sources
 - With a common goal...
- To improve and assure the safety, quality, and cost efficiency of health care

Today's Goal

- Our goal today is to lay the groundwork for future training sessions regarding quality improvement
- We will get a taste of numerous methodologies and approaches to quality improvement
- One size does not fit all
- Quality improvement is a journey taken in baby steps – not giant leaps

Common Quality Improvement Processes

- Model for Improvement
 - Rapid Cycle Quality Improvement
 - PDSA
- Human Factors
- Lean Methodology
 - 5S
- Failure Modes and Effects Analysis
- Root Cause Analysis

Exercise

- Let's make the perfect peanut butter and jelly sandwich!



Learning

- Do we all define the process in the same way?
- Did we assume steps without spelling them out?
- Did we all address the problem in the same way, or were there variations in our processes?

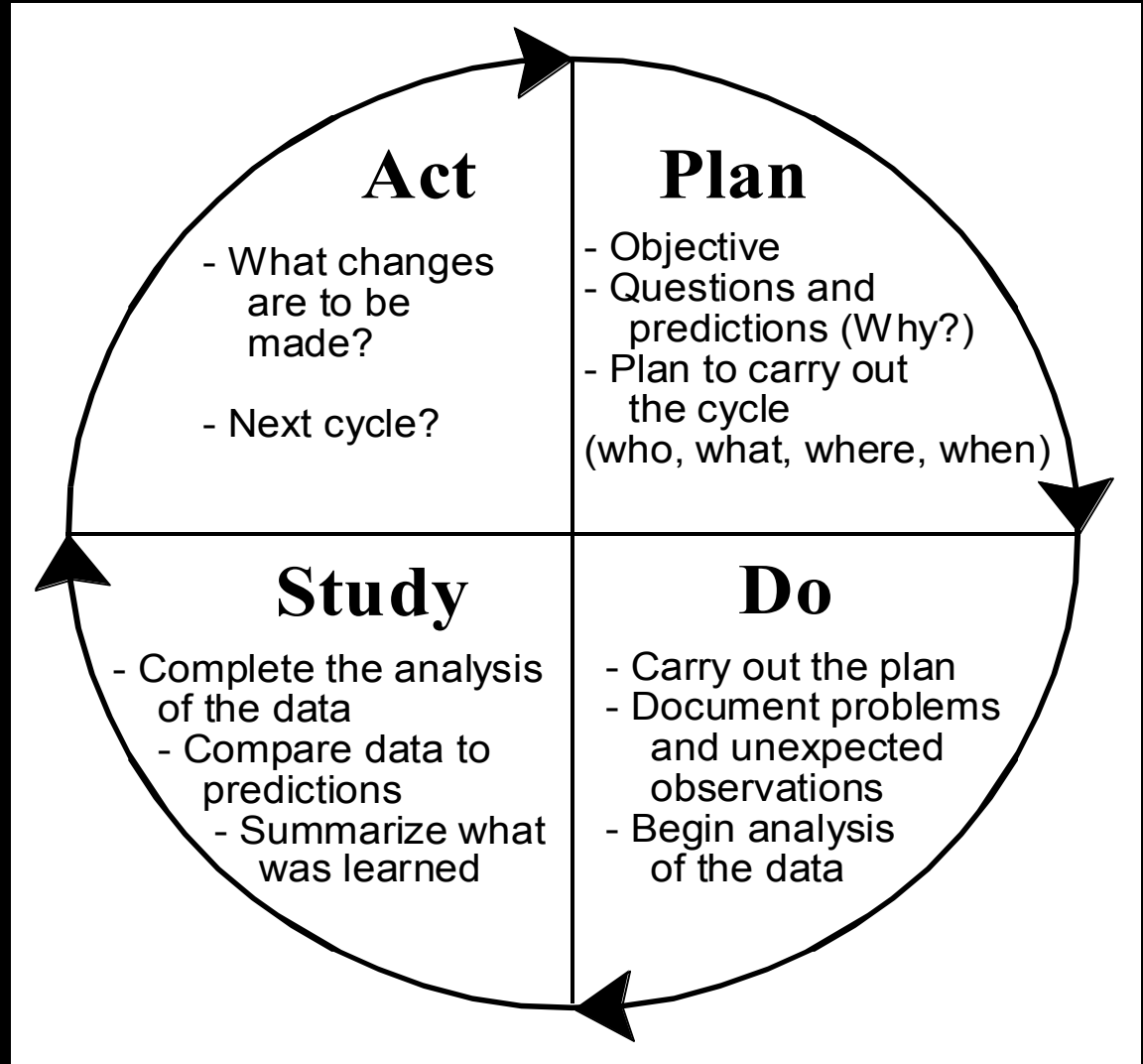
Rapid Cycle Process Improvement

- A process improvement approach to evaluate change
- This model allows for integration of new and existing systems.
- This model promotes small scale rapid cycle change over short periods of time.

WHAT is the PDSA Cycle?

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The PDSA Cycle for Learning and Improvement



What Do We Mean by Rapid Cycle Improvement?

- Let's **PLAN** The Perfect Peanut Butter and Jelly Sandwich!!!!
- What do we want to improve?
- What change should we test?
- What is our anticipated outcome?
- Theorize

What Do We Mean by Rapid Cycle Improvement?

- Let's **DO** The Perfect PB & J Sandwich!!!
- Put the theory into practice
- Map the new plan
- Carry out the change on a small scale or pilot basis
- Evaluate change with qualitative and quantitative data

What Do We Mean by Rapid Cycle Improvement?

- Let's **STUDY** The Perfect PB & J Sandwich!!!
- Evaluate and determine the degree of success.
- Determine what, if any, modifications are required.

What Do We Mean by Rapid Cycle Improvement?

⚙️ Let's **ACT ON** The Perfect PB & J Sandwich!!!

⚙️ **Adopt**

⚙️ by testing on a larger scale in a new cycle

⚙️ **Adapt**

⚙️ based on lessons learned from the test

⚙️ **Abandon**

⚙️ By trying something different

The PDSA Cycle for Learning and Improvement

