

Quality Improvement

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Objectives

- Describe methods for engaging students in leading quality improvement activities.
- Discuss examples of current student-led quality improvement projects.
- Contribute to an emerging document of skills to be taught to ensure that students have the quality improvement tools to lead these efforts.

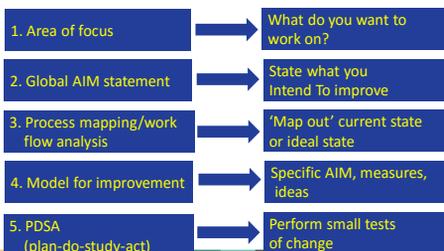
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Quality Improvement Overview

- Quality improvement in health care has been around since the 19th century when hand washing was introduced to medical care.
- Quality improvement in health care involves processes for improving patient outcomes.
- Quality improvement has been part of corporations and the private sector for decades.
 - Many of the tools and methods used in industry are now being translated to health care

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Quality Improvement Steps



Step One: Area of focus

- Form an Improvement Team
- Identify an area where you would like to do your improvement work
- Form an improvement plan



Step Two: Global Aim Statement

Global Aim Statement: a written statement of what you intend to improve in your area of focus.

A 'GLOBAL AIM' states where the process begins and where it ends and guides you in where a process map begins and ends.

Key Components:

- answer, "What are we trying to accomplish?"
- have a rationale or importance to the team
- lend some guidance for carrying out the work
- specify a target population and a time period
- be measurable



Global Aim Statement

Aim Statement
Create an aim statement that will help keep your focus clear and your work productive:

We aim to improve: _____
(Name the process)

The process begins with: _____
(Clinical location in which process is embedded)

The process ends with: _____
(Name where the process begins)

By working on the process, we expect: (list benefits)

It is important to work on this now because: (list imperatives)



Global Aims

- Creating a global aim may be the first time a multidisciplinary team has worked together
- Creating the global aim should be fun and inclusive of all opinions
- Creating a global aim is a great team building exercise

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Global Aim Statement

Aim Statement
Create an aim statement that will help keep your focus clear and your work productive:

We aim to improve: Diabetes Medicines
(Name the process)

in: SAAS Form
(Clinical location in which process is embedded)

The process begins with: Implementing registry benefits maintenance section on easy
(Name where the process begins)

The process ends with: Improved patient care & well being
(Name the ending point of the process)

By working on the process, we expect: (list benefits) Decreased HbA1c, Blood pressure, and yearly diluted eye exams

It is important to work on this now because: (list imperatives) Prevent disease to avoid health complications associated to the disease



Step Three: Process (Flow) Mapping and Work Flow Analysis

- Documenting the processes involved in the patient journey
- A clear and comprehensive picture of the way business is done



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A process map starts by recording steps so opportunities can be identified.

Work flow analysis to determine potential QI projects

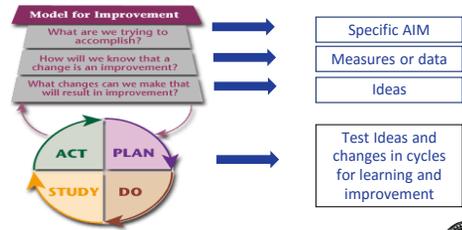
The image shows a handwritten process map titled 'Where Stay Analysis'. It lists various steps such as 'Call Center', 'Check in', 'Nurse triage', and 'Patient room'. A red arrow points to a section labeled 'Identified Pain Points' which includes 'Patient room', 'Nurse triage', and 'Check in'. A red circle highlights the text 'Patient room' and 'Nurse triage'.

Process mapping helps teams

- Identify waste, barriers, and "pain points" to the workflow
- Consider all features that impact the process
- Provide details that can be evaluated later
- Help understand the status quo of the process
- Prepare future analysis

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Step Four: Model for Improvement



Step Five: Plan-Do-Study-Act (PDSA)

- The Plan-Do-Study-Act (PDSA) cycle is shorthand for testing a change — by planning it, trying it, observing the results, and acting on what is learned. This is the scientific method, used for action-oriented learning.
 - Perform small tests of change until you have reached your aim
 - Communicate the results
 - Implement the proposed change



PDSA Cycle # ____:

Plan:
 The change: (What, who, when, where and who responsible?)
 Prediction: (What do we expect to happen?)
 Data: (What information, who, what, where when collected?)

Do:
 What was tested? What happened? Observations? Problems?

Study:
 Summarize what was learned and compare to prediction.

Act:
 What adjustments should be made for the next cycle, what will next cycle be?)



QI Stories from the Field

- Kari Mader's experience with QI as a medical student and resident

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Let's Give QI a Try!

- Case Study Example

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Summary

- Quality improvement in health care involves processes for improving patient outcomes
- Quality improvement is an ongoing process within a practice
- Tools for quality improvement used in this presentation:
 - Formation of quality improvement teams in your practice
 - Developing a Global Aims statement
 - Process mapping/work-flow analysis
 - Model for Improvement
 - PDSA cycles

Q&A

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