Quality Improvement
QTIP Style

Who's Who among Quality Gurus?

- Kaoru Ishikawa
- W. Edward Deming
  - "It is not enough to just do your best or work hard. You must know what to work on." - W. Edwards Deming
- Joseph Juran
- Phillip Crosby
- Tom Peters
- And many more....

What are the QI Principles?

Customer focus
Leadership
Involve people
Process approach
System approach
Continuous improvement
Facts → to decisions
Mutually beneficial relationships

Why QI - In the Simplest Terms...

- "...focus on bringing about a measurable improvement by applying specific methods..."
Model for Improvement

AIM
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?

MEASURE

CHANGE

Act
Plan
Study
Do

How it happens...

http://www.hii.org/resources/Pages/Changes/default.aspx

Model for Improvement

AIM
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?

Clear
Time-specific
Stretchable
Provides real value

“Some is not a number, soon is not a time!”
Don Berwick, Institute for Healthcare Improvement (IHI)

AIM

AIM: “When people come to my house, there are three clean chairs to sit in and each person can have 2 cookies and a cup of milk.”

Model for Improvement

MEASURE

- Outcomes
- Process
- Balancing

OUTCOME MEASURES

How many cookies did you get?

Process Measures
More Key Points for PDSA Cycles

- Consider reasons for failed tests
  - Change not executed well
  - Support processes inadequate
  - Theory / hypothesis wrong
Key Points for PDSA Cycles

- Do cycles on smallest scale possible
  - Cut your original plan in half
  - A "trial of one" is often good
  - "Failed" cycles provide learning when small
- Test over a range of conditions before implementing
- Series of tests should build on each other

"All quality improvement takes place project by project."
Joseph Juran

Decrease the Timeframe

Drop down "two steps" to plan test cycle!

Quality Improvement Methods give you new ways to look at things...

And, how you look at things determines what you see.

Resource Citations (Bibliography)

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