QI Basics and the Model for Improvement

Why is quality improvement important?

What is Quality Improvement?

- Quality improvement (QI) consists of systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups.

The QI Team

- Needed to understand complex processes
- No one person knows all the dimensions of a process
- Requires representatives of all work areas
- Multi area staff commitment is required for total staff buy in
- Team work fosters creativity
Plan Do Study Act

What are we trying to accomplish?
The aim statement should answer:

- What will we improve?
- For whom?
- How much? (Specify number goals for outcomes)
- By when?

Increase the number of teens (ages 13-18) receiving well child checks by 40% by December 2017.
How will we know that a change in an improvement?

To answer this question, it requires the use of measures.

The measures you choose to collect data on should be:
- Qualitative or Quantitative
- Easy to collect
- Able to integrate collection into everyday activities

3 types of measures

Outcomes- tells How is the system performing
Process- Process tells you if the parts/steps in the system performing as planned
Balancing- tells you if unanticipated consequences are occurring in one part of the system as a result of making changes to another part of the system

Examples of Measures

Outcomes: Number of teens who received well child checks

Process: Number of teens who were given a behavioral health screen.

Balancing: Number of teens seen who did not have a primary care provider listed in their chart.

What changes can we make that will result in improvement?

- Increase teen well check rates
- Make continuity of care a system priority
- Identify patients' PCP
- Develop phone script for schedulers
- Pilot phone script for one day
Chocolate Kiss Triangle Game

Test your new PDSA cycle skills!

- Set up your board with 14 candies, leaving 1 space open
- Jump one candy at a time to remove it from the board
- Define your Aim statement and measure before you begin jumping!
  - Aim: to end up with 1 candy by the end of 5 rounds
  - Measure: the amount of candy left at the end of each round
  - 1st Plan: just wing it, see how it goes. Expect to have 2 or 3 candies left.