

A large, thick black L-shaped graphic is positioned on the left and bottom edges of the slide, framing the central text.

Using QI Tools to Manage and Track Change

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Objectives:

Coordinators will be able to use the following tools to track / manage change

In the Midst of Change

- Tool 1: Organize a team of stake holders to identify a problem, the cause, and discuss ways to improve the system.
- Tool 2: Lead a team in completing a fishbone diagram to identify the most direct cause of the problem.

Made a Change. Now What?

- Tool 3: Organize change into a Standard Work template.
- Tool 4: Analyze if the amount of effort you put into something yields an equal or greater value or contribution to the change. 80/20 Rule
- Tool 5: Display your work using the A3. Converts easily into a future poster!



In the Midst of Change

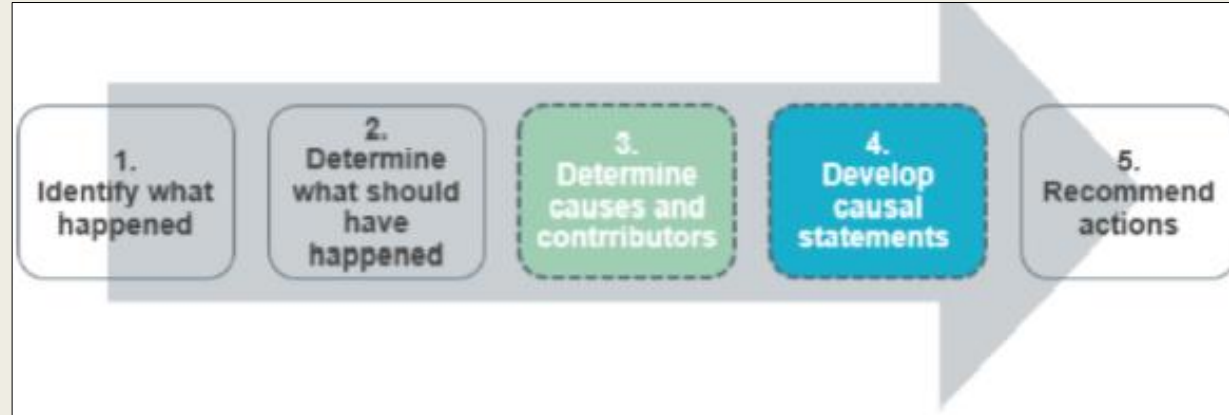
Tools to provide structure to your change



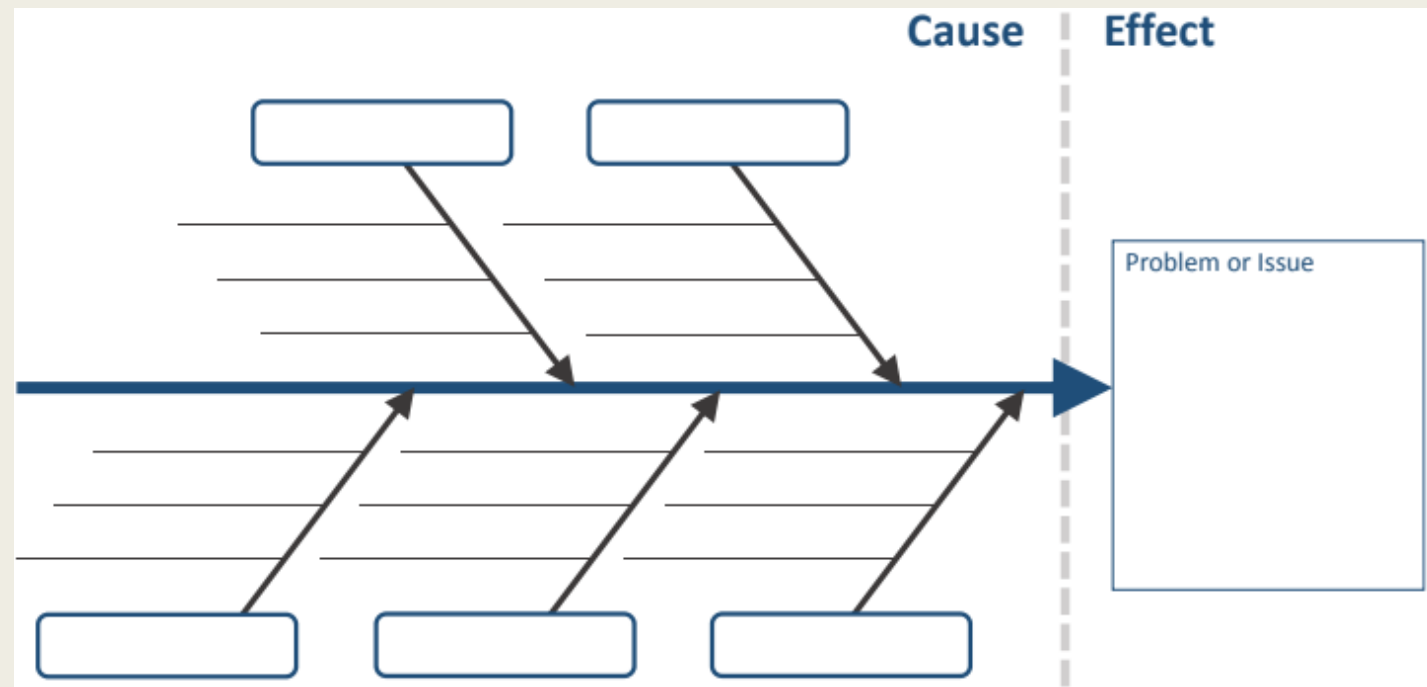
What is QI?

Definition: **Systematic**, formal approach to the **analysis** of practice **performance** and **efforts** to **improve performance**

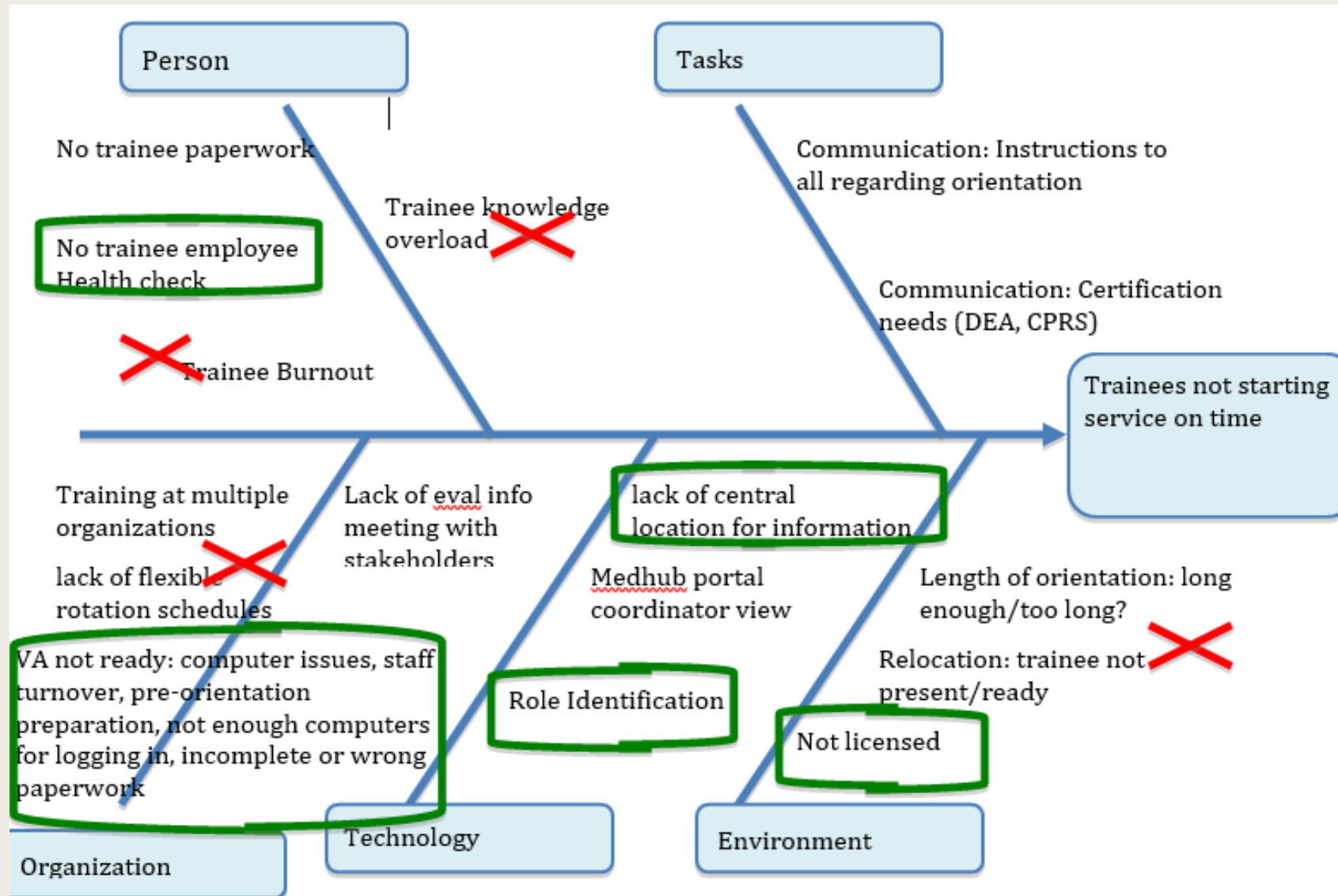
Tool #1 The QI Cycle



Tool #2 Fishbone



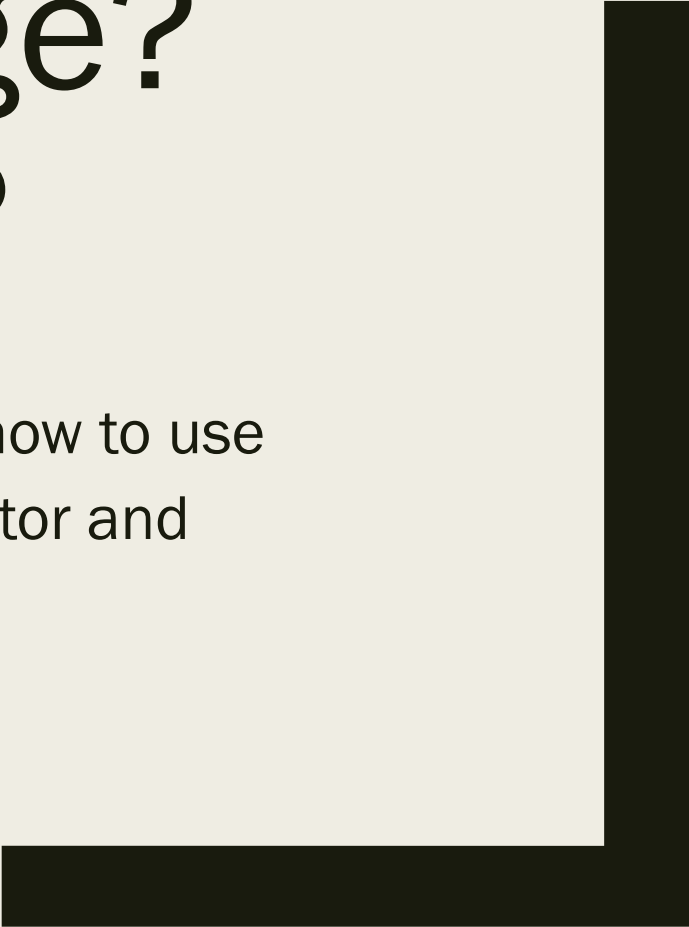
Sample Fishbone Diagram





Made a Change? Now What?

Assess the impact of change by learning how to use quality improvement strategies to monitor and report change over time.



Tool #3

Standard Work

- Chunk the work into bite size pieces using the Standard Work Checklist.
- Assign roles, provide timelines, and keep track of the change in progress.

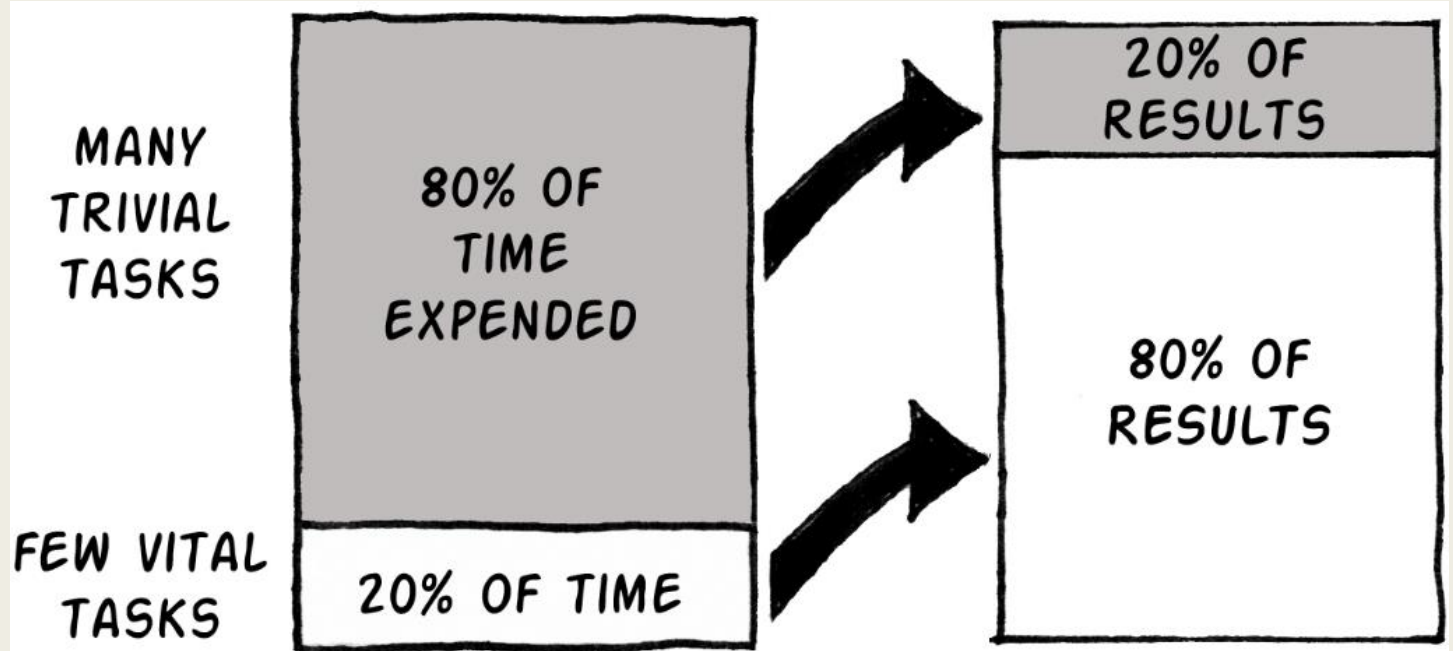
Add header

[Role/Name] Standard Work Checklist																									
Daily Tasks	Week 1					Week 2					Week 3					Week 4					Week 5				
	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F
30-minute Go and See:																									
<input type="checkbox"/> Patient/Customer (daily): experience, concerns																									
<input type="checkbox"/> Staff/provider (daily): coaching, accountability																									
<input type="checkbox"/> Processes (2x/week): audit, sustain, improve																									
Visual Management of key metrics aligned with Org Dashboard																									
PSN review and action items																									
Huddle with direct reports																									
Weekly Tasks	Week 1					Week 2					Week 3					Week 4					Week 5				
15 minute improvement huddle to work on A3s																									
Coach direct reports on A3s																									
Huddle with next level leader																									
Replace one existing meeting with a huddle																									
Monthly Tasks	Complete?	Notes																							
Value Stream Go and See																									
Review scorecards and analyze trends																									
Review operating statements, complete variance reports																									

Tool #4

80/20 Rule

- My FAVORITE!!!
- Ask yourself, “Does this task take 80% of my time for 20% value?”
- Consider this question during every phase of the change.



Tool #5

A3

- PDSA
- FOCUS
- Aim statement

Title:

Date:

F – FIND a Process to Improve (*Background Information, Data, Value Stream Map*)

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P – PLAN the Improvement (*Future State Process Map*)

D – DO the Improvement (*Improvement Action Items Plan, Data Collection Plan, Forms*)

#	CHANGE IDEA(S)	MEASURE(S)/OUTCOME(S)
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O – ORGANIZE a Team (*List of Team & Ad-hoc Members and Roles*)

C – CLARIFY Current Knowledge (*Process Maps, Observations, Data, Specific Aim Statement*)

SPECIFIC AIM STATEMENT: *We will [improve, increase, decrease] the [number, amount, percent] of [the process] from [baseline measure] to [goal measure] by [date].*

U – UNDERSTAND Root Causes (*Fishbone Diagram, 5 Whys, Affinity Diagram*)

C – CHECK the Results (*Run Chart, Team's End Results*)

S – SELECT the Improvement (*Benchmarking/Best Practices – External and/or Internal*)

A – ACT and Determine Next Steps (*Action Items, Lessons Learned, Sustainability Plan*)

#	ROOT CAUSE(S)	BEST PRACTICE(S)	CHANGE IDEA(S)
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