



Overview of Quality Improvement Science

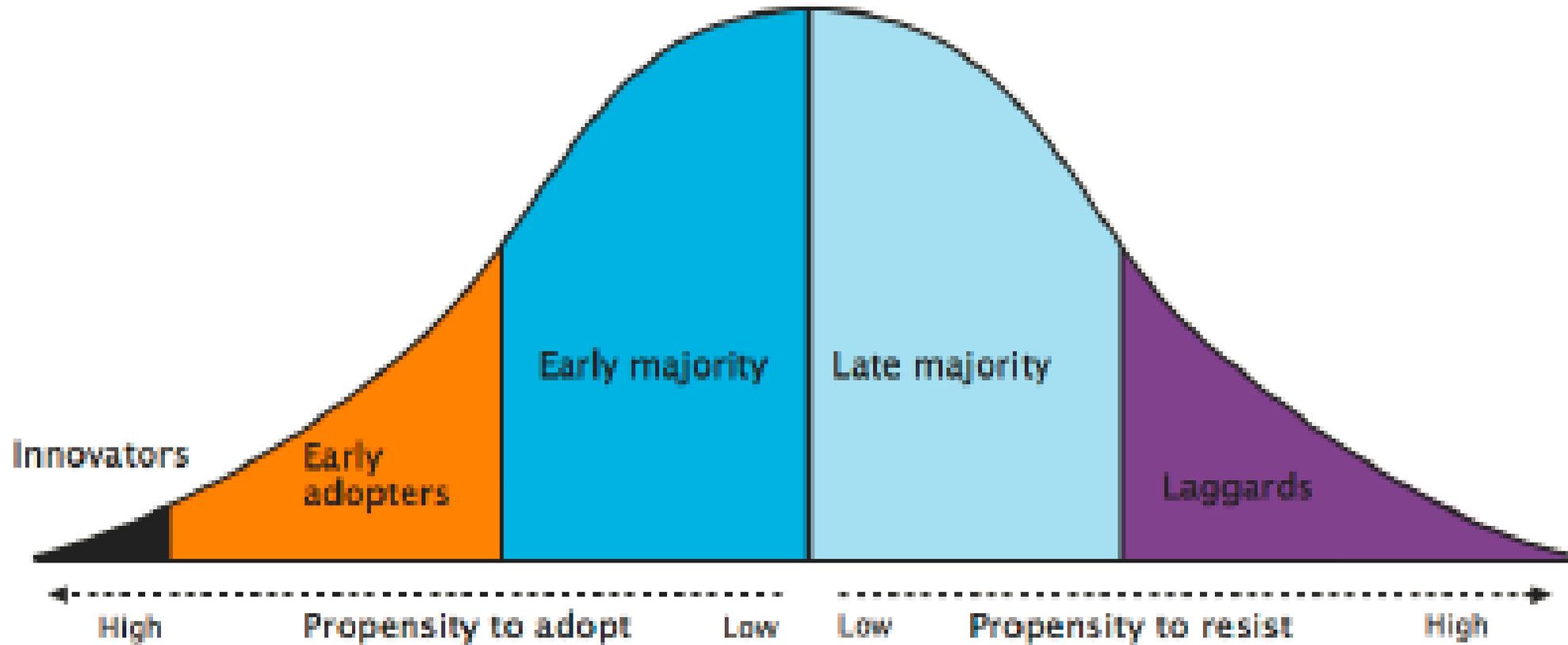


“Eighty five percent of the reasons for failure and deficiencies are in the systems and process rather than the employee.”

W. Edward Deming



Not Everyone Loves Change!





What motivates you to take action for change?





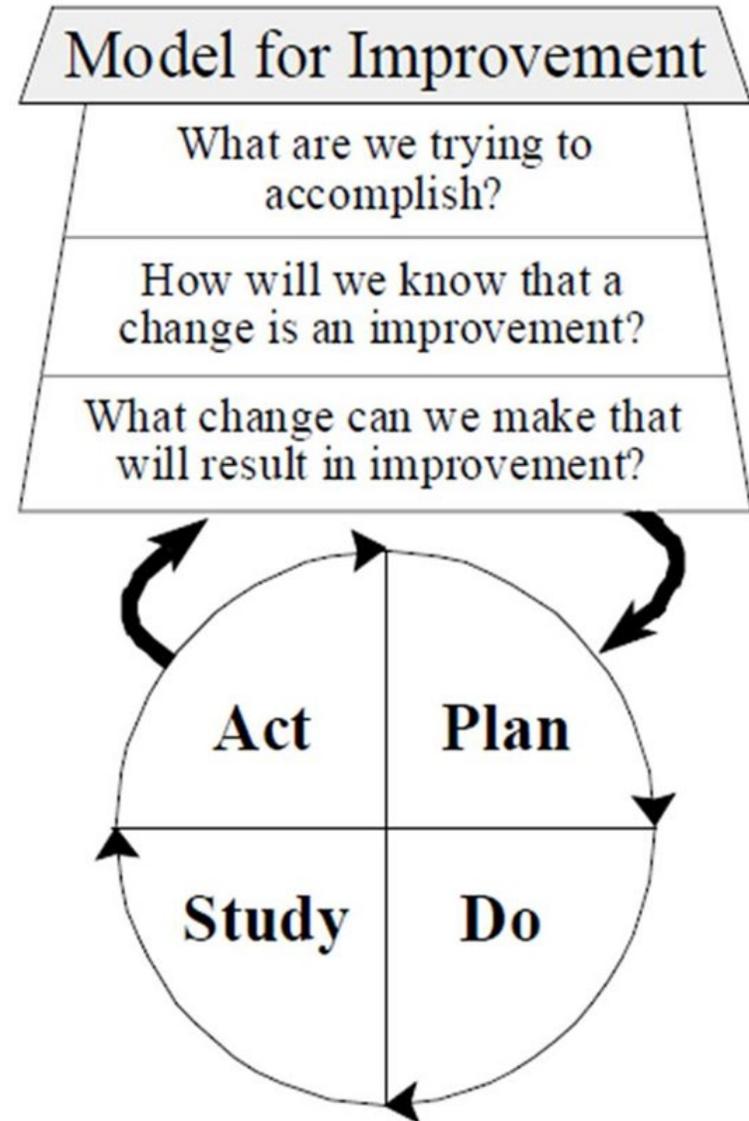
Discussion – 5 minutes

- Do a quick round robin at your table to share what motivates you
- What is a recent change that you have worked on?
- What data compelled you to determine this project
- Room report out from a few teams



Getting Started:

- Form a team
- Three questions:
 - The Aim
 - The measures
 - The changes
- Test changes – PDSA cycle
- Implement changes that work
- Spread the changes to others





Setting Aims



Principles of an Effective Specific Aim Statement

- State aim clearly
- Time specific
- Measurable
- Define the population of patients or system that will be affected
- Set stretch goals
- Be prepared to fully shift aim if necessary
- Something you can work on NOW



“Without data, you are just another person with an opinion.”

W. Edward Deming



The Power of Data for Improvement

- Understand the variation that exists in a process
- Monitor the process over time
- See the effect of a change in the process
- Provide a common point of reference
- Provide an accurate basis for future prediction



Activity: Create your Specific Aim for the Heart Healthy Initiative

- ? minutes:
- Room report out from a few team members



Plan, Do, Study, Act

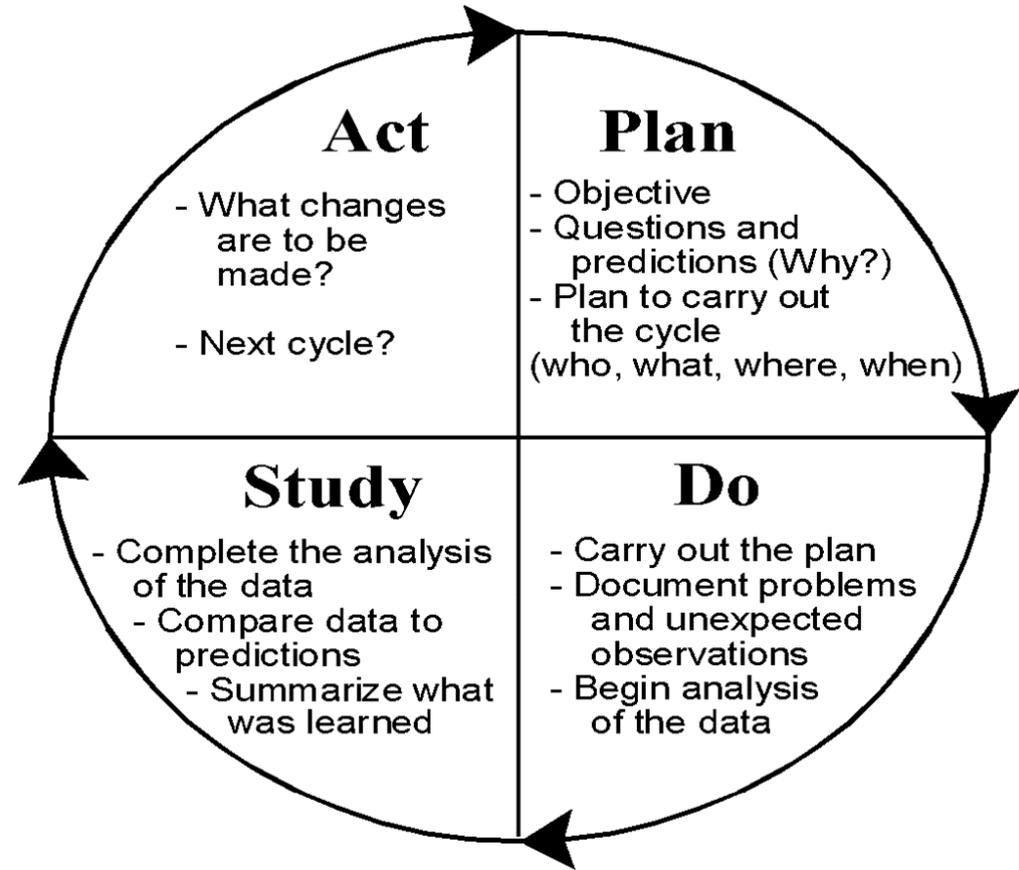


The Plan-Do-Study-Act (PDSA) cycle

- The Plan-Do-Study-Act (PDSA) cycle is a simple and powerful tool for accelerating quality improvement.
- The 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.



The Plan-Do-Study-Act (PDSA) Cycle





Activity: Create Your PDSA



Next Steps ...



References

1. <http://www.ihio.org/resources/Pages/default.aspx>
1. Miller, R. L. (2015). Rogers' innovation diffusion theory (1962, 1995). In *Information seeking behavior and technology adoption: Theories and trends* (pp. 261-274). IGI Global.
1. Tennant, G. (2017). *Six Sigma: SPC and TQM in manufacturing and services*. Routledge.