



# Overview of Quality Improvement Science

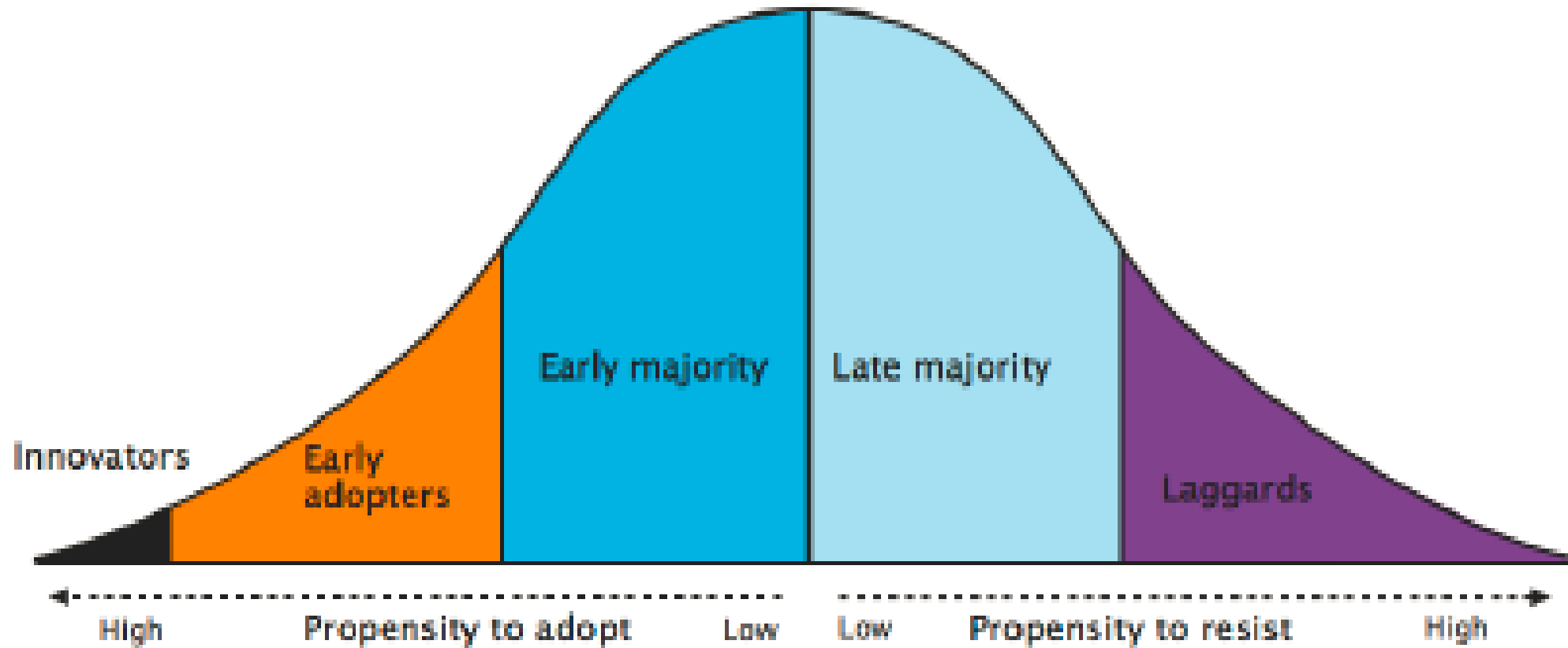


“Eighty five percent of the reasons for failure and deficiencies are in the systems and process rather than the employee.”

W. Edward Deming



# Not Everyone Loves Change!





What motivates you to take action for change?





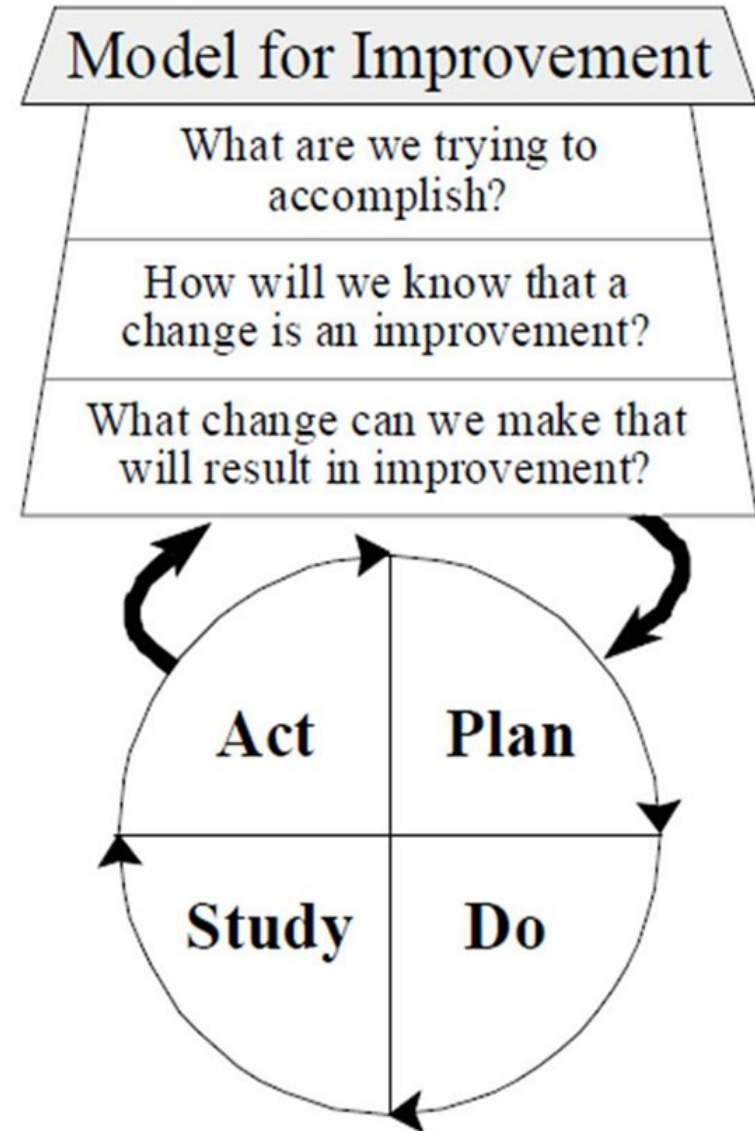
## Discussion – 5 minutes

- 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

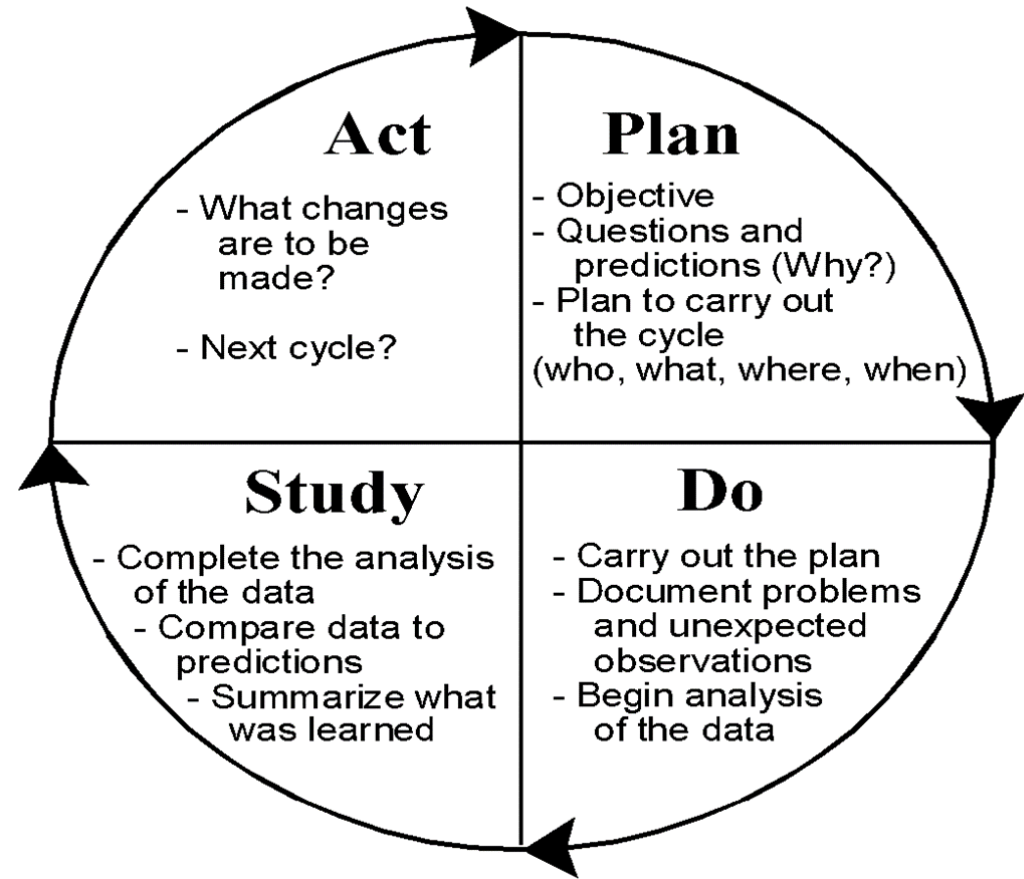


# The Plan-Do-Study-Act (PDSA) cycle

- 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.