

Recipe for Quality Improvement

Number of persons: 3-5 best if multi-professional; Time required: 2-12 weeks Ingredients: 1 problem, data, 1 team, will to improve

Important points to consider

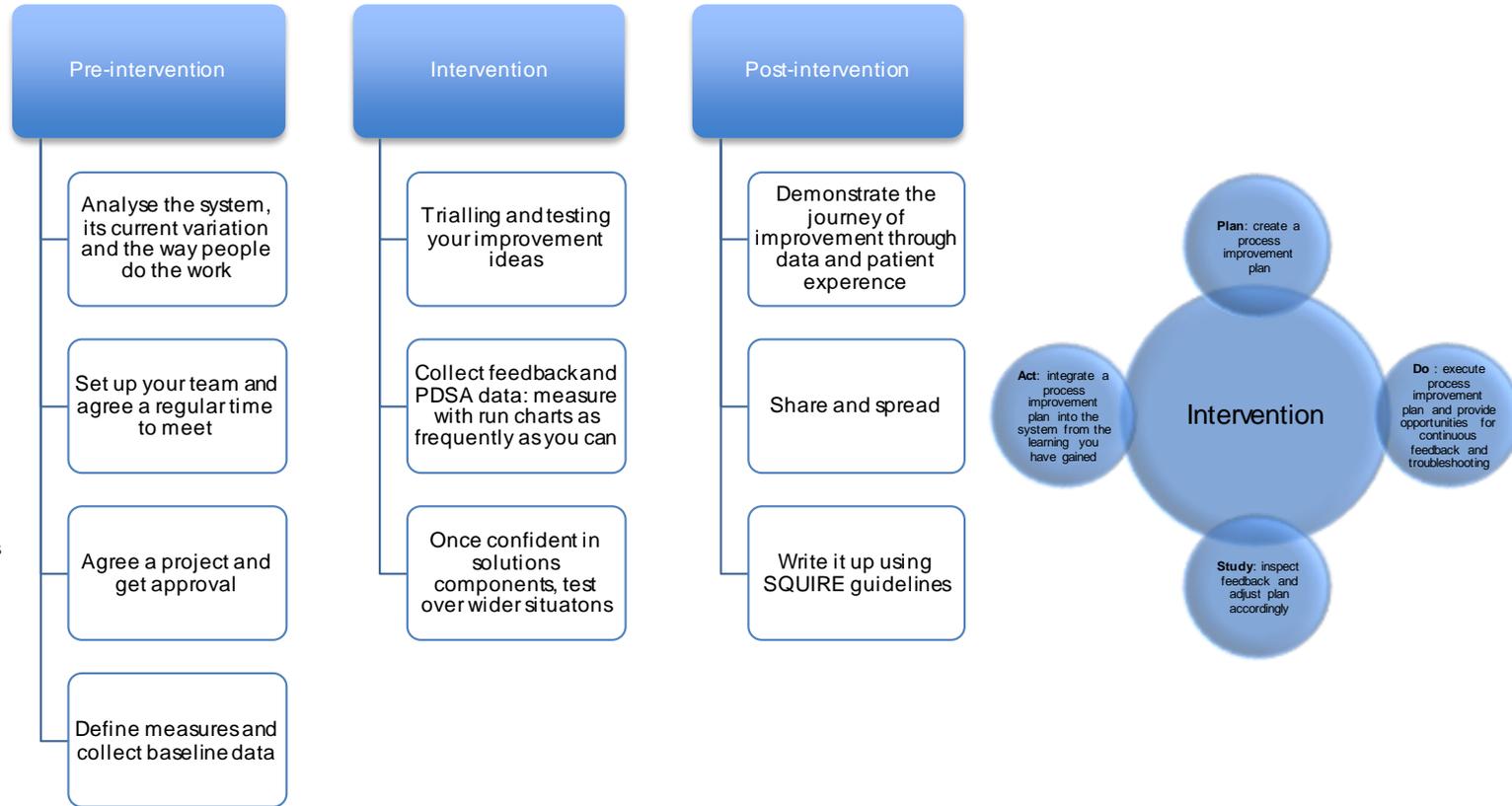
Potential metrics for improvement:

- Process measures such as timings
- Clinical outcomes
- Patient/staff engagement such as through surveys, interviews and complaints

Assign roles and responsibilities for the project team including a point of contact, data collection responsibility, and coordinators in key positions

Stakeholder engagement, ensure you share information about the project early with everyone you need to:

- Consider your audience
- Keep it simple!



Plan

Do, Study, Act

Define the project Stakeholder Engagement Understand the current situation Root cause analysis Develop Project Measures Develop and test countermeasures (solutions) Implement solutions

How to Report your Project using the A3 Approach – TITLE Describe The Problem

Background

What is the crux of the issue how does it impact on patient care (components of quality- **Safe, Timely, Effective, Efficient, Equitable, Patient centred**)

Current Condition

What is the evidence supporting better care and your aspiration for excellence, describe the impact on 'STEEP' criteria in more detail

Goal

What are we trying to achieve- how much improvement and by when will we achieve it

Root Cause Analysis

Getting to the heart / hearts of the problems
Fishbone, Pareto, SOPK, develop a driver diagram, identify the areas of actions needed to address complex problem. There may only be root groupings not specific causes evident initially

Countermeasures

Testing and trialling new processes, new systems, new equipment, new ways of the team doing the work. Step by Step PDSAs to build knowledge and tune the means to overturn what was learnt and understood to be the basis of the problem in the Root cause section. Be visual

Effect Confirmation

Measurement to show the effect of the tests, then the change package and overtime the improvement in outcome- a journey shown with run charts, perhaps control charts and definitely data

Follow-up Actions

What did we, the team doing the work learn,
What would we do differently
How are we spreading or sustaining our Improvement.
How can others adapt or adopt our ideas
Declaration of interests