

Resource March 13, 2015

Common Pitfalls for New Improvement Teams: A Story from New Delhi, India

Listen as Nigel Livesley, Project Director of the ASSIST Project in India, shares a story from a New Delhi hospital in training a new improvement team to provide better and safer care for women during the postpartum period.

Here are four takeaways from his story:

1. Don't expect that training or management directives alone change how care is provided.
2. Test changes on a small scale before implementing them—even a little information can help you to see whether a change works or not and helps you avoid unintended consequences.
3. Review results quickly and take action—don't wait until the next team meeting to act.
4. Stay focused on the outcome of interest—don't just focus on a process measure that may or may not result in good care.

[Improvement Science](#) [1]

[Designing Improvement Programs](#) [2]

[Support for Improvement](#) [3]

[Maternal, Newborn, and Child Health](#) [4]

[Post-partum Hemorrhage](#) [5]

Countries: [India](#) [6]

Report Author(s): Nigel Livesley

Organization(s): USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project/URC

ASSIST publication: ASSIST publication

[Video](#) [7]

[English](#) [8]



USAID
FROM THE AMERICAN PEOPLE

The USAID ASSIST Knowledge Portal is made possible by the generous support of the American people through the [U.S. Agency for International Development](#) and its [Bureau for Global Health, Office of Health Systems](#). The information provided on this web portal is not official U.S. Government information and does not represent the views or positions of USAID or the U.S.

Government. The USAID ASSIST Project is managed by [University Research Co., LLC](#) under Cooperative Agreement Number AID-OAA-A-12-00101.

*/

Source URL: <https://www.usaidassist.org/resources/common-pitfalls-new-improvement-teams-story-new-delhi-india>

Links

- [1] <https://www.usaidassist.org/topics/improvement-science>
- [2] <https://www.usaidassist.org/topics/designing-improvement-programs>
- [3] <https://www.usaidassist.org/topics/support-improvement>
- [4] <https://www.usaidassist.org/topics/maternal-newborn-and-child-health>
- [5] <https://www.usaidassist.org/topics/post-partum-hemorrhage>
- [6] <https://www.usaidassist.org/countries/india>
- [7] <https://www.usaidassist.org/resource-type/video>
- [8] <https://www.usaidassist.org/language/english>