MODULE 4: Quality Improvement Tools and their Application in KQMH

Unit 3: Introduction to Continuous Quality Improvement Tools and their Application

Part 1: Quality Improvement Cycle (QIC)
Overall Objectives of Unit 4:3

• Appreciate the quality improvement cycle
• Categorize and prioritize problems affecting delivery of care and services
• Develop and analyse the process map as an important tool for understanding the context of care
• Analyse the root causes of problems in a healthcare setting
• Develop and evaluate the feasibility of proposed change ideas / counter-measures / interventions to address identified root causes of problems
Objective

Describe the seven steps of the QIC
Content

The seven steps of the QIC
QIC Story: Follow these seven steps!

- Select theme
- Know the current status
- Analyze root causes
- Counter-measures
- Implement measures
- Confirm the result
- Standardize

- It is the detailed process of problem solving

<table>
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<tr>
<th>Objectives</th>
<th>Target (problems)</th>
<th>Root cause analysis</th>
<th>Current situation analysis</th>
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<td>Means (process)</td>
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Step 1: What are we trying to accomplish (Theme / Aim selection)

• Develop a clear and directive Aim statement
• Answer question 1: What are you trying to accomplish?
• “Today I challenge our nation to commit to producing 100 percent of our electricity from renewable energy and truly clean carbon-free sources within 10 years.” Al Gore (July 2008)
Model for Improvement
What are we trying to accomplish?
How will we know that a change is an improvement?
What changes can we make that will result in improvement?
Step 2: Know current status

Baseline data collection and analysis using a variety of tools, e.g. data reports, process mapping, photos, etc.

- Counsel and testing of mother
- CD4 count
- DT to mother
- ART to mother
- DT to baby
- PCR Testing for the Infant
Step 3: Identify root cause

• Allow data to indicate problem areas
• Use improvement tools to identify where and why gaps exist

Which improvement tool?
Work environment improvement
(5S principles & tools)
CQI: Pareto, 5 Whys, Map
Fish-bone, flow charts, etc
Step 4: Counter-measures

- Generate a ‘library’ of change ideas for testing (counter-measures)

**Sources of Change Ideas**
- people providing the service
- clients
- best practice
- guidelines
- change ideas/concepts
- novel ideas developed through creative methods
- brainstorming
- identifying underlying challenges (root cause analysis)
Step 5: Implement counter-measures (Planning, Testing & PDC/SA)

- Characterized by learning about how to change the system & implementation plan
Step 6: Confirm results (Measurement)

- Track and measure the selected indicators
Step 7: Standardize & Sustain

- Standardize and sustain what works: need more than one PDSA (Confidence)
- What needs to change so that the old way of doing things is no longer an option and the new way of doing things is the only way to do them?
Consider these issues throughout the QIC

- Leadership & Attitude
- Orientation and training for new employees
- Data collection forms (remove and replace)
- Policy
- Guidelines
- Location of things
- Make the old way impossible
Next Steps: Spread

• How do we take ideas that have worked in one location and transfer them to another location?

• Technical and geographical spread
Spreading Improvement
Improvement Team Meetings

- Must haves
- As needed
Must haves

• Review of learning
• Review of data (documentation journal, data template, action plan template /notes / minutes)
• Creation of a PDSA cycle (building on the learning of previous cycles)
Reviewing Data

• This can include reviewing the latest findings from examination of process measures

• But will more likely mean reviewing data and learning gained from individual PDSA cycles
As Needed

- Use selected tools
- Develop team norms
- Create / modify process map
- Analyze root causes
- Celebrate successes
Thank You