BREATHE ALABAMA
AN ACHIA ASTHMA LEARNING COLLABORATIVE

The ABC's of Quality Improvement

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Commercial Interests Disclosure

LaCrecia Thomas, RN, MSN, CPNP-AC/PC

- Does not intend to discuss any commercial products or services
- Does not intend to discuss any non-FDA approved uses of products/providers of service
- No relevant financial relationship

Materials Needed

- Exam table paper
- Post-its
- Markers
- Pen and paper

ABC Pediatric Practice Story

- Dr. Jones noted that there seemed to be an increase in ER visits for her patients with Asthma.

- Dr. Jones reviewed documented Asthma Action Plans given to her patients in the last week.

ABC Pediatric Practice Story

- Only 3 of 30 patients with the diagnosis of asthma had documentation of receiving action plans.
- Dr. Jones decided to work on consistency of giving Asthma Action Plans to patients.

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A-Aim

- Which of the following is the best aim statement?
  A. Increase the number of action plans given to patients with asthma soon.
  B. Increase the number of action plans given to patients with asthma seen by Dr. Jones by 10% in one month
  C. Increase the number of action plans given to patients with asthma by 10%.
  D. Increase the number of action plans given to patients with asthma in one month.

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A-Aim

- Specific
- Measureable
- Achievable
- Relevant
- Timely

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A-Aim

– Increase the number of action plans given to patients with asthma soon.

Missing goal for improvement in number of action plans given

Missing time limit for improvement

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A-Aim

– Increase the number of action plans given to patients with asthma by 10%.

Missing time limit for improvement

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A-Aim

– Increase the number of action plans given to patients with asthma in one month.

Missing goal for improvement in number of action plans given

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A-Aim

– Increase the number of action plans given to patients with asthma seen by Dr. Jones by 10% in one month.

Missing goal for improvement in number of action plans given from 10% of patients to 20% in one month.
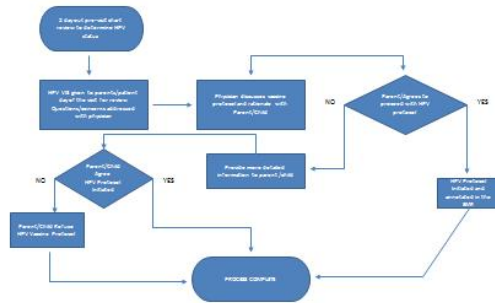
Could also be improved by a long term goal.

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A-Aim

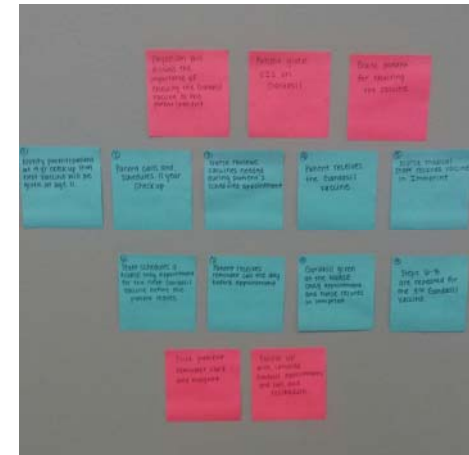• Increase the of action plans given to patients with asthma seen by Dr. Jones from 10% to 40% in 6 months.

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B-Background

B-Background

C-Change

Which change idea is directly related to Dr. Jones's aim?

A. Check MDI technique
B. Give every patient with asthma an action plan
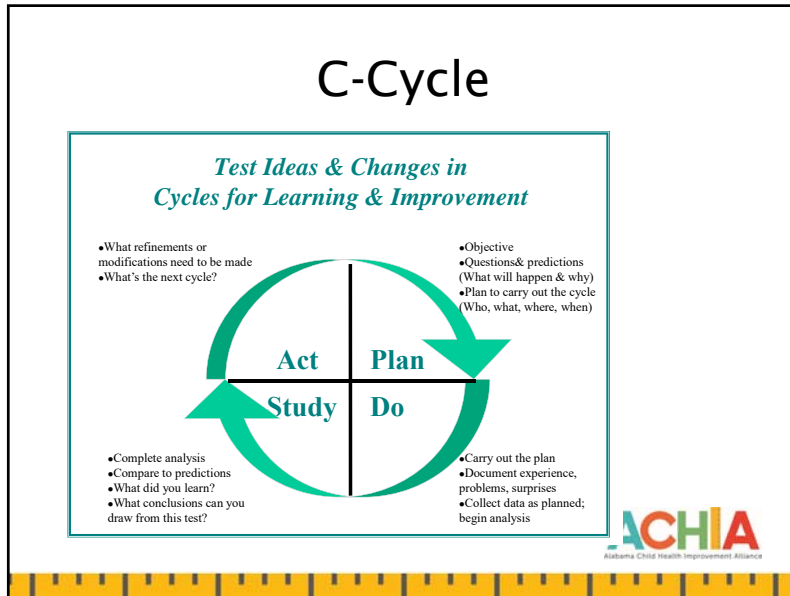C. Assess patient's asthma symptoms at every visit

C-Change

- Give every patient with asthma an action plan

C-Cycle

Test Ideas & Changes in Cycles for Learning & Improvement

- What refinements or modifications need to be made
- What's the next cycle?

- Objective
- Questions& predictions (What will happen & why)
- Plan to carry out the cycle (Who, what, where, when)

Act Plan
Study Do

- Complete analysis
- Compare to predictions
- What did you learn?
- What conclusions can you draw from this test?

- Carry out the plan
- Document experience, problems, surprises
- Collect data as planned; begin analysis

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PLAN	DO	STUDY	ACT
1.Team will huddle and identify all patients of Dr. Jones; 3 will be selected for forms 2.Olivia will place form (stored in wall storage beside charts) on those 3 charts or flag EMR on all patients 3. Angela will review questions with patients 4. Dr. Jones will complete chart 5. Marie will collect data for Eqipp	1. Form was difficult to manage on paper chart 2. Day was busy; flag was ignored on last patient and visit was lengthened	1. What went well? Team huddle identified all patients; form was easy to use 2. What didn't go well? Form was lost in the shuffle of papers; flag was ignored 3. Surprises? Busy day; didn't expect to forget patients	1. Continue huddle 2. Will adapt paper visit form to include developmental screening tools items. Dr. Jones will stay up and do this tonight. 3. Will place a reminder poster in triage to watch flags 4. Try again tomorrow

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Use EF for 3 patients on all other providers

Use EF for all of Dr. Jones patients

Use EF for 3 of Dr. Jones patients

Adapt encounter form (EF)

PDSA

Improvement Ramp
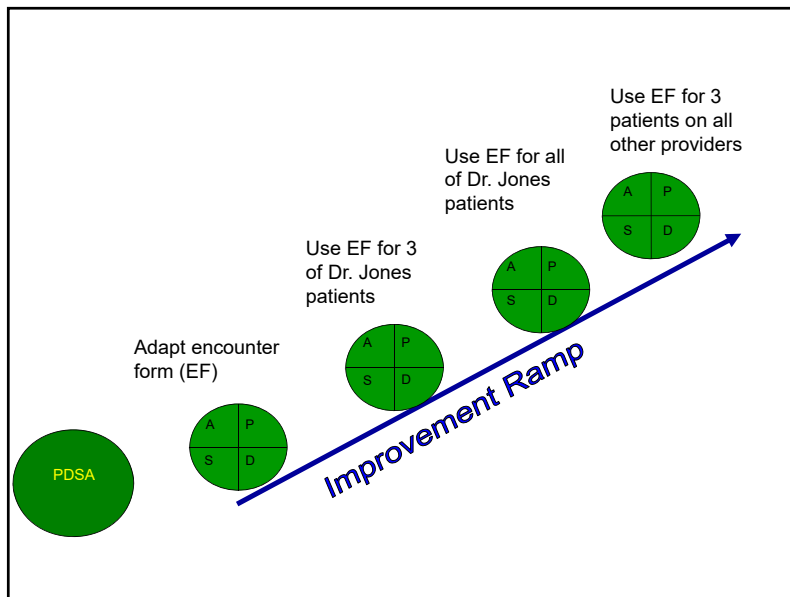
C-Cycle

Which of the following is the <u>Plan</u> of a PDSA for Dr. Jones idea?

A. LPN to identify 3 of Dr. Jones pts today

B. Today we lost a reminder for action plan

C. We didn't expect to lose a reminder

D. Place large reminder in triage

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C-Cycle

- LPN to identify 3 of Dr. Jones pts today

  - Who
  - What
  - When

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D-Data

- Data Measurement Plan
  - Also needs PDSA cycles
  - Who, does What, Where, When
  - Who is going to collect data, who is going to create or adapt the form for data collection, who is going to enter the data, who is going to review and share the data

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D-Data

- Who
  - going to collect data
  - is going to create or adapt the form for data collection
  - is going to enter the data
  - is going to review and share the data

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D-Data

- What
  - Form will be used for data collection
  - Platform or software will be used for data entry
  - Reminders are needed for collection
  - Will be displayed

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D-Data

- What
  - Form will be used for data collection
  - Platform or software will be used for data entry
  - Reminders are needed for collection
  - Will be displayed

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D-Data

- Where
  - Will data collection tool be stored
  - Will data collection tool be placed until data is entered
  - Will reminders for data collection be placed
  - Will data be displayed

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D-Data

- When
  - Will data be collected – immediately, weekly, monthly
  - Will data be entered – immediately, weekly, monthly
  - Will data be displayed – monthly, quarterly, annually

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E-Expand

- Organize your work into a story:
  - 2 minute elevator speech for executives
  - Display for members of your practice and for patients
  - Presentations for your patients, local groups, state chapter of AAP, national conferences
  - Publications for local newspapers, AAP, professional journals

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Expand

- Help others who are interested in QI:
  - Practice members
  - Patients – yes goals and PDSA cycles are great for organizing parenting and home care
  - State chapter of AAP
  - And beyond…….

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Sustainability

1. Reliability Level 1

2. Reliability Level 2

3. Reliability Level 3

a. Culture of Improvement

b. Memory jogs and hard work

c. Electronic defaults

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FOREVER

- Increase reliability of your process
- Level 1: standardization; educations and awareness; feedback regarding compliance; memory aids
- Level 2: real-time identification of failures; electronic decision support; redundancy
- Level 3: habits and patterns; visible system; clear communication; mindfulness

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MINDFULNESS

1. Preoccupation with failure
2. Reluctance to simplify interpretations
3. Sensitivity to operations
4. Commitment to resilience
5. Deference to expertise

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Sustainability

1. Reliability Level 1: Memory jogs and hard work

2. Reliability Level 2: Electronic defaults

3. Reliability Level 3: Culture of improvement

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ABCDEF

A-Aim
B-Background
C-Change
C-Cycle
D-Data
E-Expand
F-Forever

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Now You Know

- ABC's of QI
- And the Model For Improvement (MFI)
  - 3 questions
  - A cycle

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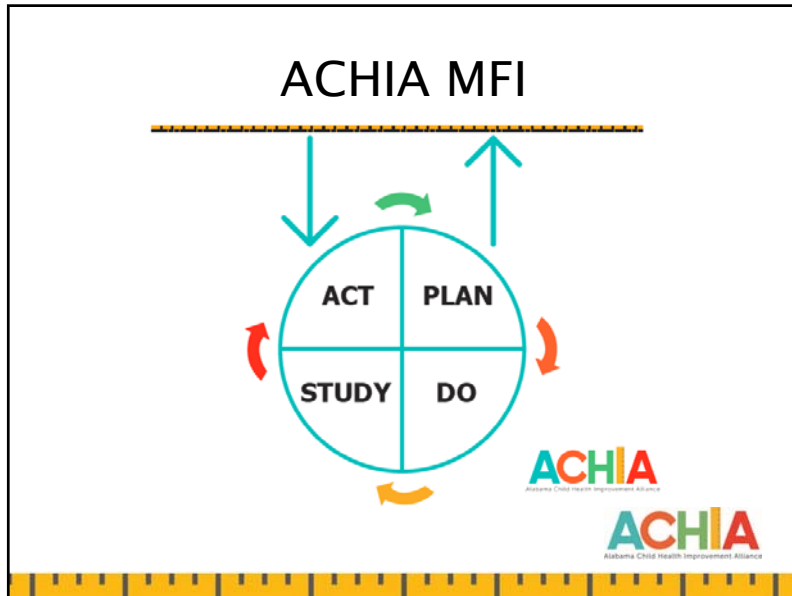Alabama Child Health Improvement Alliance

ACHIA MFI

MODEL FOR IMPROVEMENT

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

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ACHIA MFI

Now You Know

Your ABC's,
Next You Can Improve With
Me

To complete the process for CME
please return to:
"POST-TEST" and "EVALUATION"
on the ACHIA website for this module