

Session 1

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Quality Improvement Roadmap

Develop SMART Aim & Measure

Observe & document current process & collect baseline data

Identify Key Drivers

Identify & quantify process failures

Identify possible interventions /testable ideas

Design & execute PDSA cycles

Make decisions based on learning

More PDSA cycles & scale-up

Implement successful interventions

Develop & execute a sustainability plan

Plan for spread as appropriate

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Purpose

- Define Global Aim, “SMART Aim”, and key measures for the appropriate utilization of atypical antipsychotics in children.

Aim Statements

- **Answer the question:**
 - What are trying to accomplish?
- **Include the measure which answers the question:**
 - How will you know a change is an improvement?

Aim

- **S** – Specific (clearly stated)
- **M** – Measurable (measurable numeric goals)
- **A** – Actionable (within the control/influence of your team)
- **R** – Relevant (aligned with the organization's priorities)
- **T** – Time bound (specific time frame)

What is not a SMART Aim.....

- Develop and implement a ????? Program.
- Design a training course.
- Roll out a new IT system.
- Implement a project plan.
- Collect data and analyze it.

Handy Hints for Identifying Aims

- What is the problem you are trying to solve?
- How do you know it is a problem?
- If you “fix” the problem, how will you and everybody else know that it is “fixed”?
- Should include the measure in the aim statement: Increase/decrease from X to Y by date.

Example

- To implement evidenced-based practices to reduce Class I and Class II nosocomial surgical site infections to 0.75 and 0.25 per 100 procedure days, respectively by July 2006.
 - Total Population: FY 2005 cases 27,206 at Base, FY 2005 Antibiotic Requested Counts 4,480

Aim Worksheet

- AIM:
- To decrease inappropriate utilization of antipsychotics in children
- From: _____
- To: _____
- By: _____
Date
- Population Impact/Target Audience for the Improvement:

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Session 2

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Purpose

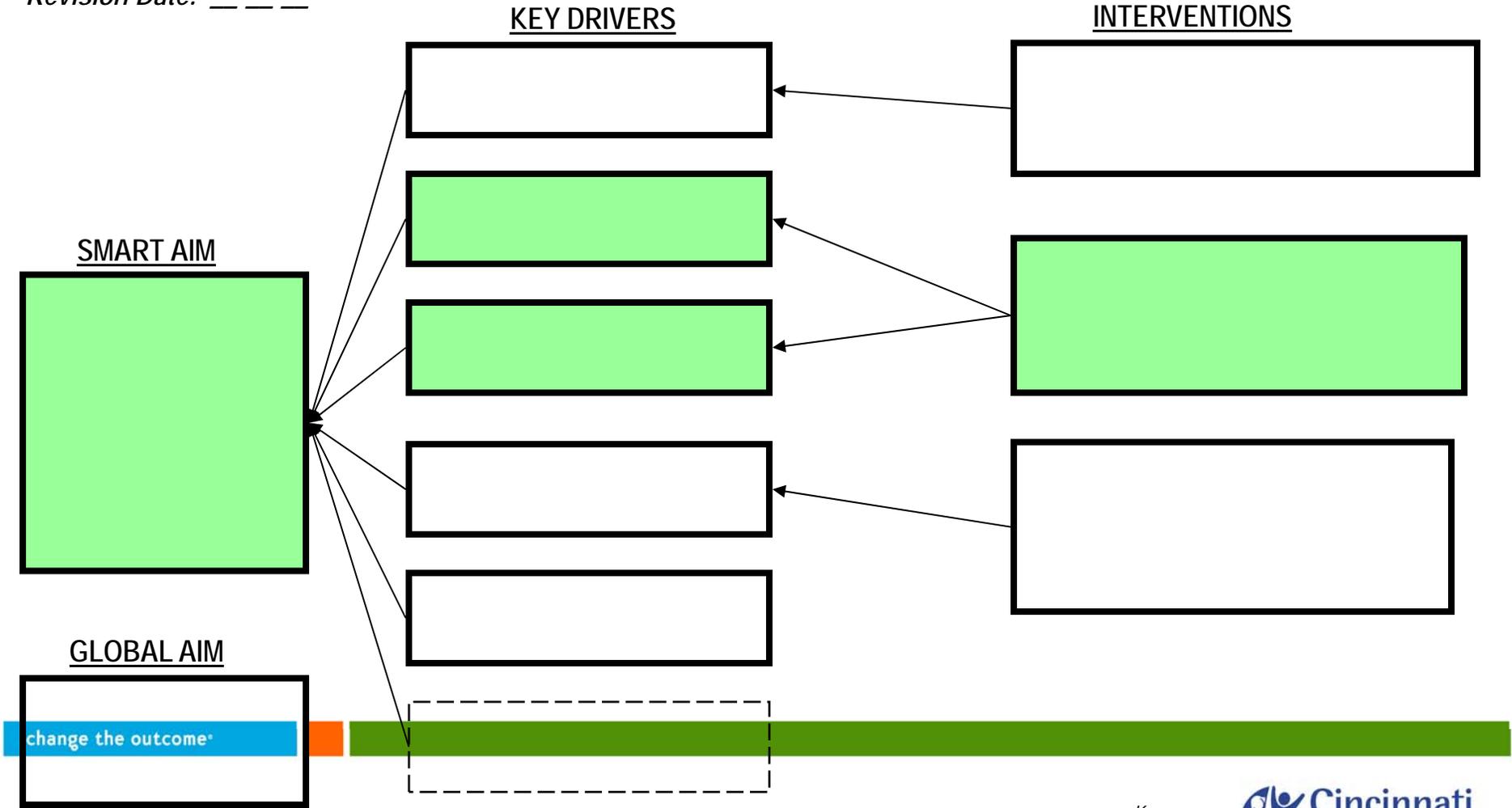
- Develop 3-5 key strategies to achieve the Aim.
 - Prioritize strategies.

KEY DRIVER DIAGRAM

Project Name:

Project Leader:

Revision Date: __-__-__

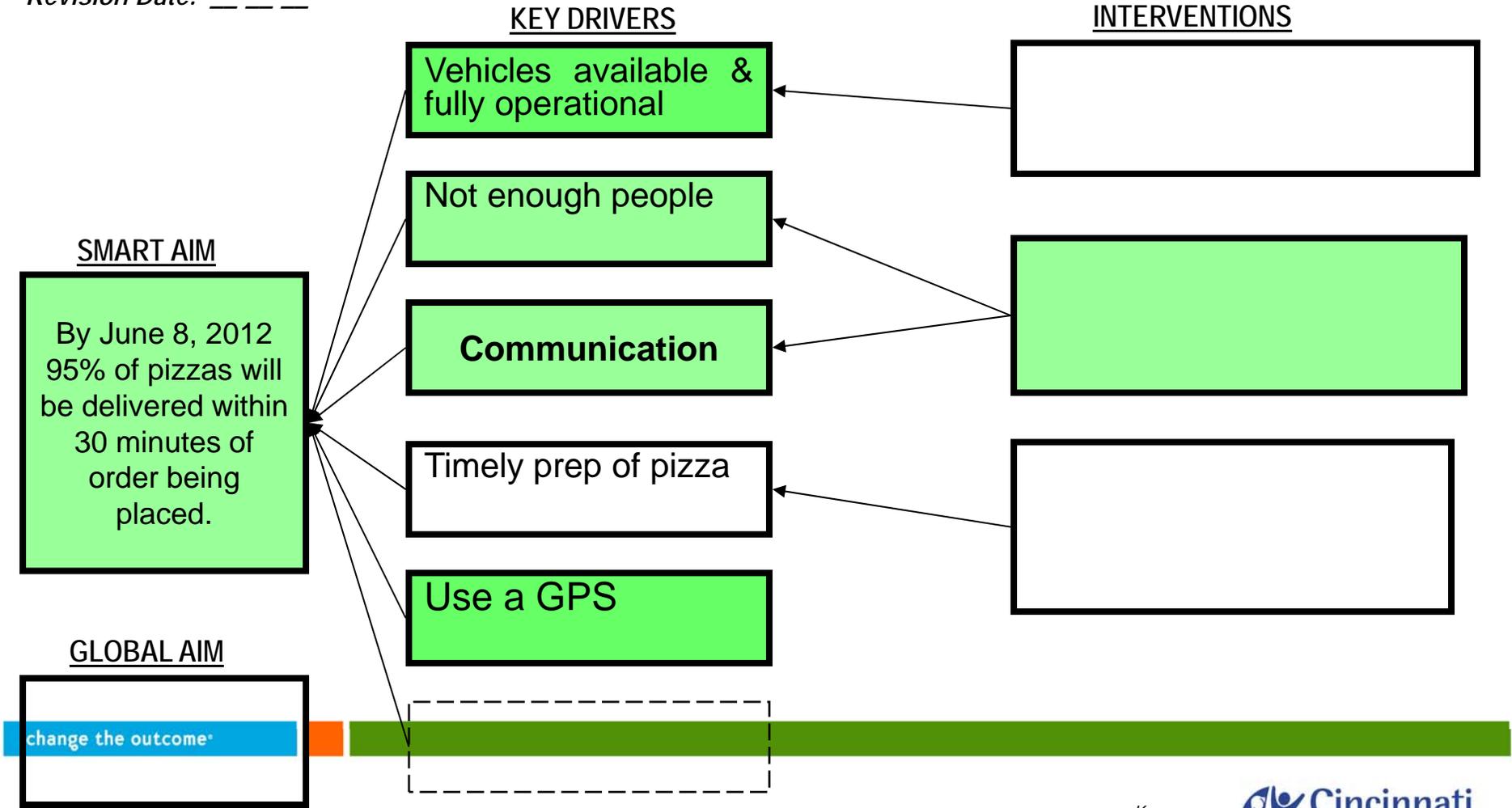


KEY DRIVER DIAGRAM

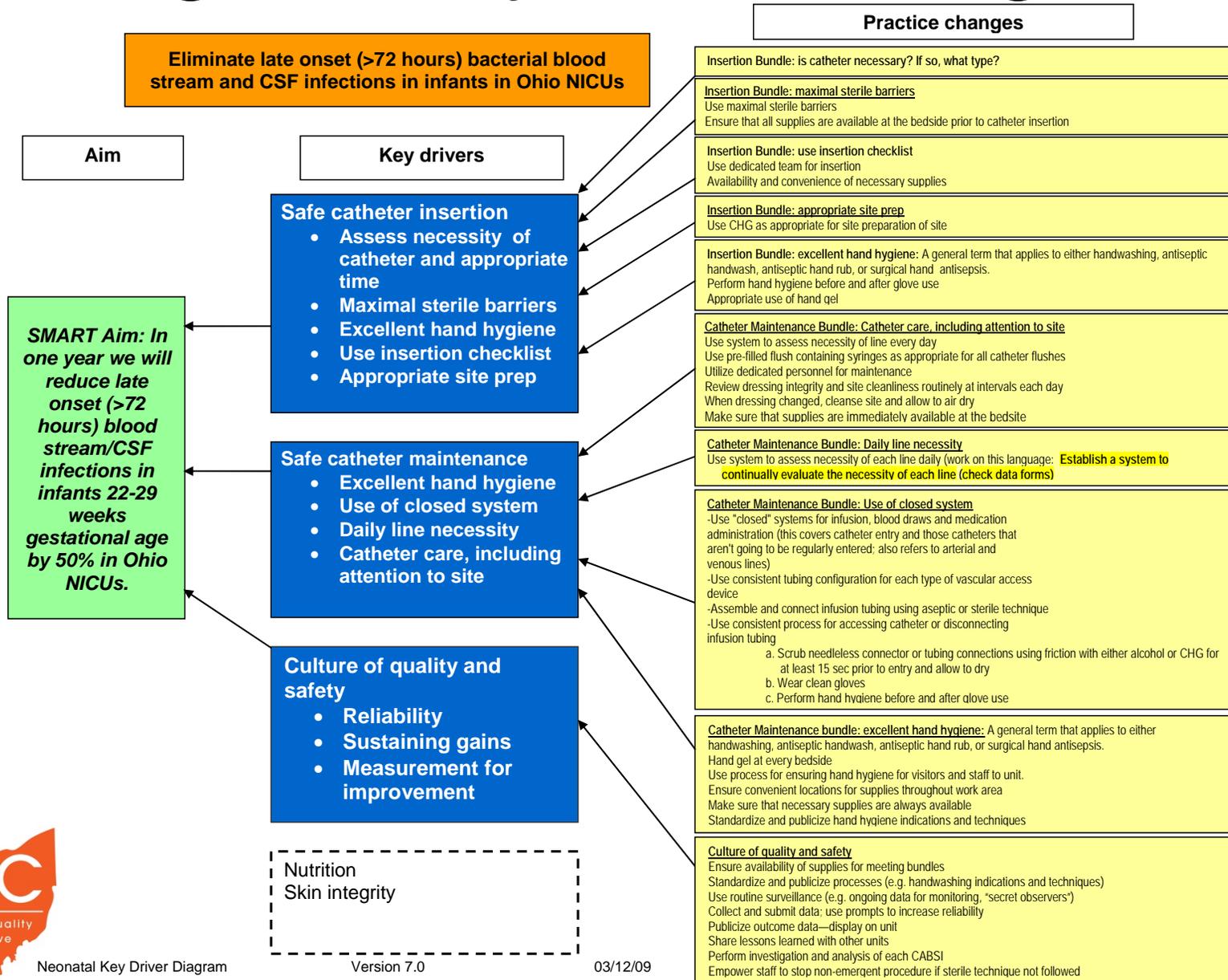
Project Name: Improving Pizza Delivery

Project Leader:

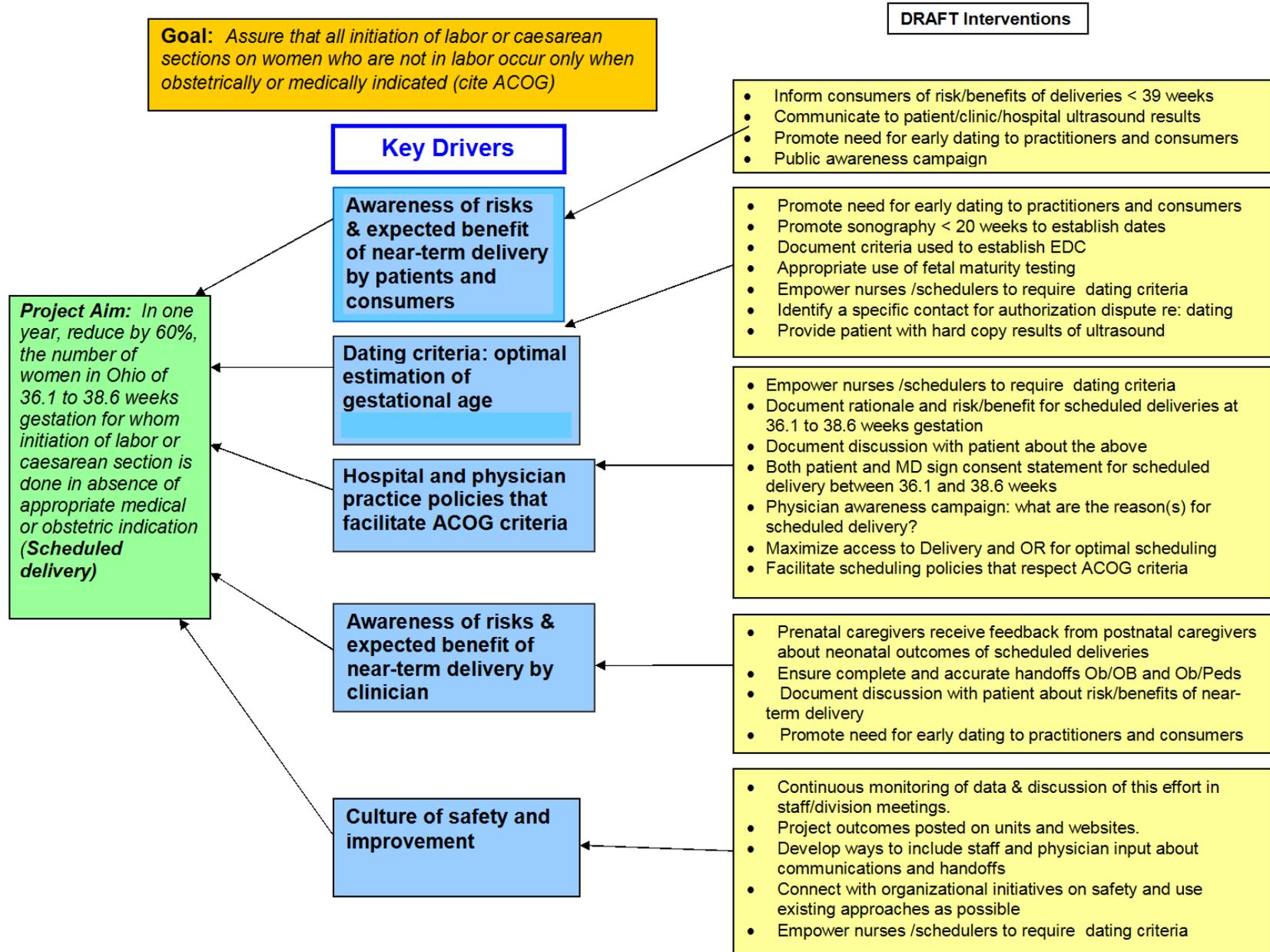
Revision Date: __-__-__



Original Key Driver Diagram



OPQC Scheduled Delivery Initiative Key Driver Diagram



Pitfalls

- Making an intervention a key driver.
- Too general or too high a level of abstraction.
- Not using arrows to connect interventions with the driver they are related to.
- Using steps of an action plan as the key drivers.
- Not using it throughout your project as a vehicle to accelerate learning & to continuously check your logic.