Adult Congenital & Pediatric Cardiology

QUALITY NETWORK

Quality Improvement 101

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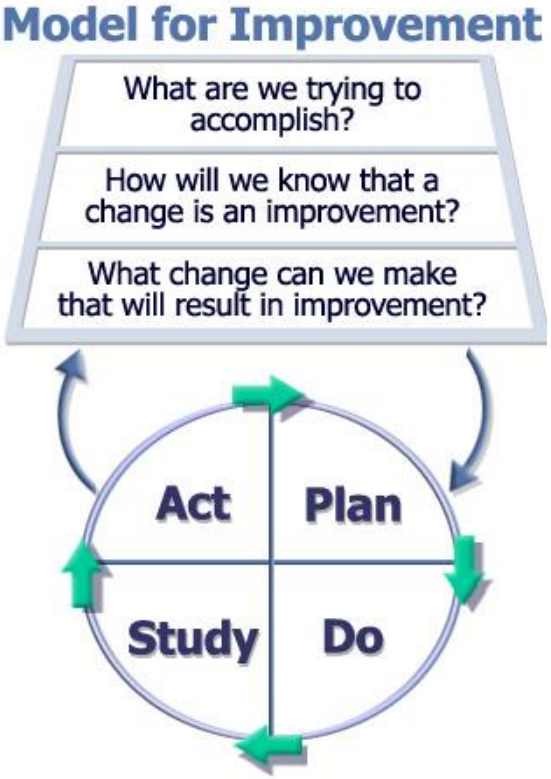
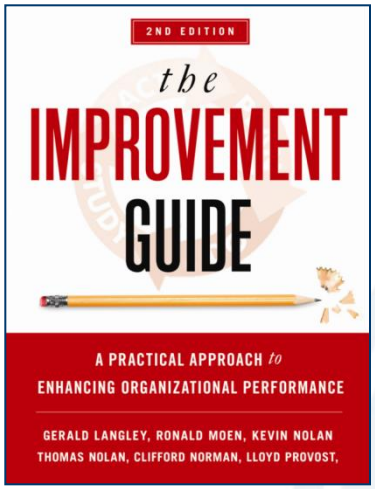
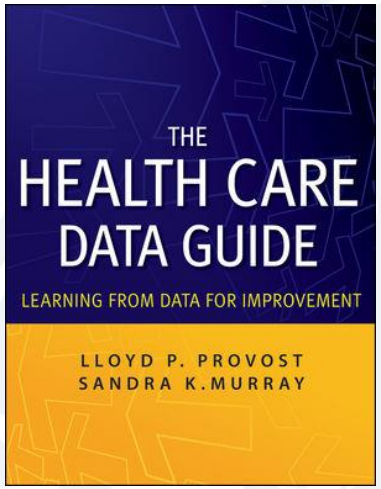
Objectives

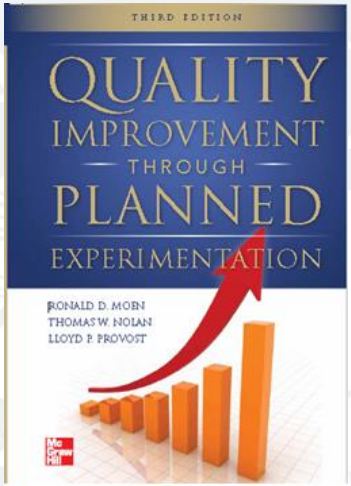
- Model for improvement
- Profound theory of Knowledge
- The Key Driver Diagram
- Breakthrough Collaborative Series
- Improvement team

The Model for Improvement









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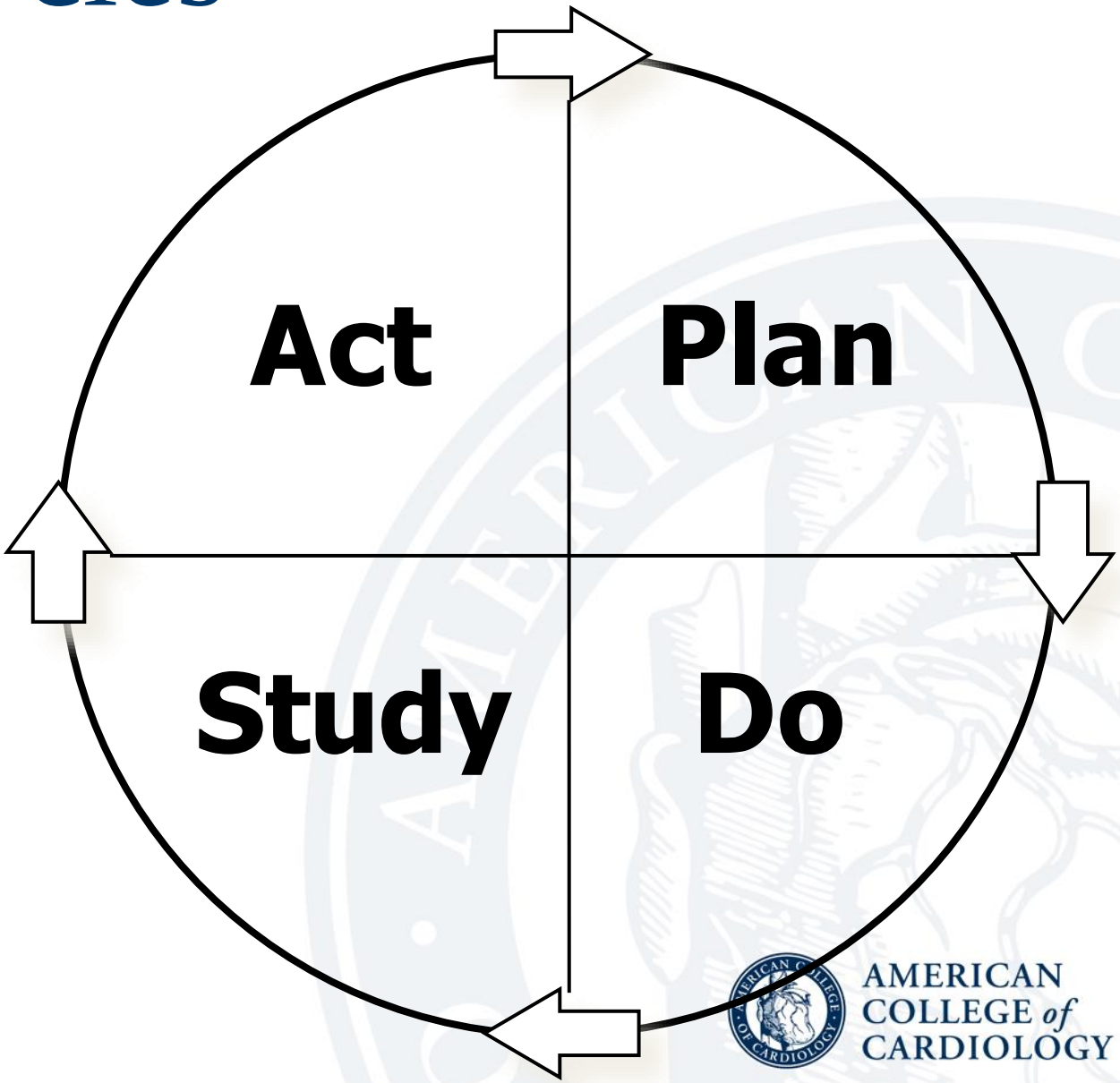
Model for Improvement

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?

PDSA Cycles



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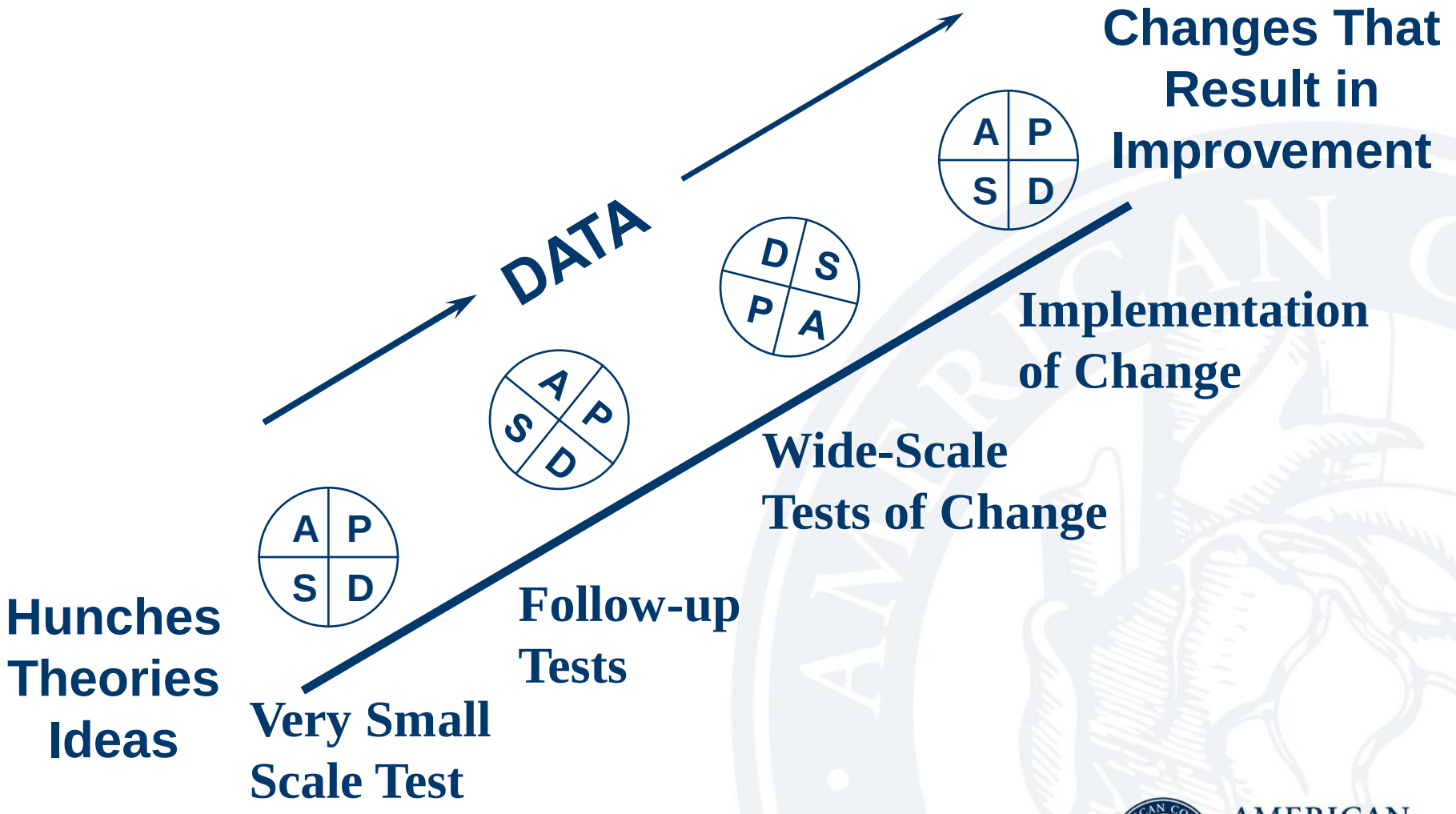
Why this Model for Improvement?

•Facilitates the use of teamwork to make improvements
• Provides a framework for the application of statistical tools and methods
• Encourages planning to be based on theory
• Emphasizes and encourages the iterative learning process
• Provides a way to empower people in the organization to take action

Repeated Use of the PDSA Cycle



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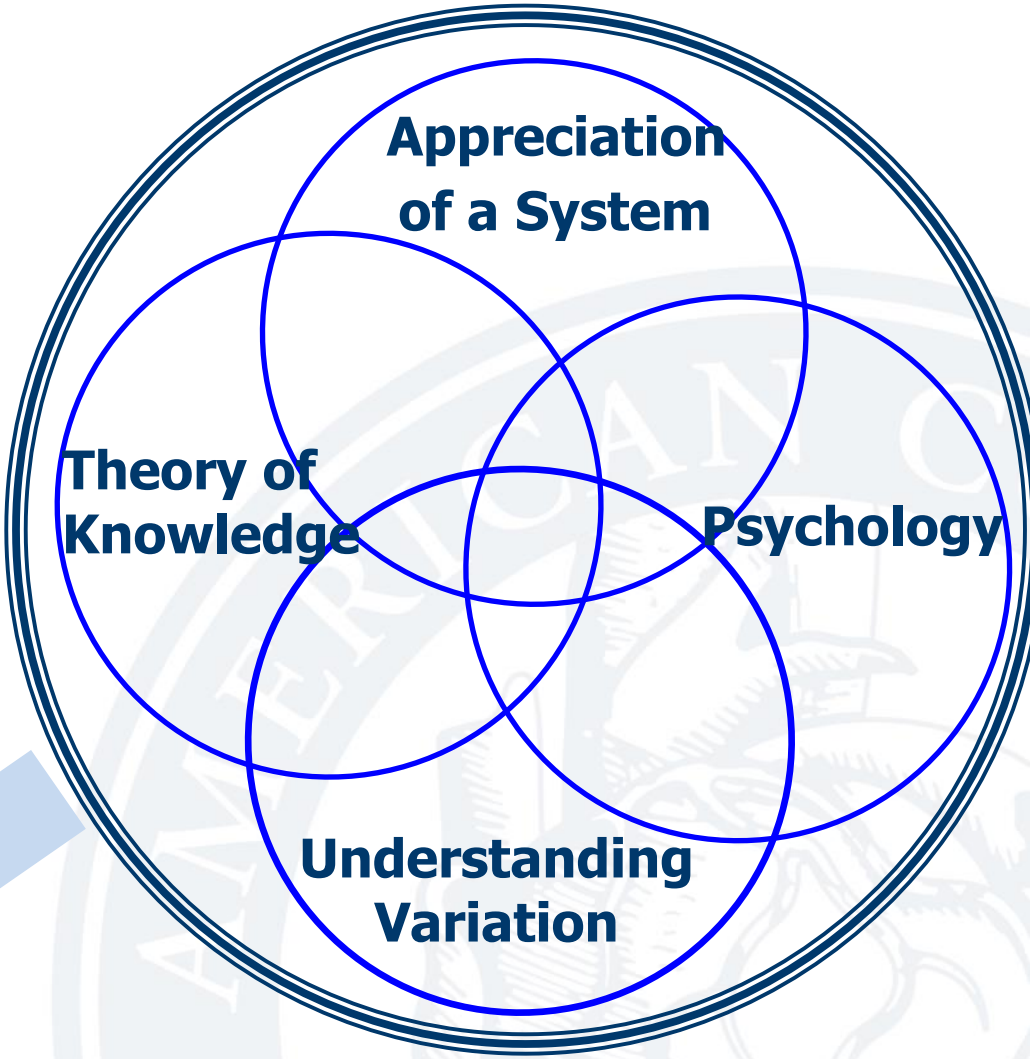
Profound Knowledge

W. Edwards Deming

(1900 - 1993)



Values

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Key driver diagram: Purpose

- Organizes the “theory of improvement” for a project
- Helps to focus the selection of changes to test by identifying the key drivers
- Connects the aim/outcome, key drivers, and interventions (change concepts) to create a “Learning Structure”
- Communication tool for your work

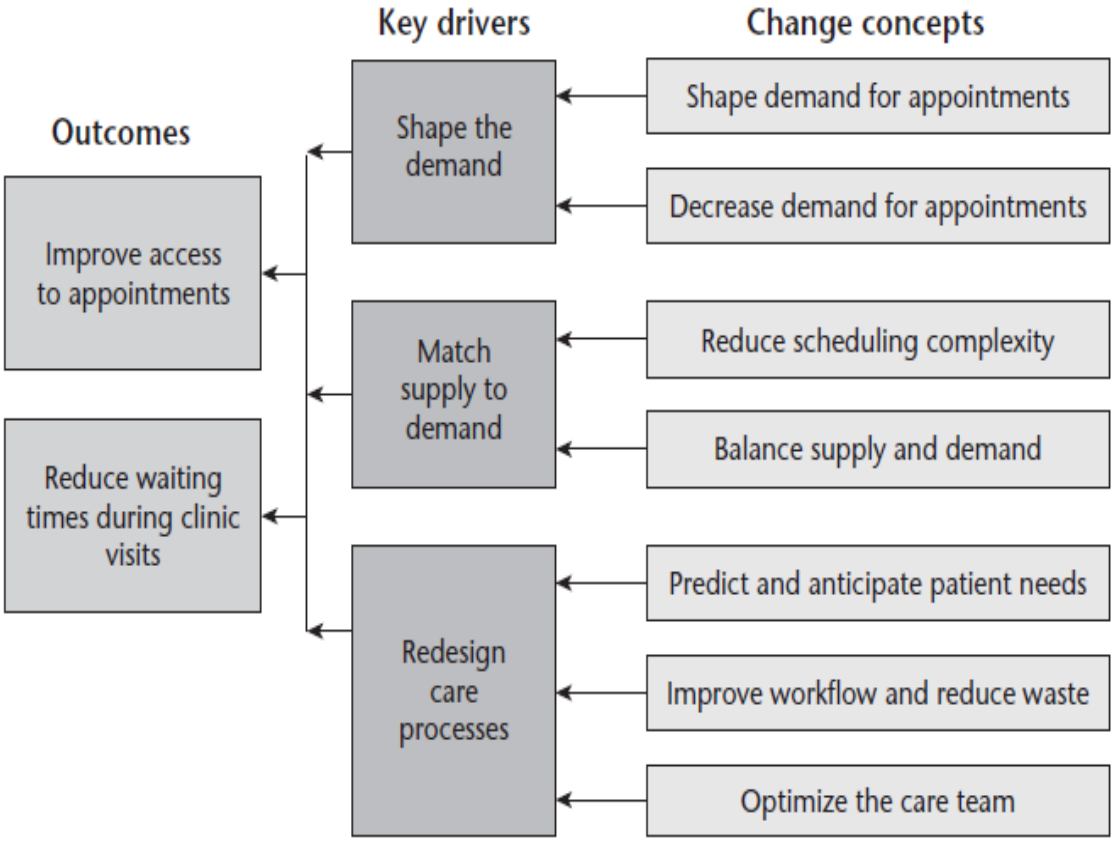
A driver diagram is an approach to describing our theories of improvement:

- Used to help organize our theories and ideas in an improvement effort.

- The initial driver diagram for an improvement project might lay out the descriptive theory of improved outcomes that can then be tested and enhanced to develop a predictive theory.

- The driver diagram should be updated throughout an improvement effort and used to track progress in theory building.

FIGURE B.14. EXAMPLE OF A DRIVER DIAGRAM FOR AN ACCESS IMPROVEMENT PROJECT.



Sample Project

Key Driver Diagram (KDD)

Project Leader(s): Sam Smith

Revision Date: *01/01/2014 (v1)*

SMART Aim

Population:

Global Aim

What are you trying to achieve?

That would be your SMART Aim.

Key
Gray shaded box = completed intervention
Green shaded box = what we're working on right now
LOR # = Level of Reliability Number, e.g., LOR 1

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Sample Project

Key Driver Diagram (KDD)

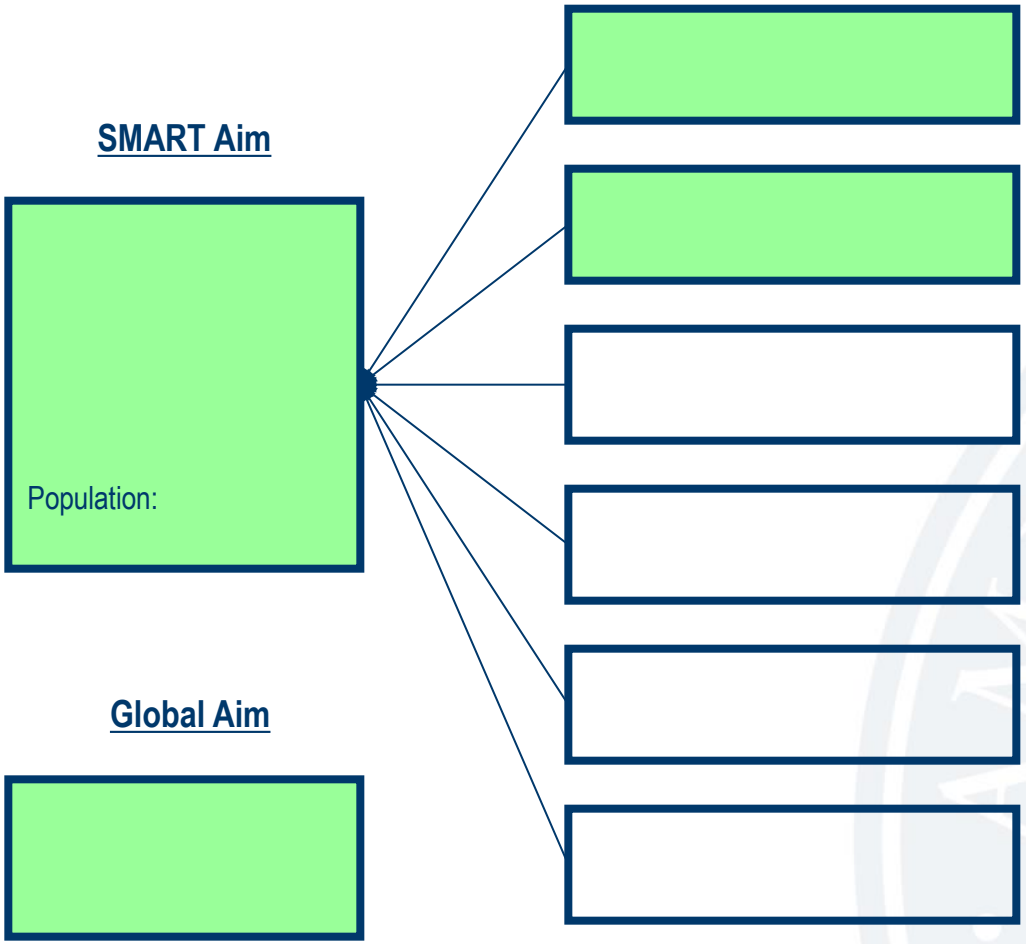
Project Leader(s): Sam Smith
Revision Date: ***01/01/2014 (v1)***

Key Drivers

SMART Aim

Population:

Global Aim



What are the key elements to achieving that SMART Aim?

Those are your Key Drivers, the things you believe will ultimately affect your outcome

Key
Gray shaded box = completed intervention
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Sample Project

Key Driver Diagram (KDD)

Project Leader(s): Sam Smith
Revision Date: *01/01/2014 (v1)*

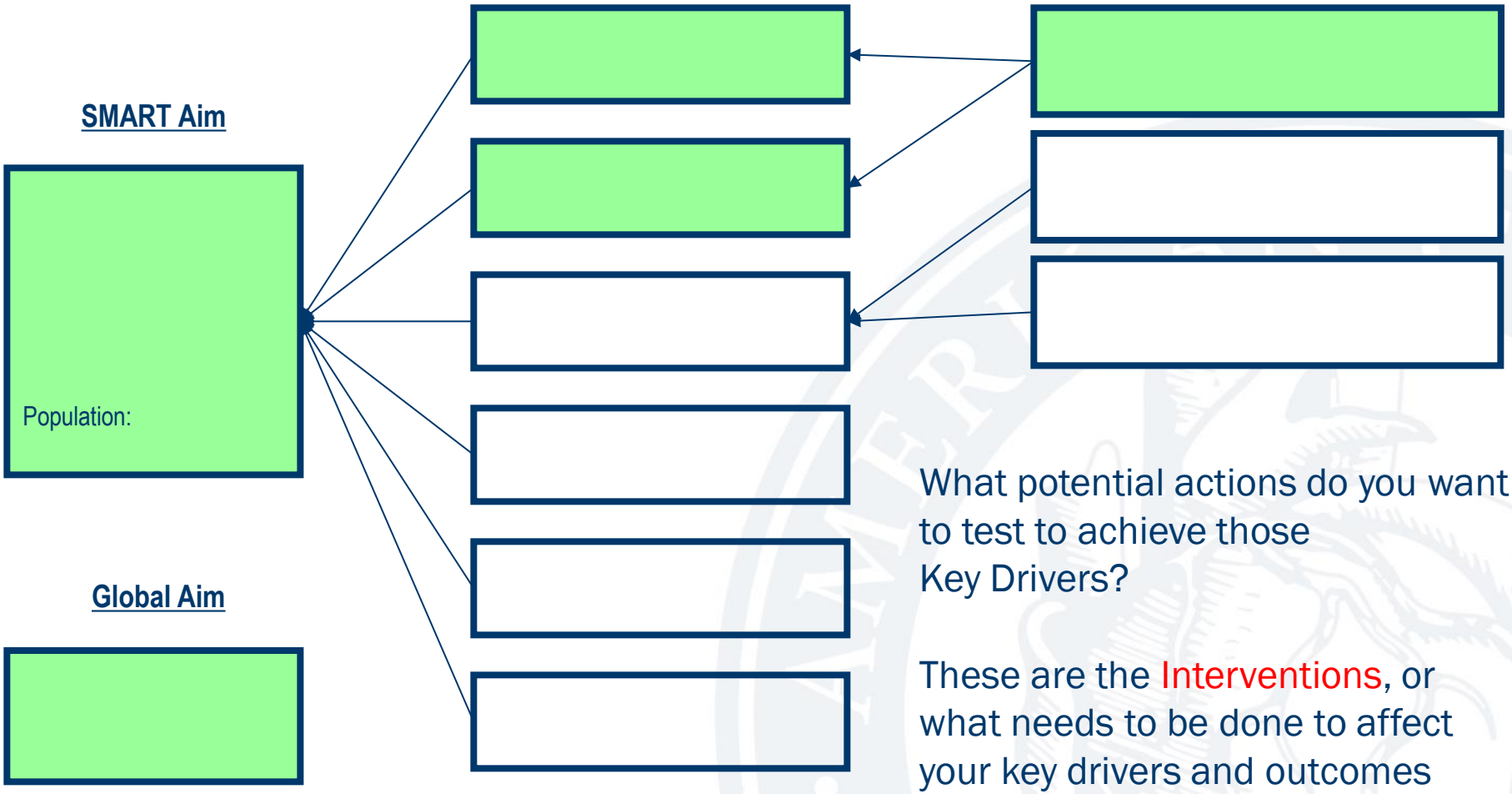
Key Drivers

Interventions

SMART Aim

Population:

Global Aim



What potential actions do you want to test to achieve those Key Drivers?

These are the Interventions, or what needs to be done to affect your key drivers and outcomes

Key
Gray shaded box = completed intervention
Green shded box = what we're working on right now
LOR # = Level of Reliability Number, e.g., LOR 1

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Improvement in influenza immunization rates among staff at _____

Key Driver Diagram (KDD)

Project Leader(s):

Revision Date: ***4/21/2015 (v1.0)***

SMART Aim

Increase the percentage of healthcare personnel caring for pediatric cardiology patients at _____ who receive the annual influenza vaccine from ___ to 90% by _____

Population: Healthcare personnel* caring for patients with congenital heart disease

Global Aim

Reduce risk of infection in patients with congenital heart disease

Key Drivers

- Documentation of staff influenza status
- Availability of influenza vaccine for healthcare personnel
- Staff educated about the importance of influenza vaccination
- System in place for monthly documentation and reporting of "gaps" in immunization coverage
- Positive or negative incentive in place for completing immunization
- *(dashed box)*

Interventions

- Assign an "influenza" champion to shepherd the immunization process; This champion should be assigned by July 1, 2015
- Order influenza vaccine for facility by August 1, 2015
- Weekly immunization "clinics" staffed during influenza season; September - March
- Discussion of influenza immunization monthly through email and at faculty/staff meetings
- Creation and dissemination of incentive program information to staff; complete by August 1, 2015
- *(dashed box)*

Key

Gray shaded box = completed intervention

Blue shaded box = what we're working on right now

Dashed box = driver/intervention unique to your program

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* HHS Definition: Medical, front office/check-in, other administrative staff (i.e. practice managers, schedulers), all clinical personnel: ECG technicians, medical assistants (CNA), LPN, RN, MD, NP, PA, as well as imaging personnel including sonographers, and other healthcare personnel. http://www.hhs.gov/ash/initiatives/hai/hcpflu.html

Measurement of metric

- Numerator: number of healthcare personnel who received the immunization vaccination
- Denominator: All *healthcare personnel working in patient care areas and caring for patients seen by cardiology caregivers
- Period of assessment: September 1, 2015 – March 31, 2016

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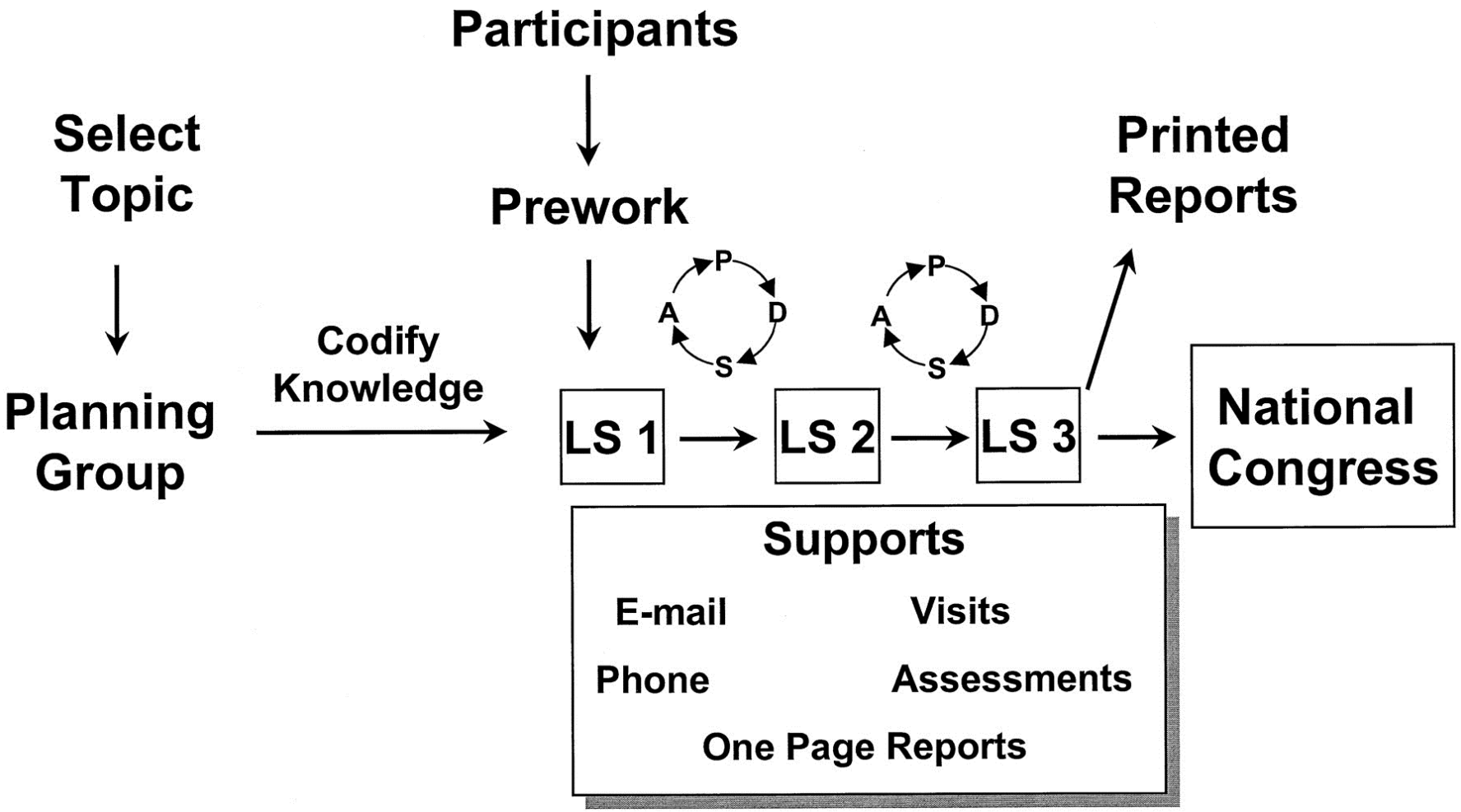
IHI Breakthrough Series



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Improvement Team Building

- Who?
  - Multidisciplinary
  - Front line
  - Patient and parent centered
- What?
  - Regular meetings
  - Development of Key Driver
  - Development and execution of PDSA cycles
  - Review and digest the data

Questions?

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