Quality Improvement Basics: Course Overview Transcript

Slide 1:
Welcome to the Stratis Health Quality Improvement Basics course. This introductory module contains a brief overview of each module in this course.

Slide 2:
We start with Quality Improvement Foundational Concepts and then cover specific topics a bit more in depth including:
Teams Concepts
Communication and Facilitation
Change Management Basics
Change Management Models and Tools
The Model for Improvement (which includes the plan do study act PDSA tool)
Process Mapping
Data Basics and Data Collection
Data Analysis and Data Display Methods
…and then, lastly, we'll pull all the lessons together by providing a Quality Improvement story which will integrate and demonstrates the use of the concepts and tools from all the modules.
The course is designed to equip you with the knowledge and tools to start Quality Improvement projects at your facility.

Slide 3:
As you progress through this course, we'll present and build on the concepts, tools and topics one at a time. However, you'll learn that Quality Improvement work may not be as linear in the real world as the order of the modules, but there is a definite general sequencing. You'll see this diagram with labels for the modules throughout the course and you can use it as a visual cue to know what part of the overall Quality Improvement methodology is being presented. The idea of the diagram here is that the center represents the goal of achieving quality improvement with the concentric circles and sectors representing modules or learning content that will be presented in this course. The Model for Improvement (the green half circle or sector) is the quality improvement methodology that is the focal point of the course and is supported by and integrated with all the other modules.

Slide 4:
The Quality Improvement foundation module starts our course by defining what Quality Improvement is in the context of healthcare and what the fundamentals or foundational concepts are to help get you started. You'll learn how Quality Improvement is designed to help us do the 'right things' based on evidence-based, best practices for our patients and create consistent, repeatable and dependable processes. You'll also learn what 'doing well' is through the use of data, measurement and data-driven decision making.

We'll also talk about how you apply quality improvement methodology at your workplace, identify potential projects and start to consider which ones would be your highest priority projects. You'll also frequently hear and see Quality Improvement referred to as 'QI' throughout the modules, so just be aware of that shorthand term.

Slide 5:
The Teams Concepts module will introduce the points outlined here:

Team Basics & Team Effectiveness
We'll learn how QI work requires assembling a team composed of specific roles and whose members have expertise in the processes that you are seeking to improve.

Your QI Project Charter
This tool empowers, guides and organizes the project team for each project it undertakes and is a document that those outside the QI team can look to understand the outline and goals of projects that you've initiated.

Building your QI Team …we'll enumerate individual roles that will help to create a well-rounded team and what the responsibilities of each role are

You'll come away from this module with an understanding that Quality Improvement is indeed a multi-disciplinary, team effort

Slide 6:
The Communication and Facilitation module will cover:

Team Communication...where we'll introduce the concepts that will help improve the communication and understanding within your team through the use of a shared mental model, standards of effective communication, and the SBAR tool (situation, background, assessment and recommendations). We'll also learn about the check-back communication method and developing a communication plan that will help manage communication from your team to a broader set of stakeholders.

The final topic in this module, Facilitation Challenges & Solutions, teaches techniques to deal with situations where communication is not working well in your team or where conflict resolution may be needed.

Slide 7:
Change Management Basics is our next module and the set of topics here will help us understand and appreciate that change and transition to new ways of working is part of the path to achieving quality improvement goals.

Learning change management tools and techniques will help you to appreciate that change and transition to a new way of working is a process that must be recognized and appreciated. By doing so we can more easily help individuals and the organization make the needed transitions and achieve our QI goals. Change is difficult for most people, but it is a key component of quality improvement.

We'll learn about:

- Defining Change Management
- Anticipating and Fostering Culture Chang
- Impact of Change on Individuals

Slide 8:
Change Management Models and Tools continues the topic of change to help us understand the process of change and how we can utilize tools and methods to make the transition possible while also dealing with the inevitable barriers that come with change.

We'll cover these topics:
- Understand the Organizational Equilibrium model
- How to use the Force Field Analysis tool
- The Eight Steps to Change
- The SWITCH Model – Lessons from an analogy about change
- Key Lessons and Celebrating Success

Slide 9:
After getting grounded in the prior modules, we'll start the Model for Improvement module by learning about some of the most common Quality Improvement methodologies (to provide some context) and then focus in on The Model for Improvement which relies on the Plan Do Study Act (PDSA) rapid cycle change testing tool.

Our objectives in this module are to understand how the Model for Improvement and PDSA tool provides a framework for your team to document goals, create a specific plan, document observations from your tests and incorporate revisions to the original plan for subsequent improvement testing cycles. We'll learn how starting on a small scale by making and testing changes through multiple test cycles enables us to quickly test our ideas for improvement and assess how they work in a small-scale environment to confirm that the change we propose is effective and successful…then spread that success within our organization.

Slide 10:
Process Mapping: In order to understand the detail of the processes that we are seeking to improve, creating a visual, step by step map will help to get your team on the same page (part of building a 'shared mental model'') and better analyze the current-state or as-is process as well as identify areas which need to be corrected, modified or improved. A process map also sets a baseline for modifications that you'll undertake.

We'll cover:

Learning what process mapping is (and what exactly is a 'process' before we attempt to map one)
How do process maps support QI?
Learn the basics of creating a process map
And finally, we'll step through a sample process map.

Slide 11:

Using Data for Quality Improvement: QI work is not possible without the key ingredient of data. We rely on data to understand our processes and to conduct data-driven decision making during our quality improvement work.

Topics in this module include:

- Using Data Basics
- Understanding the difference between Qualitative vs. Quantitative Data
- Selecting or creating appropriate measures to achieve your QI project goals
- Lastly, well cover Data Collection Methods

Slide 12:
Building on the Data Basics and Data Collection module, the Data Analysis and Data Display Methods module will focus on how to analyze and make sense of the data you have collected along with how to select and use Charts, Graphs & Tables which is known as 'data visualization'

Slide 13:
Our final module will bring together the many lessons from all the previous modules by telling a Quality Improvement story using a 'real world' example of a clinic QI team attempting to improve their measure around hypertension identification and treatment. The story will include using tools and templates which are available on the same web page where you launched this module. As you start each module, open those related tools, templates and samples so you have them at your fingertips for quick reference and you'll be able to read the detail which may not be legible in the sample screenshots included throughout the course modules.

Slide 14:
As mentioned, during the course you will learn how and when to use tools and templates that will help organize and guide your QI work. Here is a list of the resources covered in the QI Basics course:

Project Charter – provides scope, goals and overall definition of our project
Work Plan – this tool keeps our tasks organized and team members accountable for work and deadlines
PICK Prioritization Matrix – helps us look at many project options and identify those with the most impact
Team Roles and Responsibilities – organizes 'who is doing what' on our team and helps to insure needed roles are filled
Communication Plan – keeps us on track with how we are messaging with project stakeholders throughout our organization and informs them about work and accomplishments
Force Field Analysis – helps us determine what the driving and restraining factors are and by identifying them, reduce the restraining factors and utilize and benefit from driving factors
5 Whys Worksheet - enables the QI to determine the root cause of an issue by asking and answering the question 'Why' many times in succession
PDSA Cycle Form – the key form that keeps track of our incremental, rapid cycle tests of change
Measures Collection and Monitoring Plan – a listing of the measures we have chosen or created for our QI project
Data Collection Plan – identify specific data that we'll need to track and collect for our measures

These tools will make up your initial quality improvement toolkit and you'll add to them as you gain experience over time.

Slide 15:
As you start this course and progress through the modules, think about the relationship to one another and how the concepts and tools are integrated as they are applied to QI projects. As mentioned, we'll walk through a QI Story that will connect all the individual concepts, tools and modules and provide an example of how they interact and support one another.

Slide 16:
Thank you for taking time to learn about the content in each of the modules and the outline of the Quality Improvement Basics course. Let's start the course now with our first module: Quality Improvement: Foundational Concepts