



QI Power Hour

BACK TO BASICS: THE MODEL FOR IMPROVEMENT

With GLENDA BEAUCHAMP, CARLA FLOGAN & IAN SHAW



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TREATY 6 TERRITORY & HOMELAND OF THE METIS

HQC is situated on Treaty 6 Territory and the Traditional Land of the Dakota, Lakota and Nakota, and is the Homeland of the Métis.

We pay respect to the treaties that were made on this land and acknowledge the harms and mistakes of the past. We are committed to move forward in partnership with Indigenous Nations in the spirit of reconciliation and collaboration.



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Access past QI Power Hour sessions

Past QI Power Hour webinars (with download links)

<p>Health Networks in Saskatchewan (QI Power Hour)</p> <p>Nov 15, 2019 at 9:30 AM</p> 	<p>Citizen Science in Public Health Policy: Leveraging the Power of Ubiquitous Tools</p> <p>Oct 25, 2019 at 9:30 AM</p> 	<p>The Costs of Poverty in Saskatchewan: Why Do They Matter and How Do We Calculate Them? (QI Power Hour)</p> <p>Sep 6, 2019 at 9:30 AM</p> 
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Receive notices about upcoming sessions and details on how to register straight to your in your inbox.

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Saskatchewan Health Quality Alliance

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Spread of QI Power Hour across SK

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UNIVERSITY OF CALGARY HEALTH QUALITY IMPROVEMENT

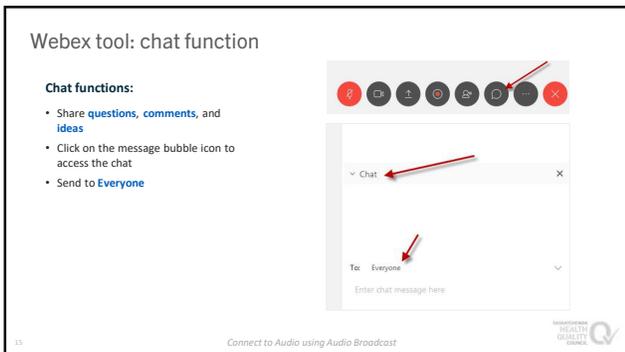
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What's your QI comfort level?

Q-what? 1

2 Oooh that QI.

I know QI. 3

4 QI is my life.

QUALITY IMPROVEMENT

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Join the conversation

@QIPowerHour
@HQCSask
@FamilyServiceSaskatoon
#QIPowerHour

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PLAN

STEP 2

QI Power Hour

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IMPROVED QUALITY

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Learning Objectives

In this webinar participants will:

- **Learn the components of the Model for Improvement.** How can it help us manage change in today's complex systems?
- **Get insight into improvement in the human services field.** A program manager will share his experience in using the Model for Improvement in his organization.
- **Find out what people are saying about improvement in the human services field.** Learn a few new tools and approaches in supporting application of the Model for Improvement in your context.



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HOW OUR TIME TOGETHER WILL RUN

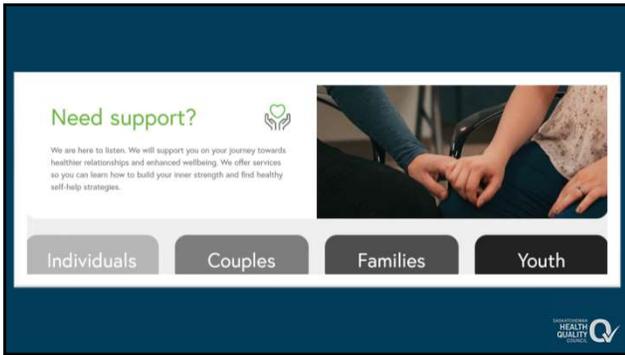
- REVIEW A FRAMEWORK
- SHARE A REAL-LIFE EXAMPLE OF THAT FRAMEWORK IN ACTION
- PARTICIPATE IN THE CHAT
- Q&A AT THE END



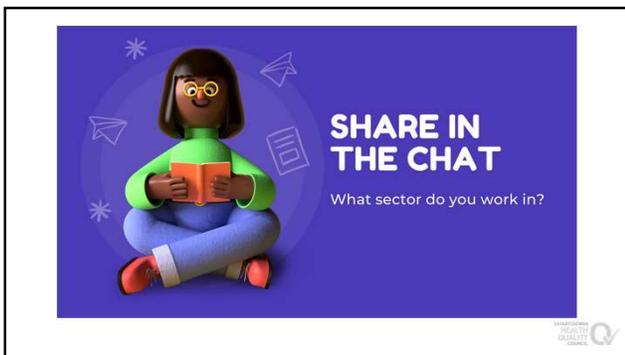
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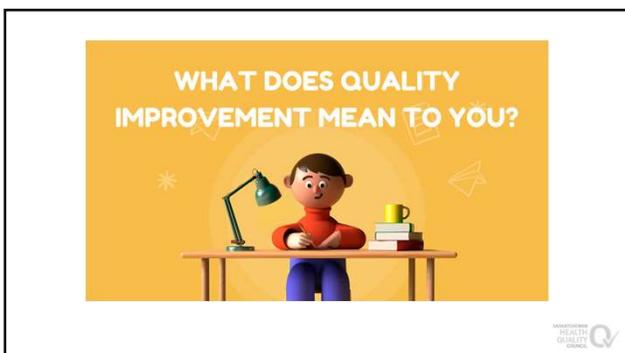
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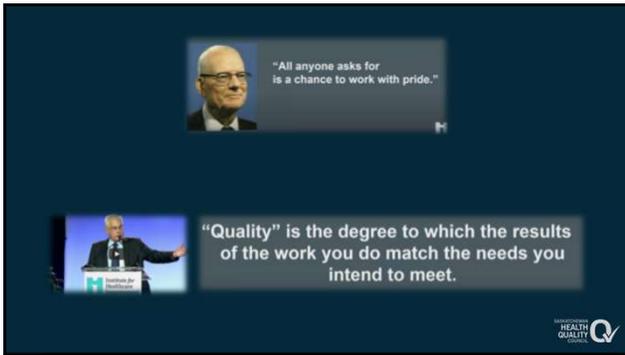
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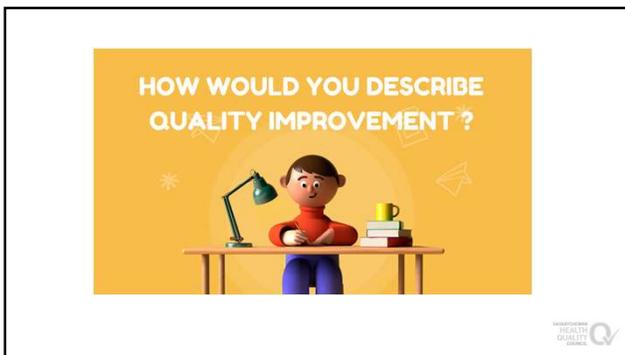
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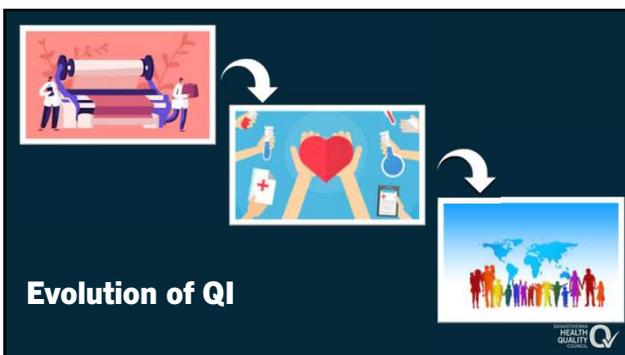
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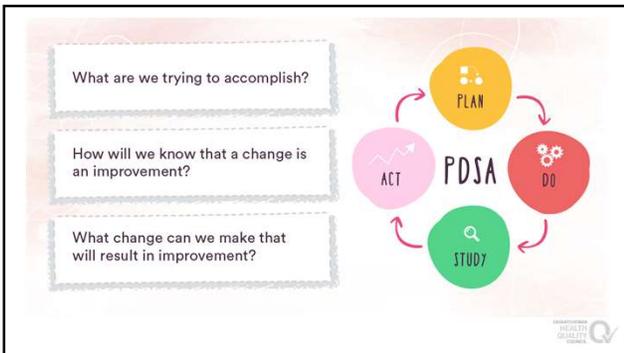
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Question #1

What are we trying to accomplish?

Create an Aim Statement

Tip: make it time specific and measurable



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I want to improve my golf game!



What does improve mean?
What does better look like?
By when?

Lose less balls per 18 holes?
Par more holes per 18 holes?
Lower my overall score per 9 holes?

By next week?
By next month?
By next year?



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Question #2

How will we know the change is an improvement?

Tip: without measurement it is impossible to know whether things have improved



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I want to increase the number of holes I par by the end of the month

How will I measure to know if any changes I make result in an improvement?

I will keep score on each of my rounds




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Question #3

What change can we make that will result in an improvement?

Tip: identify specific, practical changes that can readily be tested



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I want to increase the number of holes I par by the end of the month

What are some things I can test that might result in an improvement?

- Take lessons
- Different brand of golf balls
- New clubs
- More practice time at the driving range




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The PDSA cycle guides the test of a change to determine if the change is an improvement

The diagram illustrates the PDSA cycle with four colored circles: a yellow circle at the top labeled 'PLAN', a red circle on the right labeled 'DO', a green circle at the bottom labeled 'STUDY', and a pink circle on the left labeled 'ACT'. Arrows connect these circles in a clockwise direction. The letters 'PDSA' are written in the center. A small logo for 'IMPROVING HEALTH QUALITY' is in the bottom right corner.

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I want to increase the number of holes I par by the end of the month

What do I want to test to see if the change is an improvement?

Plan: test a different brand of golf balls
Do: use the different brand twice per week for one month
Study: review my score cards – was there an improvement?
Act: Do I want to keep using this new brand? Or test something else?

The slide has a dark blue background. On the left, a white silhouette of a golfer is shown swinging a club. On the right, there are two white rounded rectangular boxes containing text. A small logo for 'IMPROVING HEALTH QUALITY' is in the bottom right corner.

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The illustration shows a person with brown hair, wearing a red shirt and blue pants, sitting at a wooden desk. On the desk is a green desk lamp, a stack of books, and a yellow mug. The text 'QI Journey' is written to the right of the person. A small logo for 'IMPROVING HEALTH QUALITY' is in the bottom right corner.

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PROJECT FORM	
1. Background – Why do we need to work on this? - Context - Importance	5. Recommendations – How will you reach the future state? - "To be" process map - How will you monitor the impact on root cause?
2. Current Situation – Where do things stand today? - Problem statement/definition - "As is" process map - Scale of the problem (data)	6. Action Planning – Who is doing what by when to achieve this? - Measures of performance/progress - A Gantt chart can be helpful for this
3. Goals/Targets – What is your desired outcome(s)? - Describe your target level of performance – what would be better if you made this change?	7. Impact – What were the results achieved? - Trend graph (pre, post)
4. Analysis – What is the root cause(s) of the problem? - Choose the simplest problem-analysis tool that clearly shows the cause-and-effect relationship (e.g. Fishbone, 5 Whys, Pareto diagram, etc.)	8. Follow-up – What actions are still required? - Ensure ongoing PDSA - Share learning

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Frequently Discussed
Goals should be embedded in ongoing conversations to review progress, allocate resources, prioritize initiatives and provide feedback

Ambitious
Objectives should be difficult but not impossible to achieve

Specific
Goals are translated into concrete metrics and milestones that force clarity on how to achieve each goal and measure progress

Transparent
Goals and current performance should be made public for all employees to see

Source: "With Goals, FAST Beats SMART"
By Donald Sull and Charles Sull, MIT Sloan Management Review, June 2018

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PDSA Worksheet

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Objectives
Start date: _____ End date: _____

PLAN
Specific Objective: What do we want to test/learn with this cycle?
Why is this change required?
What exactly will we do?
Who will be involved?
Where will it take place?
When will it take place?

DO
What do you predict will happen?
Prediction
How will we inform them?
Who will inform them?

CHECK
What were the results of your measurements? How did or didn't the results agree with our predictions? What new knowledge was gained through this cycle?

ACT
How often? Do we abandon? Adapt? Adopt? Are there focuses in our organization that will help or hinder these changes? (Objective of next cycle?)

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REFLECTIONS & CELEBRATIONS

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Next up...

DATA FOR GOOD

With KEVIN HAYES

Friday, November 26, 2021

9:30-10:30 am CST

To register, visit our events page