March Patient Representative Meeting

March 7th 2pm ET
March 8th 2PM ET

Network 4 Patient Representative Monthly Education and Support Call

Agenda

- Business Items:
  - 2017 Patient Rep Handbook: Distribution to all Reps
  - January Network Council Meeting: Patient Engagement
  - Facebook Page up and Running for Patient Representatives
    - ESRD Network 4 Patient Representatives

- Education Portion: What is Quality Improvement

- Open Forum – Patient Discussion
  - Successes
  - Questions

Quality Improvement

- Quality Improvement is an integrative process that links knowledge, structures, processes and outcomes to enhance quality throughout an organization.

    -National Committee for Quality Assurance

QA & QI –Are they the same?

You may have heard of Quality Assurance, but it is not the same as Quality Improvement

Old Way - Quality Assurance:

- Reactive; works on problems after they occur
- Regulatory – required
- Led by management
- One point at a time

New Way - Quality Improvement:

- <u>Proactive</u> – works on processes before problems occur
- Self-determined
- Led by staff and patients
- Continuous
- Exceeds expectations

Quality
Insights

Why Do Organizations Need QI?

- In a time of decreased funding and increased demand of services, Quality Improvement can help answer key questions in healthcare:
  - Are we using our resources (staff, money, time) in the best way?
    - We often hear "work smarter, not harder"
  - Are we getting the intended outcomes?
    - Do we provide high quality care?

- Answering these key questions sets the stage for Quality Improvement which leads to better outcomes for patients

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In Quality Improvement, We Want to Know:

Are we actually improving the health of our patients in the most effective and efficient way possible?

And if <u>not</u>, how can we do it better?

Importance of Quality Improvement

Quality Improvement positions dialysis facilities to achieve:

- o Customer satisfaction
- o Efficient use of resources
- o Measurable outcomes
- o Community impact

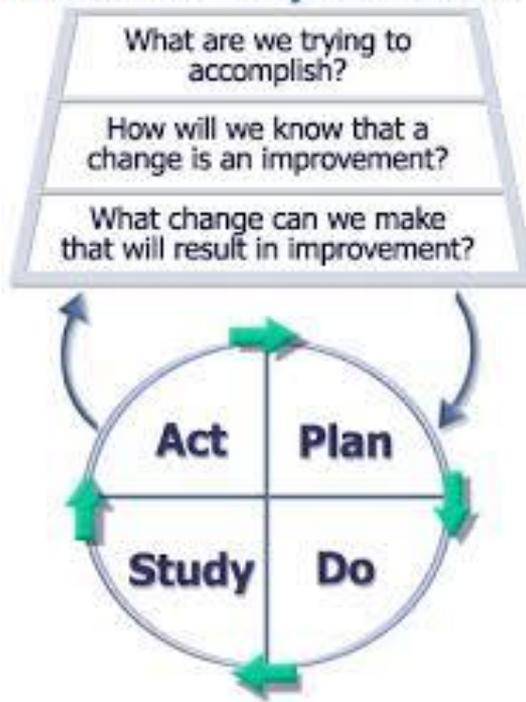# How to Engineer a Change: Use the Model for Improvement

- To bring about a change in Quality Improvement, we use what is called the Model for Improvement PDSA Cycle
  - It is a scientific method for action-oriented learning: shorthand for testing a change in the real world setting
  - Allows you to test a change by: planning it, trying it, measuring its results... and then trying to do it better the next time
  - Allows for multiple rounds of changes – some failures and some successes - should lead to improved aggregate outcome

Quality Insights

Engineering Change – Recipe for Success
Model for improvement

To be successful, agree on three questions in the boxes of this model:

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?

Act | Plan
Study | Do

What do we want to achieve?

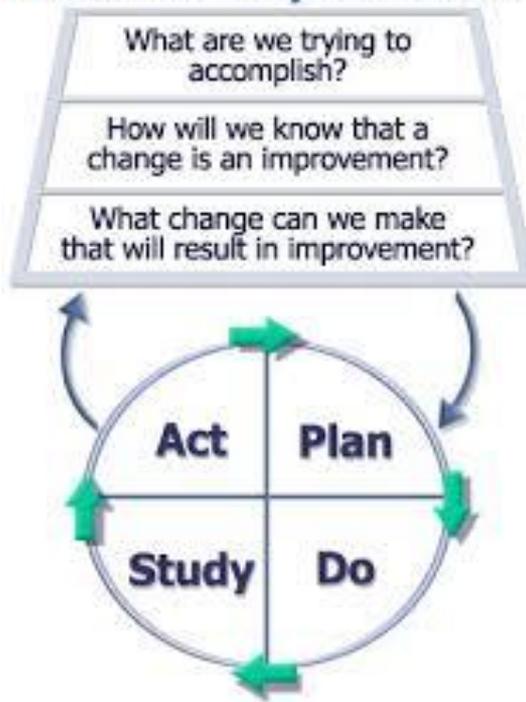**Set an outcome aim – what is it we want to happen.**
It should be ambitious, must be measurable and must specify a time-period and a definite population in your hospital.

Quality Insights

Engineering Change – Recipe for Success
Model for improvement

To be successful, agree on three questions in the boxes of this model:

How will we know we have made in improvement?

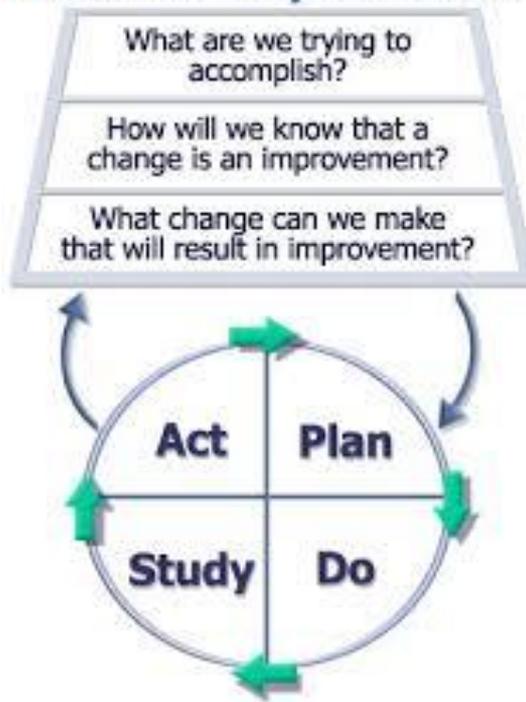**Define what you will measure so you know when you have achieved improvement .**

Collect data, chart results regularly over specified time-period, and plot benchmarks & goal lines

Engineering Change – Recipe for Success
Model for improvement

To be successful, agree on three questions in the boxes of this model:

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?

Act   Plan

Study   Do

What changes will result in improvement?

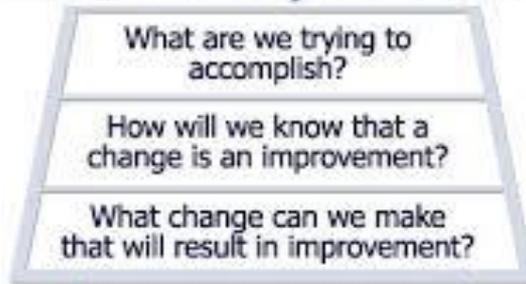**Select change(s) to your system/processes; the one(s) most likely to improve outcomes.**

Recognize that not all changes improve outcomes or offer balance.

Quality Insights

Engineering Change – Recipe for Success

Model for improvement

Then use the PDSA Cycles to lead to a change

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?

Act | Plan

Study | Do

Test your changes using a PDSA Cycle.

Quality Insights

How To Engineer A Change? Use the PDSA Cycle

The key part of the Model for Improvement is a PDSA Cycle

**PDSA stands for :** Plan Do Study Act

Following this simple cycle allows you to plan and test changes, then assess the effect of your interventions. It allows for incremental improvement, and allows learning through action.

Then, it allows for you to continue to re-work the changes , do PDSA again…and again…
PDSA →PDSA → PDSA → PDSA→ PDSA → PDSA

Continue until you arrive at the Quality Improved Change you are looking for
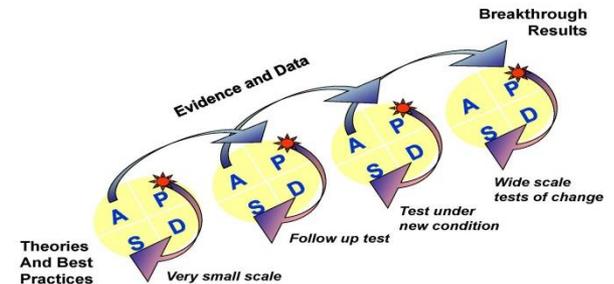
How to Engineer a Change:
Use PDSA cycles

- Principles for Success using PDSA cycles
  - Start new changes on the <u>smallest possible scale</u>, e.g. one patient, one nurse, one doctor
  - Run just as many PDSA cycles as necessary to gain confidence in your change – then expand
  - Expand incrementally to more patients
  - Expand to involve more nurses, more doctors, more departments
  - Balance changes within system to ensure other processes not adversely stressed

Summary:

- The backbone of Quality Improvement is The Model for Improvement
- It answers three questions
  - What do we want to achieve?
  - How will we know we have made in improvement?
  - What changes will result in improvement?
- Uses the PDSA Cycle as the change agent
- It allows for rapid cycle changes
- It leads to a better patient experience of care and better health outcomes

Questions/Feedback

- Contact Tish Lawson RN MSN
  - 610-264-2418 ext. 2841
  - plawson@nw4.esrd.net

DML
Dialysis Means Life
Patient Representative
Network 4

Quality
Insights

Open Forum

- *What success stories would you like to share?*

- *What obstacles are you encountering?*

- *What situations would you like advice on?*

- *What can your fellow Network 4 Representatives help you with today?*

- **Reminder: Don't Forget to Join:**

  Network 4 Patient Representatives Facebook Page