

Quality Improvement

What?
Why?
How?

1,2,4 All - Discussion

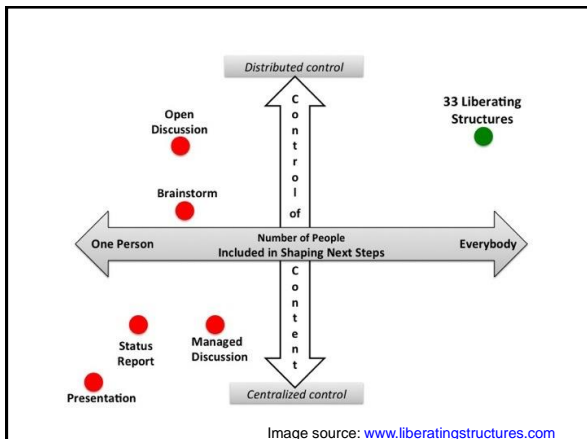
- (1) What does Quality mean?
- (2) What is quality improvement?
- (3) What is the difference between Quality Improvement & Quality Assurance?

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LIBERATING STRUCTURES

15 Minus	Wired solutions	What? How?	Who goes	How & how often?	What? How? Why?	Integrated solutions
Design sprint	Scenario planning	Discovery and prototyping	Impact principles	Empathy together	Open space	Global perspectives
1,2,4 All	TIC	SBF & Jaws	Helping hands	Design as a process	Generative ideation	Empire
Impromptu prototyping	100% solutions	20/20 prototyping	Conversation art	Generative ideation	Apprenticeship model	Privacy
Swarm	Teach thinking	Mini-work	User centered thinking	Social network meeting	Design ethnography	Progression

A repertoire, menu, toybox, or palette of 33+ options for organizing generative interactions



Define Quality & Quality Improvement

What is Quality Care

1. **Person centred** – Do we listen to what matters to patients?
2. **Safe** - Do we harm patients?
3. **Effective** - Do we give the right treatment every time all the time?
4. **Equitable** - Are our services and outcomes equal for all?
5. **Timely** - Is there good access to are service?
6. **Efficient** - Do we provide value?
 - *Institute Medicine*

Quality assurance (QA)


- Assesses compliance against certain predefined standards
- Retrospective

Quality improvement (QI)

- Data driven continuous improvement – BAU
- Proactive everyday

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QI – Why?

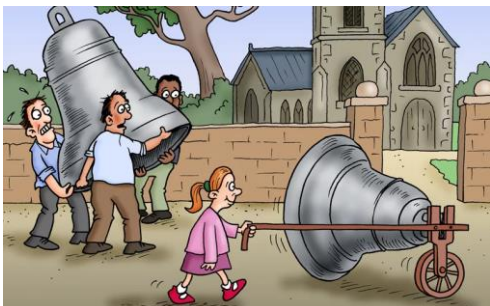


Here is Edward Bear coming downstairs now, **bump, bump, bump**, on the back of his head, behind Christopher Robin.

It is, as far as he knows, the only way of coming downstairs, but **sometimes he feels that there really is another way...if only he could stop bumping for a moment and think of it!**

A. A. Milne
The opening paragraph of Winnie-the-Pooh

Discuss: "How to we guarantee that **nobody is engaged** in quality improvement, and all attempts at improvement fail?.....!!!! = (TRIZ)



TRIZ



- теория решения изобретательских задач
 - *Teoriya Resheniya Izobretatelskikh Zadach*
 - "theory of the resolution of invention-related tasks"

- How do we design the exact opposite of what we are trying to achieve?



TRIZ Steps



1. "SMART" aim based on the opposite of what you are trying to improve
2. Brainstorm and list ideas/actions
3. Identify what ideas/actions occur in reality, at least some of the time
4. For each idea/action that occurs in reality:
 1. Ask: "Is there someone here who can improve this today?" or
 2. Label each item as:
 1. "C" (we can control this)
 2. "I" (we can influence this) or
 3. "X" (we can neither control nor influence this)

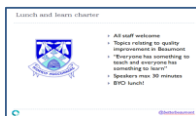
Discuss: How to we guarantee that **nobody is engaged** in quality improvement, and all attempts at improvement fail?

Why engage with QI?

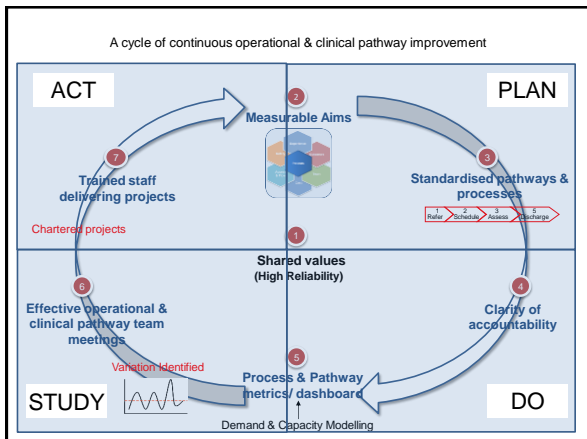
1. Career
2. Community
3. Cause

Examples of Staff engagement

@betterbeaumont: a real and virtual QI learning collaborative



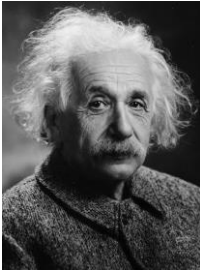
@betterbeaumont




Agreement/Certainty Matrix

“If I had an hour to solve a problem, and my life depended on the solution, I would spend the first 55 minutes determining the proper question to ask”

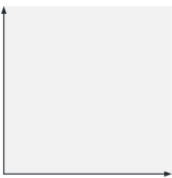
Albert Einstein




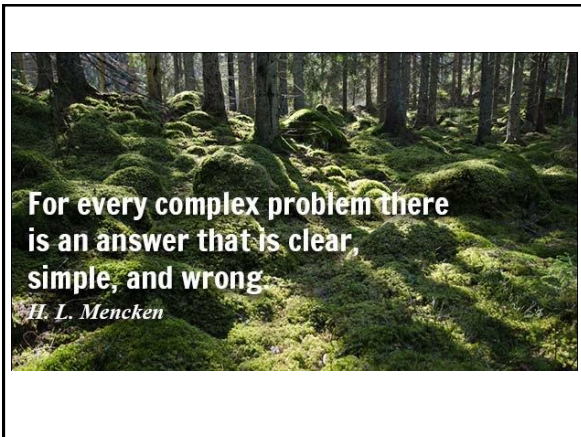
Go to www.menti.com and use the code 92 11 86

Welcome to The Matrix! 

1 How to fix this problem.....



 0




	SIMPLE <i>Following a Recipe</i>	COMPLICATED <i>Sending a Rocket to the Moon</i>	COMPLEX <i>Raising a Child</i>	CHAOTIC <i>"Pinning the Tail On The Donkey"</i>
Management Challenges				
	The recipe is essential	Rigid protocols or formulas are necessary	Protocols rarely help; launch experiments to see what works	Rigid protocols may be counter-productive or misdirect responses
	Recipes are tested to assure easy replication of success	Sending one rocket increases assurance of future success; key elements are identical	Raising one child provides experience but no assurance of future success	Experience may help or hinder finding what works to diagnose & abate the crisis
	No particular expertise is required (cooking skill can improve the success rate)	High levels of expertise in a variety of fields are necessary for success	Expertise can contribute but is neither necessary nor sufficient to assure success	Rapid action & improvising skills, plus unleashing a network of local on-the-ground know-how can help
	Recipes produce standardized, predictable results every time	Rockets are similar and there is a high degree of outcome predictability	Every child is a unique individual with unpredictable "outcomes"	As unknowables recede, novel patterns may emerge

Source: Professors Ralph Stacey and Brenda Zimmerman (York University)

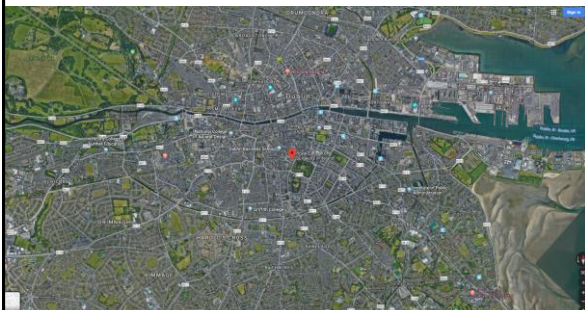
Strategies for complex systems

- Act and learn at the same time
- Work with paradoxes
- Generative relationships
- Nibble away at the problem
- Minimum specifications
- Simple rules
- Fail forward
- Build on what grows (+ve attractors)



Adapted from M Gardam, University of Toronto

Minimum Specifications:
How did you get here today?



Min Specs



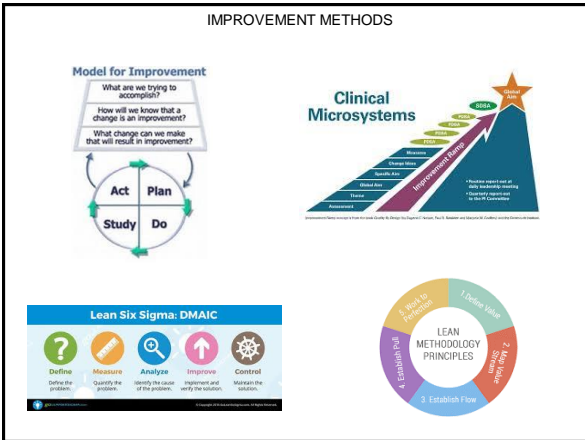
1. Generate a list of “must do” or “must have” actions or requirements (“Max Specs”) for a successful and sustained quality improvement programme in your work setting
 1. Alone x 1 min, then
 2. Group x 4 min

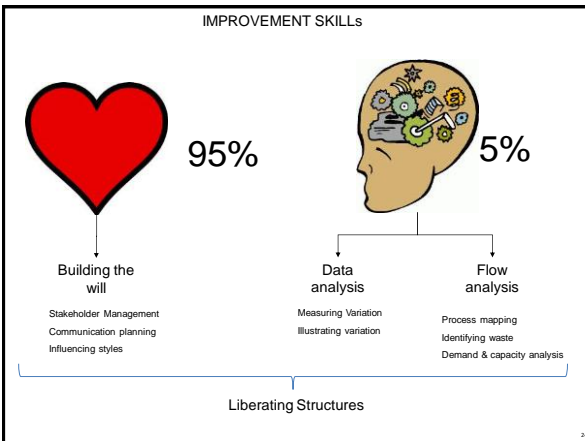
Min Specs

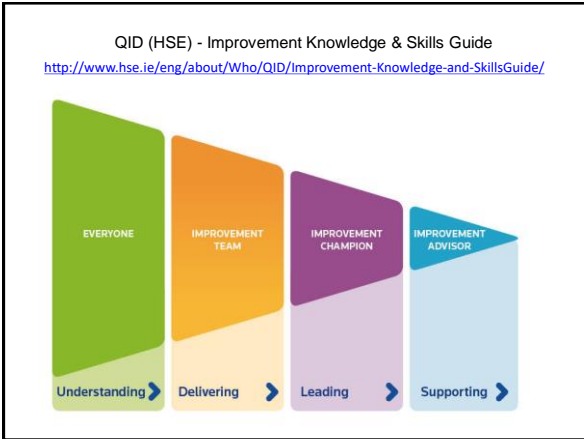


2. For each item on the list, ask the following question:
 - “If we broke or ignored this rule, could we still achieve our purpose?”
 - Can you violate this requirement, and still achieve your purpose?
 - If “yes”, it’s not a minimum specification
- Group discussion x 5 min
- Whole group sharing x 5 min

QI Skills & where to source them







Entry points to QI Community

- Quality Improvement Division (HSE)
- RCSI
- RCPI
- IHI
- ISQA
- QI/Patient Safety Conferences
- Self Education

**"EVER TRIED
EVER FAILED
NO MATTER
TRY AGAIN
FAIL AGAIN
FAIL BETTER"**

Samuel Beckett
