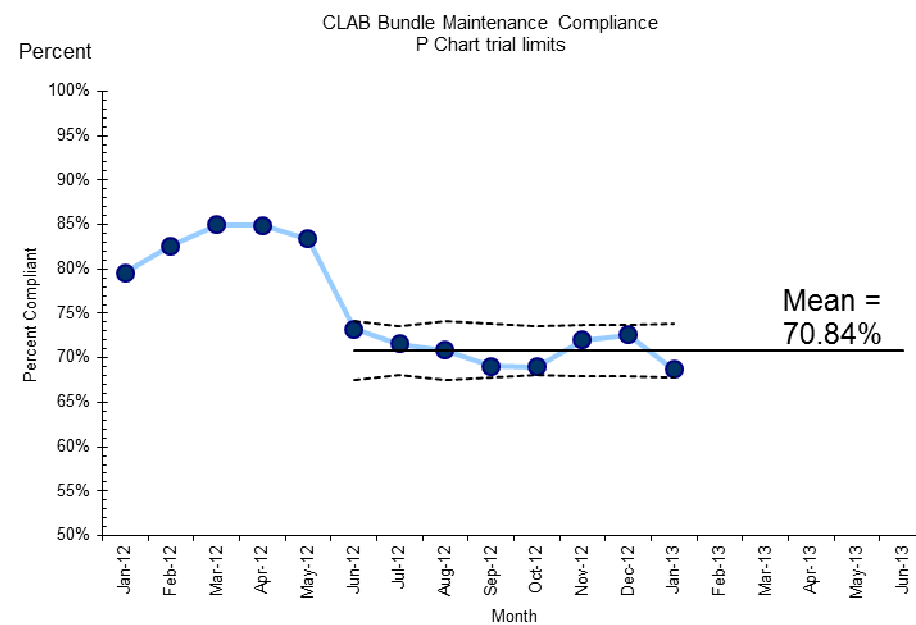
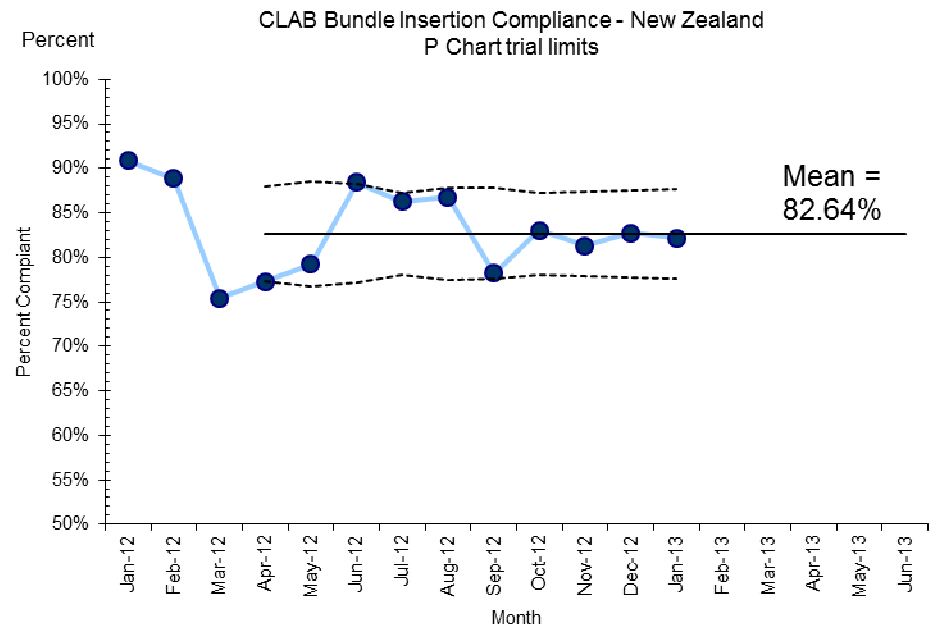
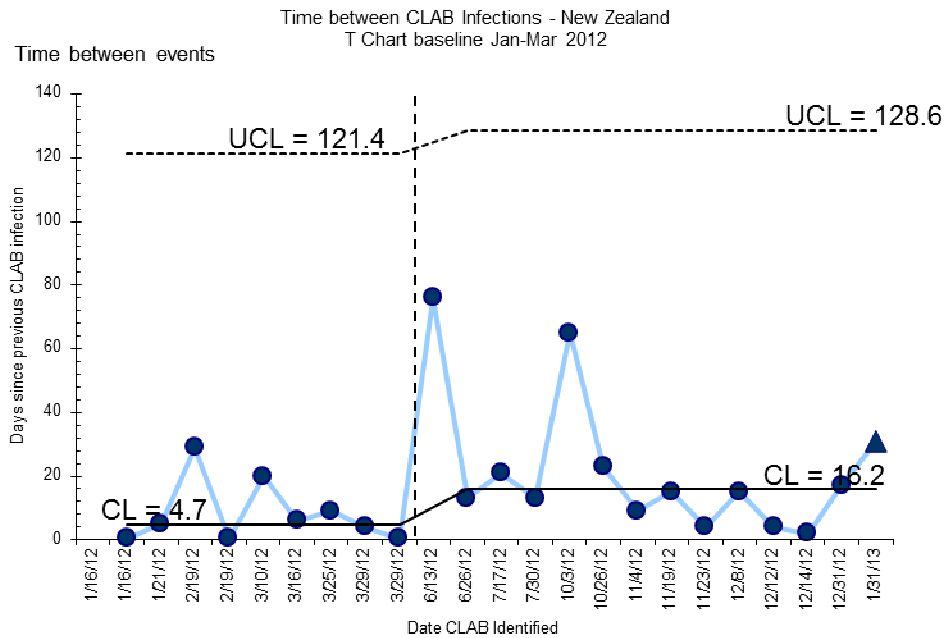


3 Key Actions

to improve, sustain and spread

Agenda

- Know your system
- Examine what can be done
- Continue to improve



Use data to understand Reliability



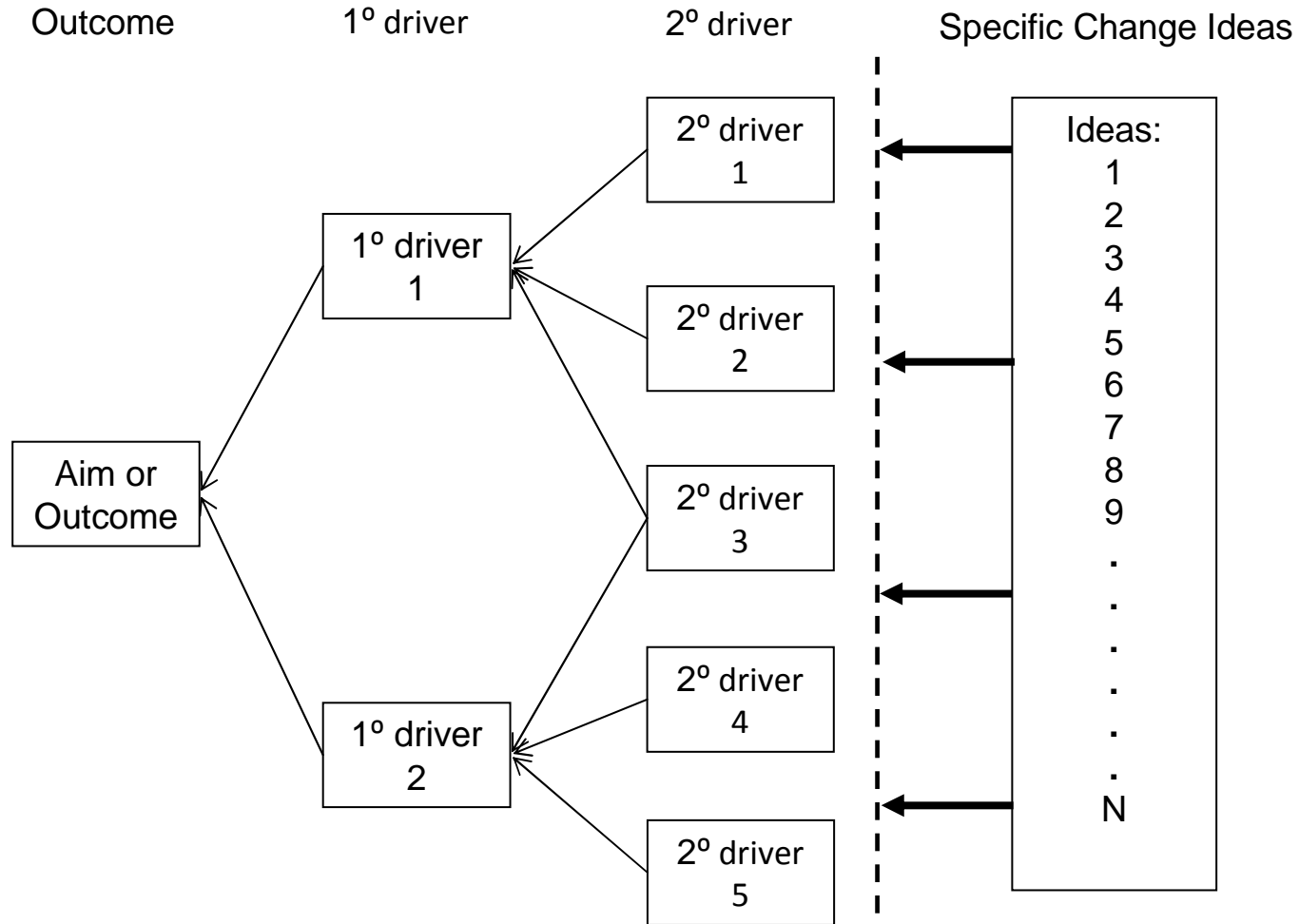
What about Reliability?

- Level 0 – <80% - considered Chaotic
- Level 1 – 80%
- Level 2 – 95%
- Level 3 – 99% - 1 failure in 100
- Level 4 – 99.9% - 1 failure in 1000
- Level 5 – 99.99% - 1 failure in 10,000
- Level 6 – 99.999% - 1 failure in 100,000

Action 1 – where are you now?

- Review what you have accomplished as reflected in your data
- What do you have left to accomplish?
- What level of reliability are you performing at now for insertion and maintenance compliance?

Driver Diagram



Action 2 -

- Where does the data point you?
- Return to your theory (driver diagram)
- What ideas/changes need to be updated, deleted, added or are yet to be tested?
- What would you prioritize as next in your work to improve compliance/drive down infections?

Improving Reliability

- Level 0 – <80% - considered Chaotic
 - Level 1 – 80%
 - Level 2 – 95%
 - Level 3 – 99% - 1 failure in 100
- Moving from Chaos to Level 1
 - Articulated Process
 - Education/Training
 - Moving from Level 1 to Level 2
 - Standardization
 - Reminders
 - Constraints
 - Affordances
 - Moving from Level 2 to Level 3
 - Building in Redundancies

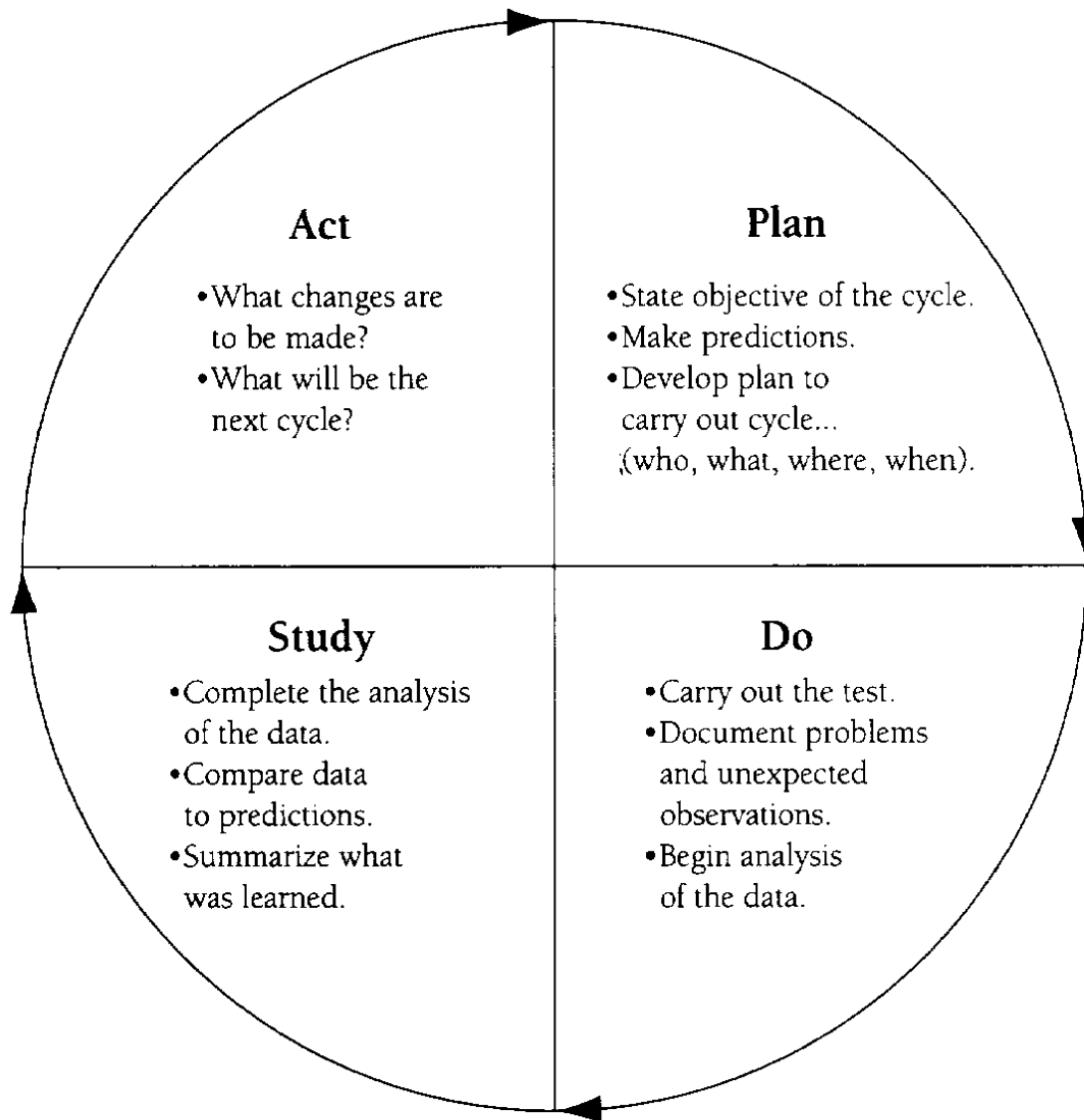


Figure 4.1. Elements of the PDSA Cycle.

Langley et. al

Action 3 – what can you do to improve?

- What series of learning cycles (PDSAs) can you plan, to take the next step in performance improvement?
- Given your current level of reliability, what concepts would be useful to help you achieve your next level?

What will you do next?

	DHB Name	Change to be tested/Action to be taken toward improvement/sustainability
1	South Canterbury DHB	
2	Wairarapa DHB	
3	Whanganui DHB	
4	Lakes DHB	
5	West Coast DHB	
6	Nelson Marlborough DHB	
7	Hutt Valley DHB	
8	Northland DHB	
9	Taranaki DHB	
10	Tairāwhiti DHB	
11	Midcentral DHB	
12	Southern DHB	
13	Waitemata DHB	
14	Bay of Plenty DHB	
15	Hawkes Bay DHB	
16	Counties Manukau DHB	
17	Canterbury DHB	
18	Capital & Coast DHB	
19	Waikato DHB	
20	Auckland DHB	