

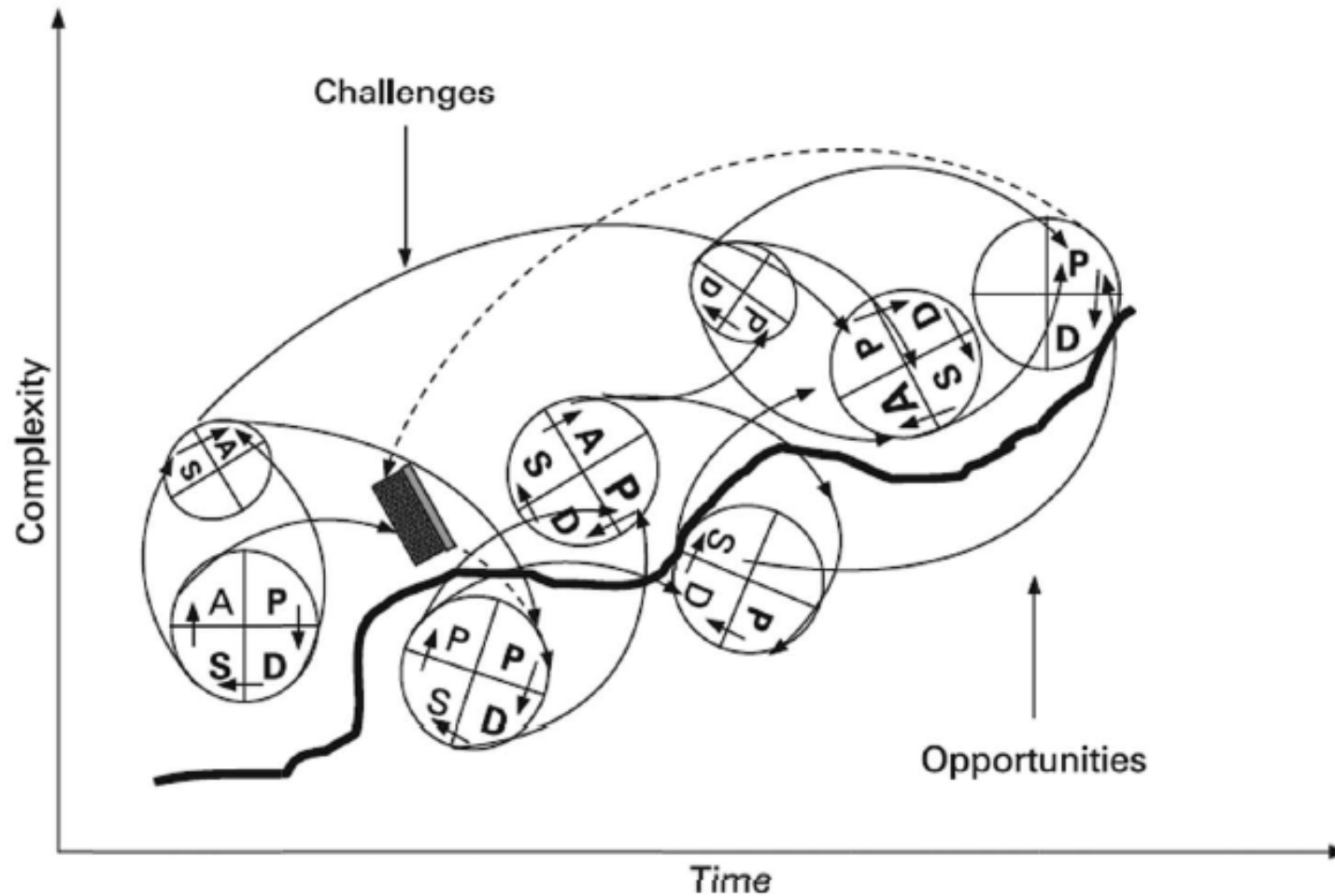
Progressive Learning – cycle to cycle

Brandon Bennett

Agenda

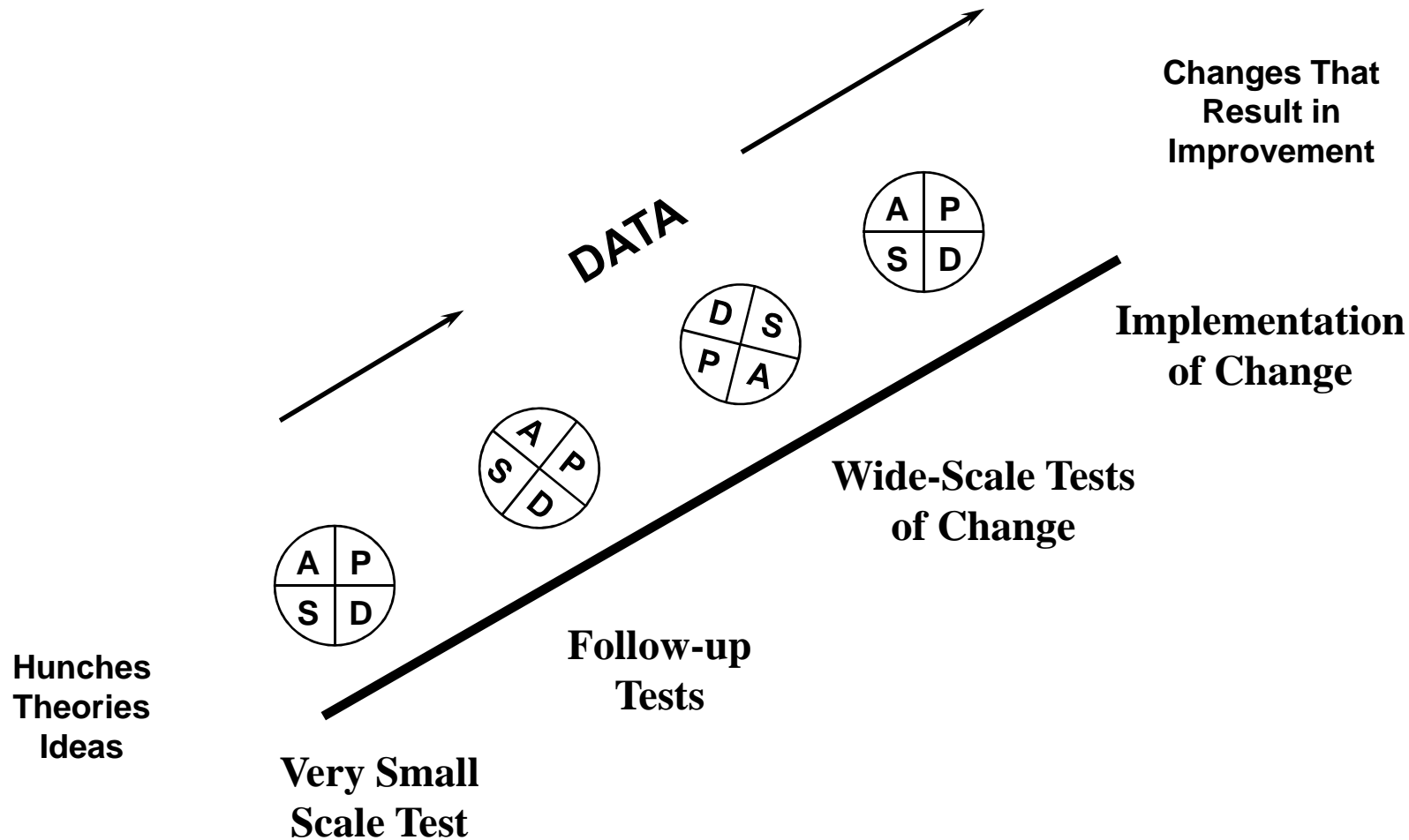


- Ramp review – Shojanina
- Start with Best PDSA from previous session – highlight qualitative/quantitative measures
- Next step/PDSA – what measures stay/which go away
- “ “ “
- Implementation – Getting to process step or process measure impact

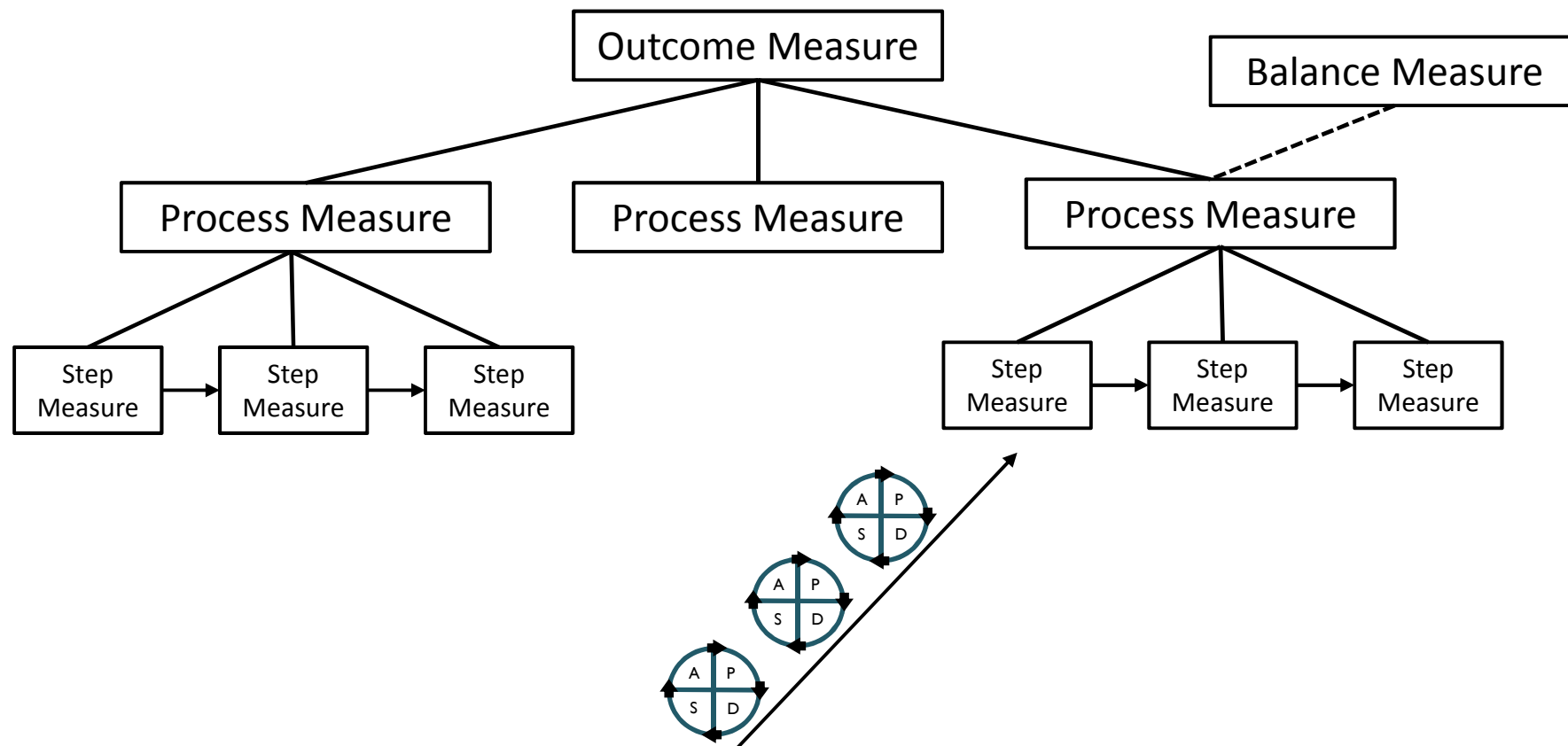


P = Plan	D = Do	= Barrier	— = Direct flow of impact
S = Study	A = Act	----- = Lingering background impact	Arrowhead = Feedback or feedforward
Different sizes of letters and cycles and bold letters = denotes differences in importance/impact			

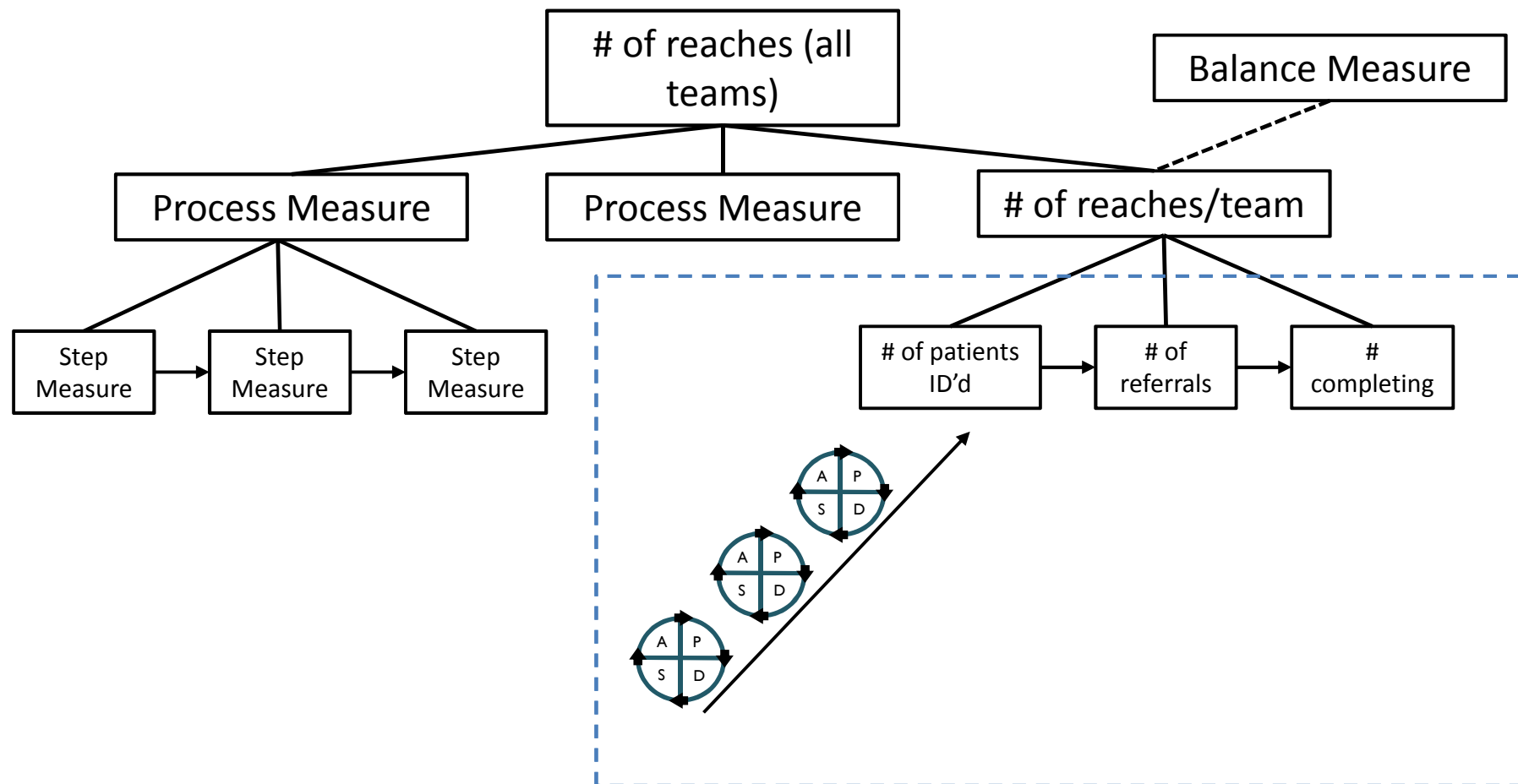
So what do repeated improvement cycles look like?



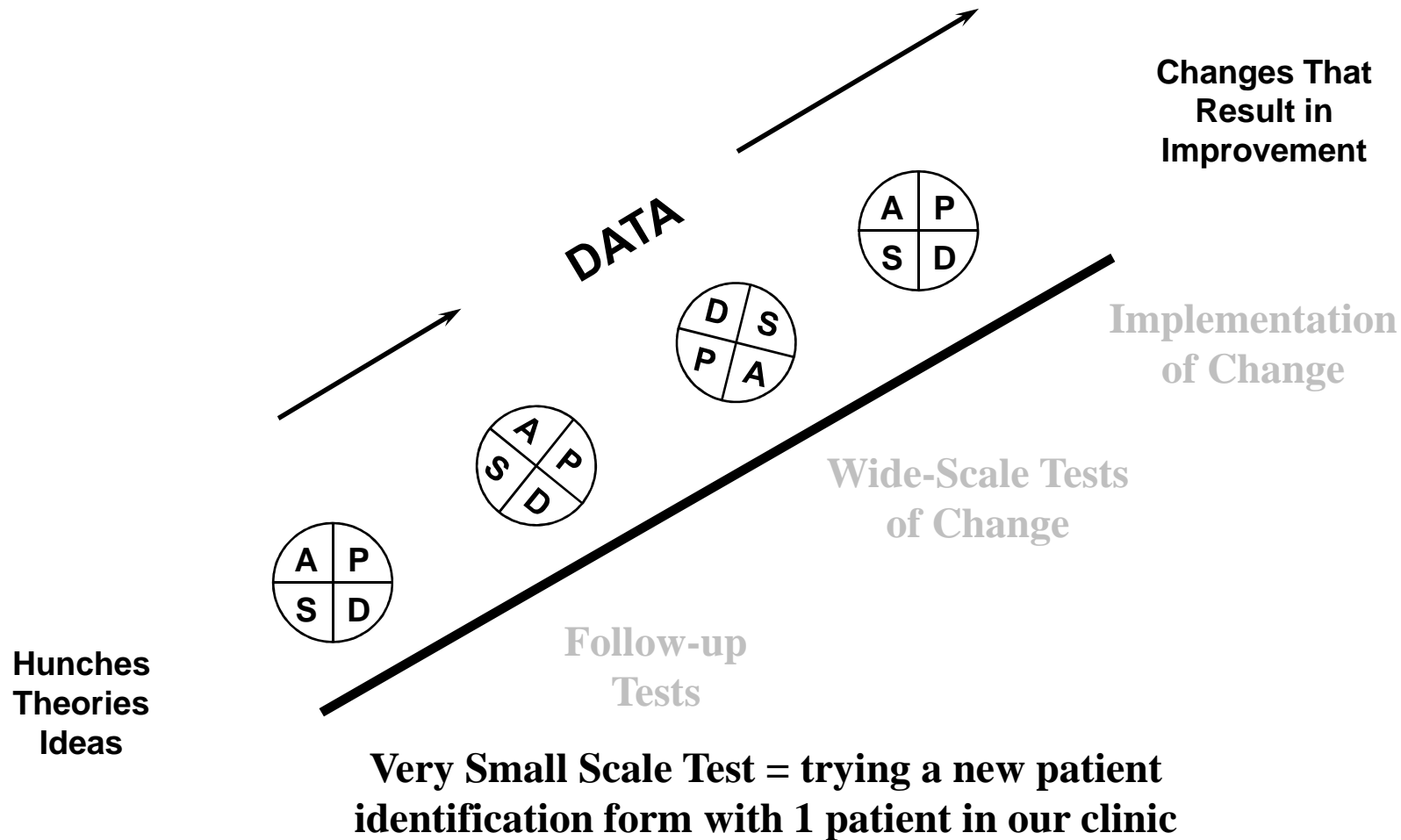
Measurement Tree



Measurement Tree



So what do repeated improvement cycles look like?

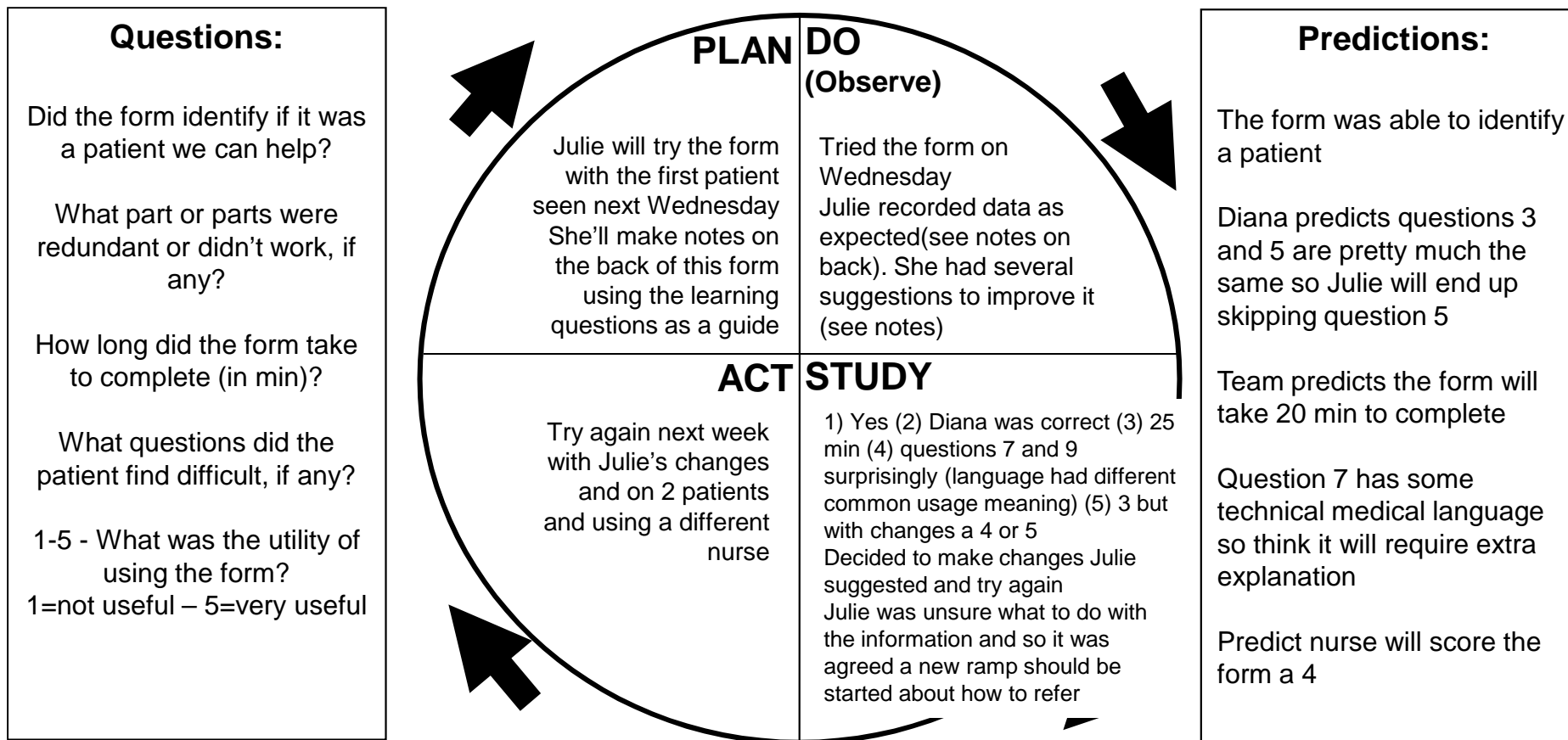


PDSA #1 PDSA Title Patient Identification for referral to support service PDSA Date:10/11/2015 Owner: Brandon



Objective of this PDSA – Interested to learn what is the best way to identify patients for whom our service can help

Change Idea: New assessment form to be completed by nurse during the first half of the interview with the patient



Measurements

Julie to capture her comments/notes on the back of this worksheet, including answers to our questions, she will also wear a watch and will use it to record the start and end time for using the form

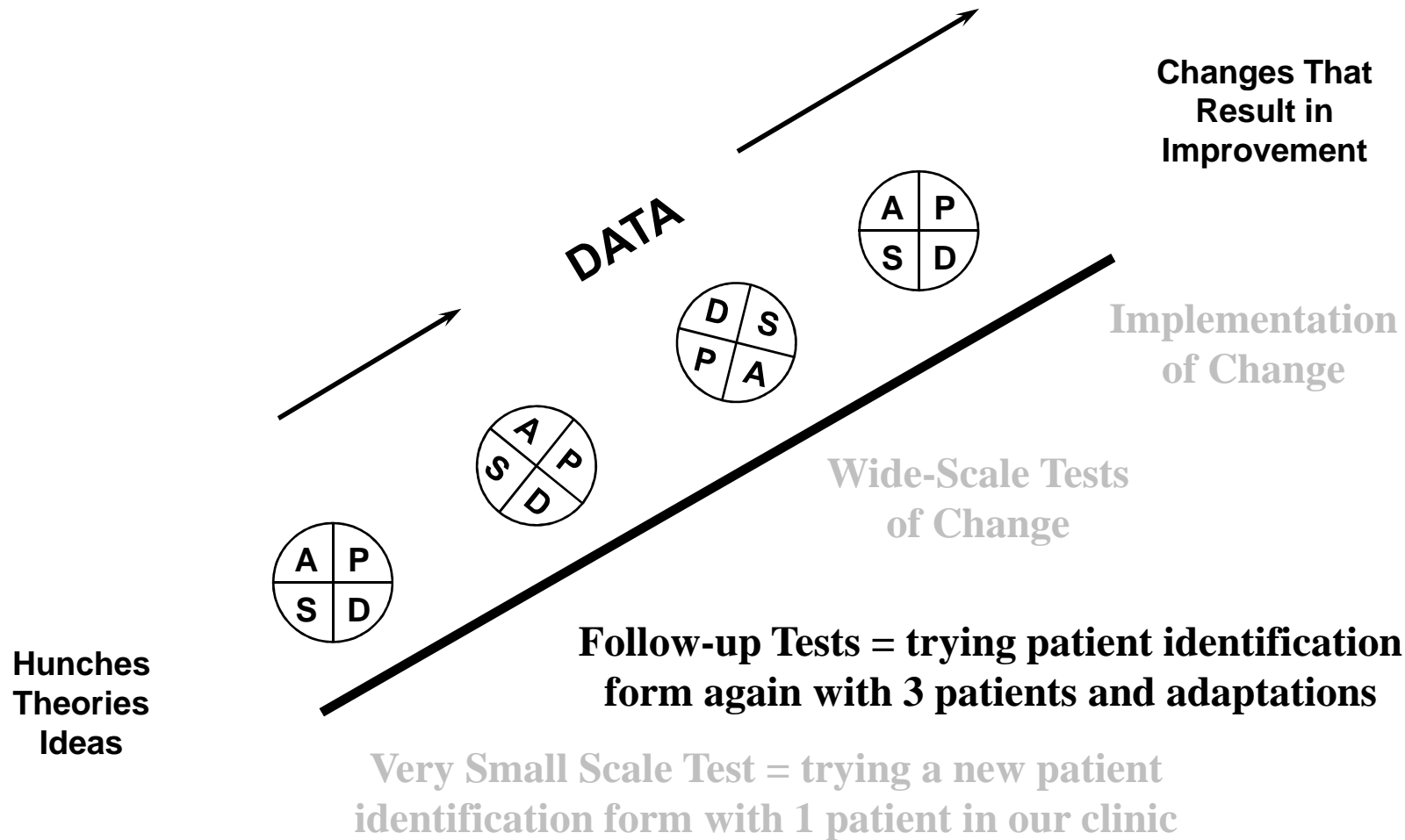
PDSA level measures



PDSA 1

- Did the form identify if it was a patient we can help?
Simple yes/no answering does it work
- What part or parts were redundant or didn't work, if any?
Categorical - asks the user to reveal a qualitative experience
- How long did the form take to complete (in min)?
Numerical – asks for empirical, quantitative data, note n=1
- What questions did the patient find difficult, if any?
Categorical – asks the user to reveal a qualitative experience
- 1-5 - What was the utility of using the form? 1=not useful – 5=very useful
Categorical – asks the user to reveal qualitative experience that can be quantified, note n=1

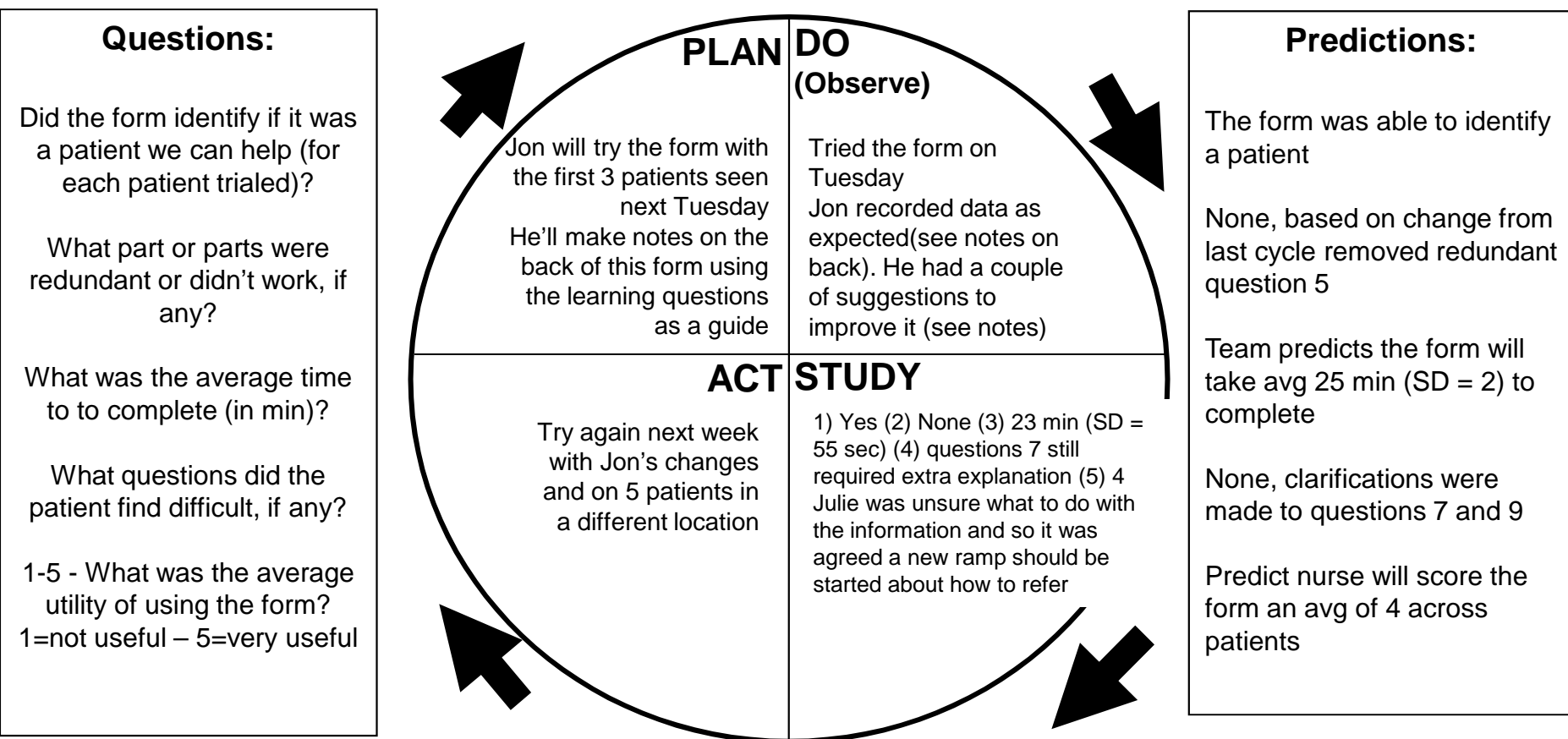
So what do repeated improvement cycles look like?





Objective of this PDSA – Interested to learn what is the best way to identify patients for whom our service can help

Change Idea: New assessment form to be completed by nurse during the first half of the interview with the patients



Measurements

Jon to capture his comments/notes on the back of this worksheet, including answers to our questions, he will also wear a watch and will use it to record the start and end time for using the form

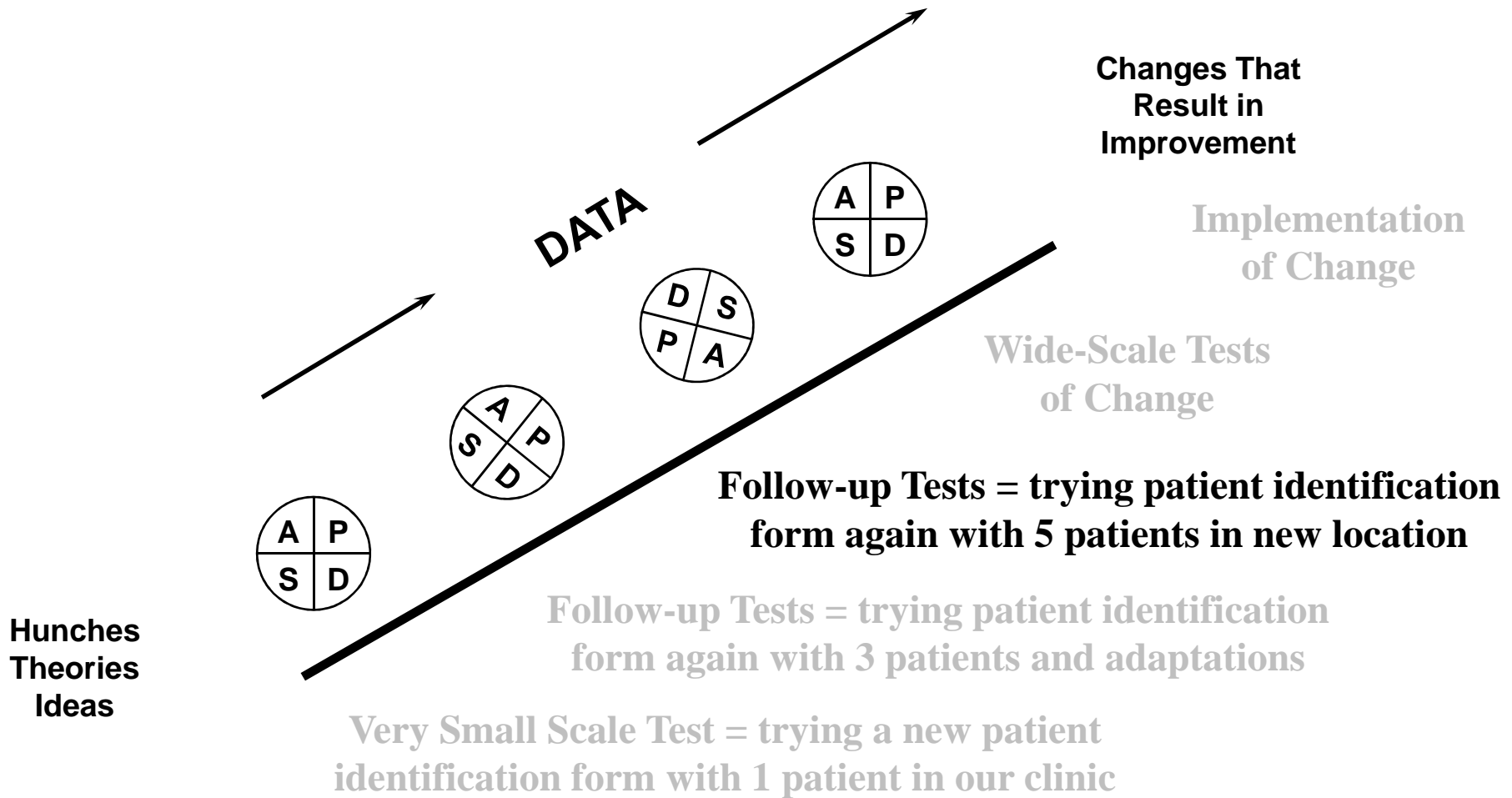
PDSA level measures



PDSA 2

- Did the form identify if it was a patient we can help?
Simple yes/no answering does it work for every patient tried **STAYED SAME**
- What part or parts were redundant or didn't work, if any?
Categorical - asks the user to reveal a qualitative experience **STAYED SAME**
- How long did the form take to complete (in min)?
Numerical – asks for empirical, quantitative data, note n=3 **MEASURE
CHANGES TO AN
AVERAGE**
- What questions did the patient find difficult, if any?
Categorical – asks the user to reveal a qualitative experience **STAYED SAME**
- 1-5 - What was the utility of using the form? 1=not useful – 5=very useful
Categorical – asks the user to reveal qualitative experience that can be quantified, note n=3 **MEASURE
CHANGES TO AN
AVERAGE**

So what do repeated improvement cycles look like?



PDSA level measures



PDSA 3

- Did the form identify if it was a patient we can help?
Numerical – asks for empirical quantitative data, note n=5
can now create a ratio x/5

**MEASURE
CHANGES TO AN
AVERAGE**

- ~~• What part or parts were redundant or didn't work, if any?
Categorical – asks the user to reveal a qualitative experience~~

**ELIMINATE
MEASURE**

- How long did the form take to complete (in min)?
Numerical – asks for empirical, quantitative data, note n=5

STAYED SAME

- ~~• What questions did the patient find difficult, if any?
Categorical – asks the user to reveal a qualitative experience~~

**ELIMINATE
MEASURE**

- 1-5 - What was the utility of using the form? 1=not useful – 5=very useful
Categorical – asks the user to reveal qualitative experience that can be
quantified, note n=3

STAYED SAME

PDSA level measures



PDSA 3

- Did the form identify if it was a patient we can help?
Numerical – asks for empirical quantitative data, note n=5
can now create a ratio $x/5$

**MEASURE
CHANGES TO AN
AVERAGE**

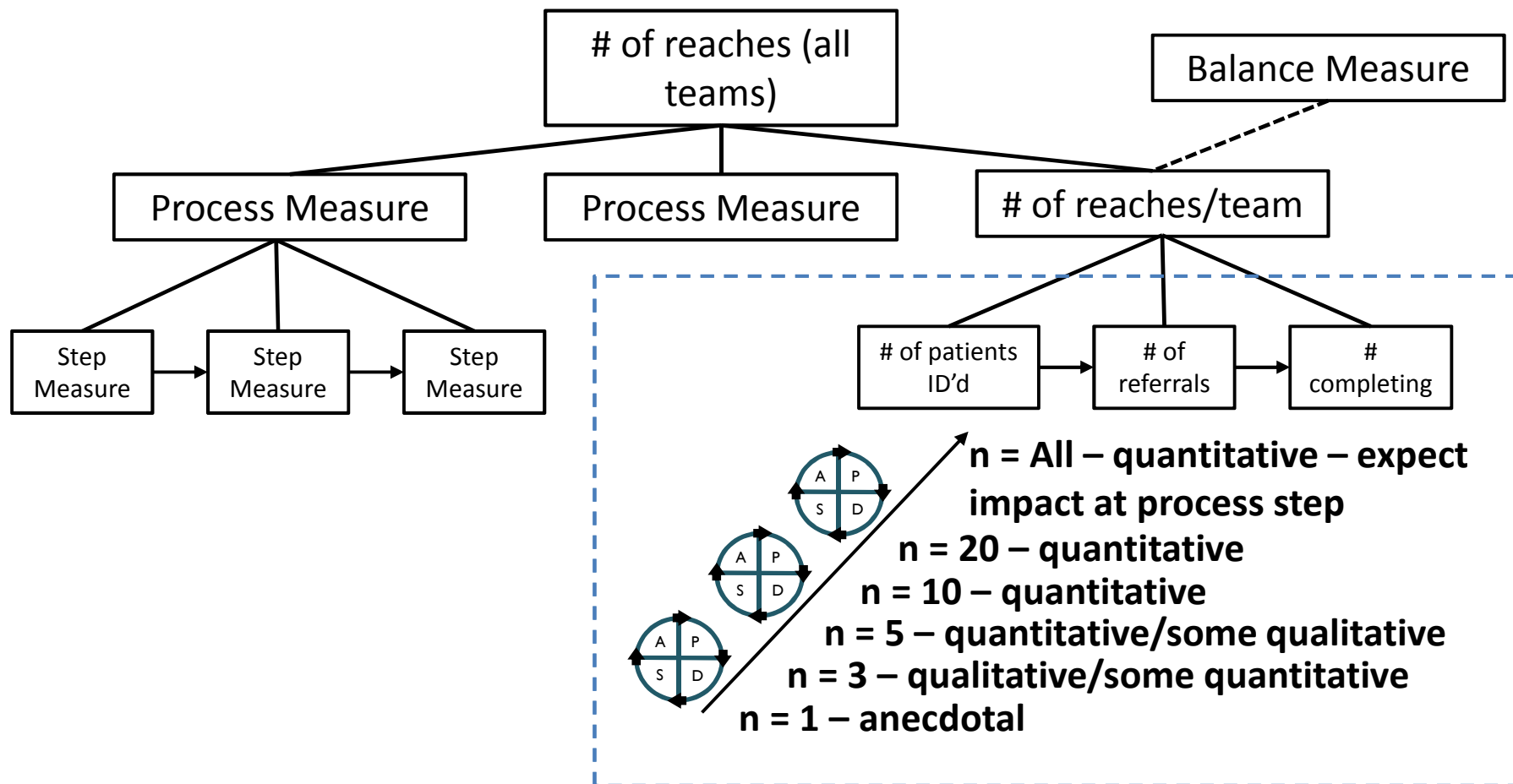
- How long did the form take to complete (in min)?
Numerical – asks for empirical, quantitative data, note n=5

STAYED SAME

- 1-5 - What was the utility of using the form? 1=not useful – 5=very useful
Categorical – asks the user to reveal qualitative experience that can be
quantified, note n=3

STAYED SAME

Measurement Tree



Break out



- Return to one of your completed PDSA cycles (you may chose the previous cycle for consistency if you like)
- Work on the evolution of measures from cycle to cycle - focus 1-2 cycles into the future
- How will the measures for each cycle evolve or stay the same (or some combination there of)?

Report out



- Tell us the measures for cycle 1
- Tell us how they will evolve in cycle 2
 - i.e.,
 - New Questions
 - Change from qualitative to quantitative
 - Qualitative measures that will fall away as learning is completed
- How they might look in cycle 3

Thank you

