

What are we trying to achieve?

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COUNTIES
MANUKAU

HEALTH

 HealthyTogether

KO AWATEA
HEALTH SYSTEM INNOVATION AND IMPROVEMENT

How do we get improvement?

“Change is required. There is a process of change, just as there is a process of manufacturing, or for growing wheat. How to change is the problem.”

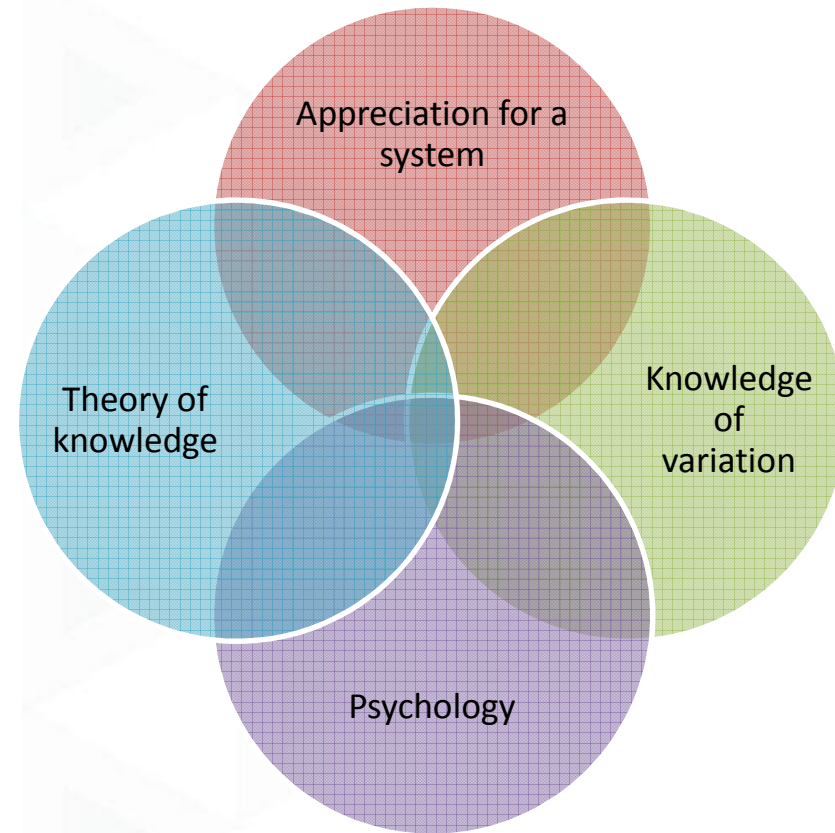
W Edwards Deming



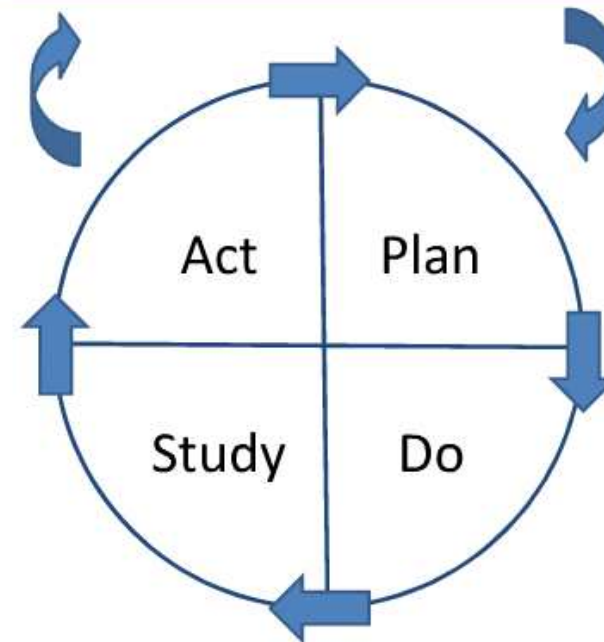
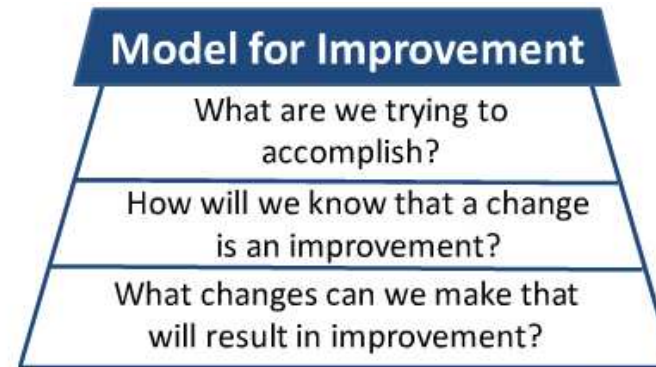
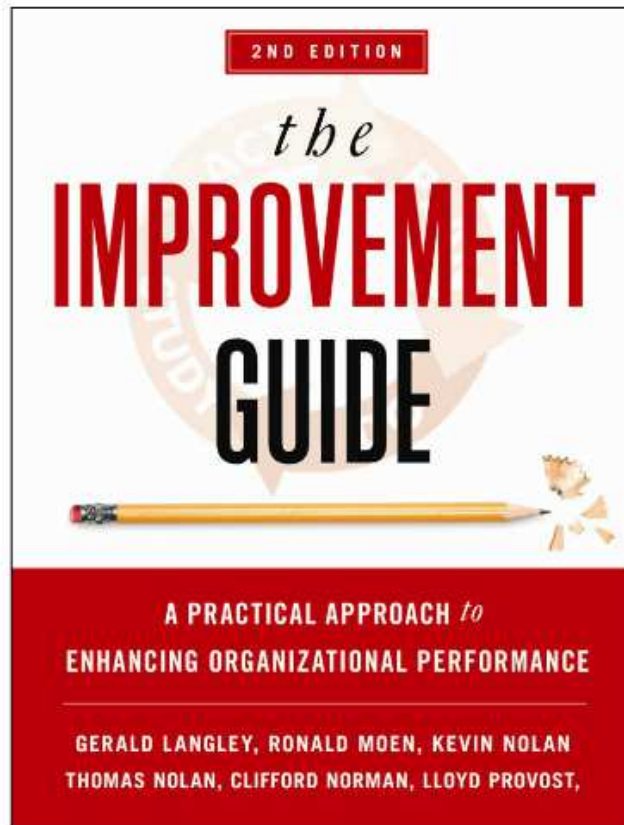
Deming's 'Method'

“Improvement comes from the application of knowledge”

The Improvement Guide page 11



Model for Improvement



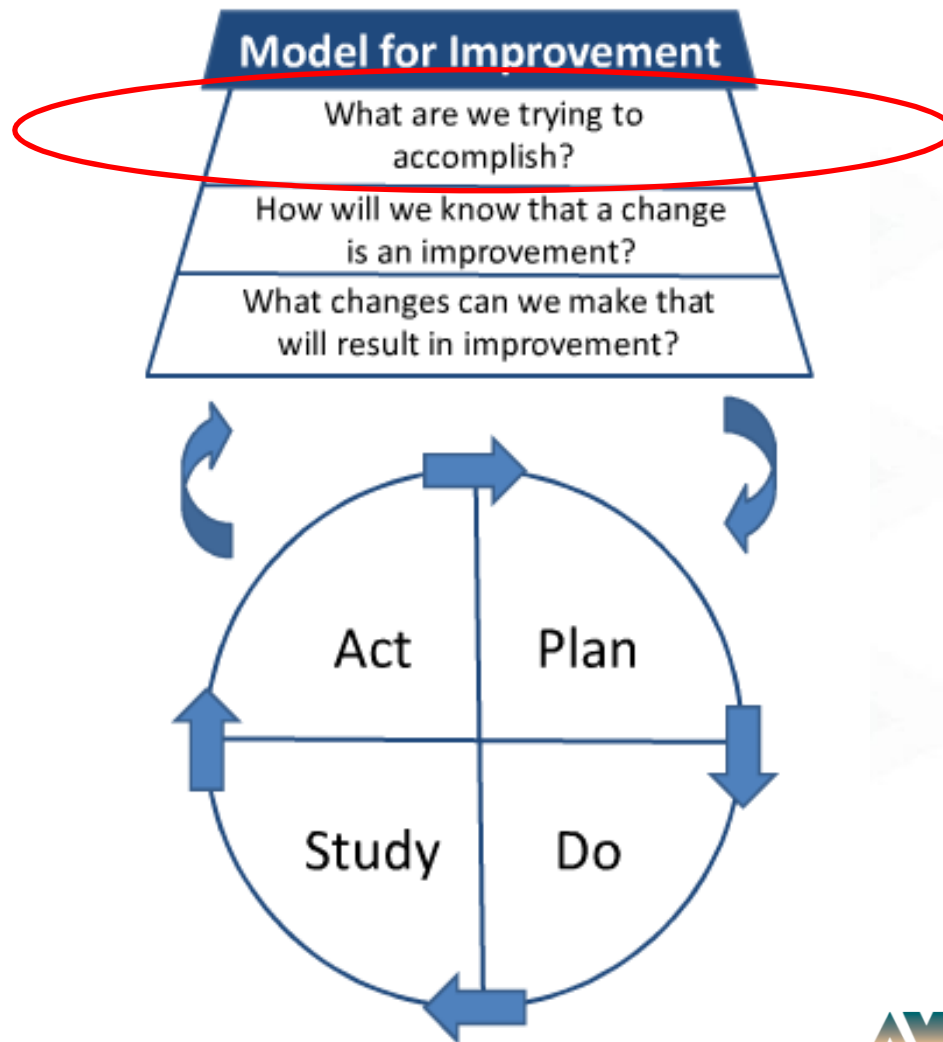
Model for Improvement

“All improvement happens project by project and in no other way.”

Dr Joseph Juran



What are we trying to accomplish??



Aim

Why do we need an aim?

Aim Statements



Aim statement

What is the need to do this work?

- Description of the symptoms you are seeing

What is the evidence?

- Facts and figures that quantify this

What do end users expect?

- What do you know about this?

How do you know what needs improving?

Quantitative data

We benchmark poorly

We're failing our target

Our outcomes are poor

Qualitative data

End users complain

End user interviews

What makes a good aim statement?



- What EXACTLY do you want to achieve?
- Specific scope
- Short and concise
- Outcome focussed

- How will you know you have achieved the outcome?

- Is this possible?
- Is it something you have control over?
- Is it outside the possibility of the current system?

- Does this apply to the right area?
- Does the outcome matter?

- By when would you like to accomplish it?
- Clear timelines



THE GOOD BAD UGLY AND THE



The Good, The Bad and The Ugly

- We aim to reduce harm and improve patient safety for all of our internal and external customers.
- To reduce turnover of nurses in Ward A by 10% by 31st March 2017.
- Our outpatient clinic patient satisfaction scores are in the bottom 10% of the national comparative database we use. As directed by senior management, we need to get the score above the 50th percentile by the end of the 3rd Q of 2015.
- We will reduce all types of hospital acquired infections by Jan 2020.
- By July 2017, 90% of the patients referred to CMH with a high suspicion of cancer will receive their first treatment within 62 days of referral.

Aim Statement: Healthy Kids Healthy Weight

To address disparities in healthy weight for Maaori and Pacific children from 21% to X% in Otara-Counties Manukau by December 2018.

Aim Statement: Workforce Systems

To grow and increase the Maaori and Pacific Island staff across our workforce and clinical areas by X% in Counties Manukau Health by December 2018.

What is YOUR Aim Statement?



What makes a good aim statement?



- What EXACTLY do you want to achieve?
- Specific scope
- Short and concise
- Outcome focussed

- How will you know you have achieved the outcome?

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What will help us achieve the aim?

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Understand the System

“Every system is perfectly designed to get the results it gets”

But what is that ‘design’?

Understand the System



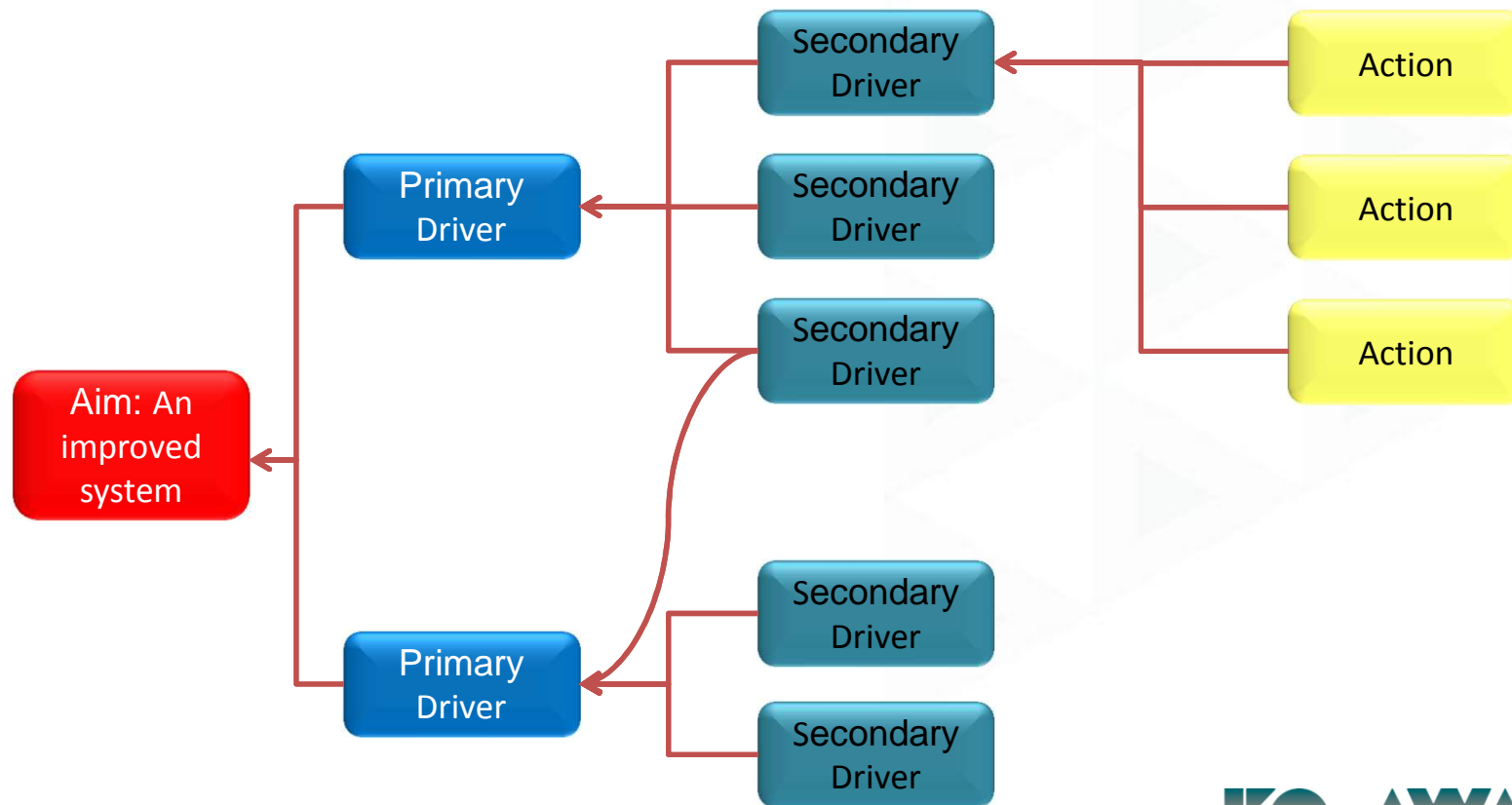
- Clarify how it works
- What are the levers and how do they work
- Get a shared understanding

Driver Diagrams

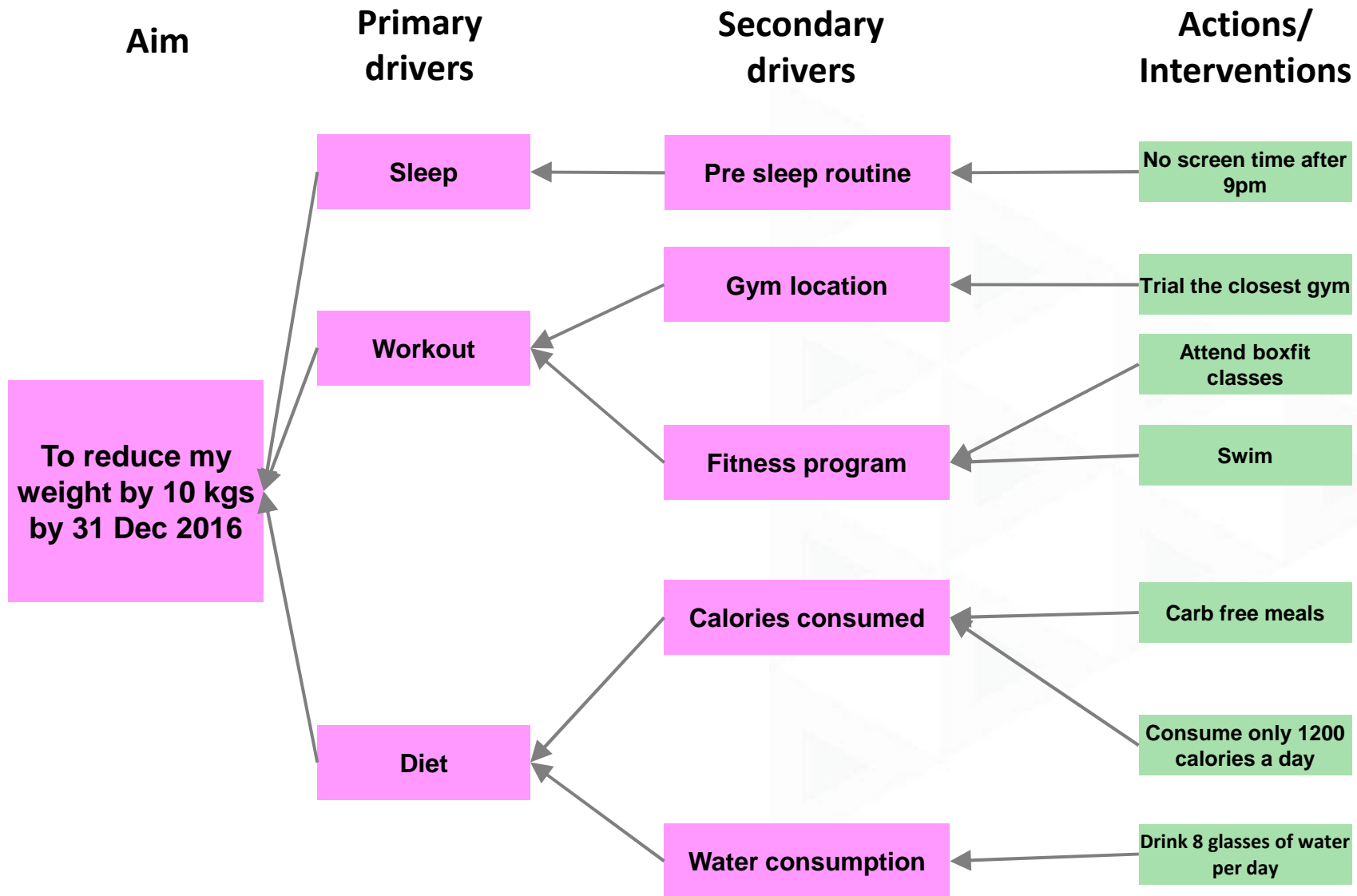
The final outcome

The Key Leverage Points : A series of intermediate outcomes

The actions we can take to achieve aim



An example



What Driver Diagram does?

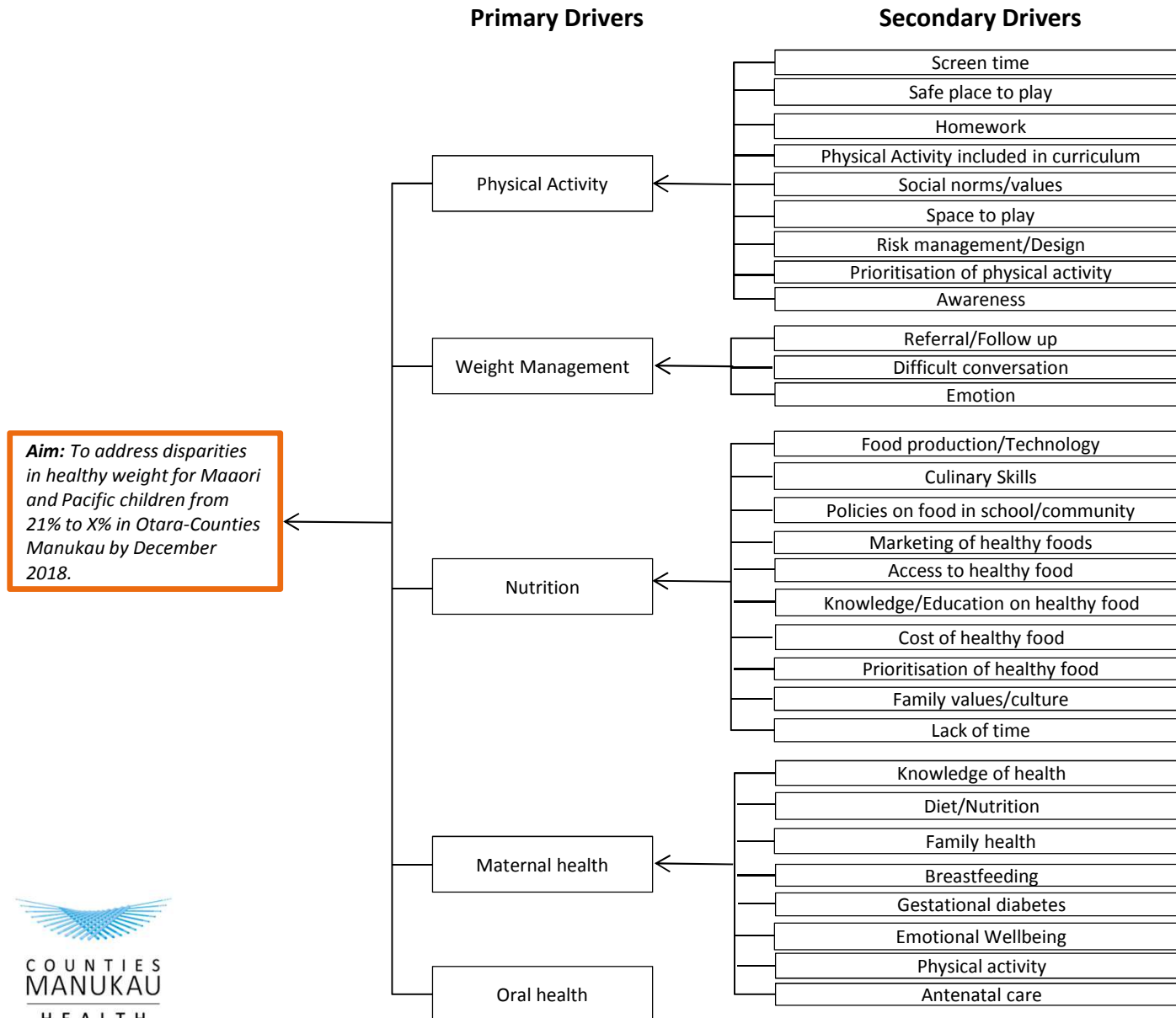
- Reinforces the aim statement as the goal
- Represents our theory about how the system works
- Identifies primary and secondary system components
- Identifies projects which will influence the outcome
- Aids in development of measurement (will be discussed in future meetings/learning sessions)

Remember!

- You cannot create a Driver Diagram on your own
- Ensure you bring together the key stakeholders that influence the area you plan to work on
- Be prepared for lots of discussions!

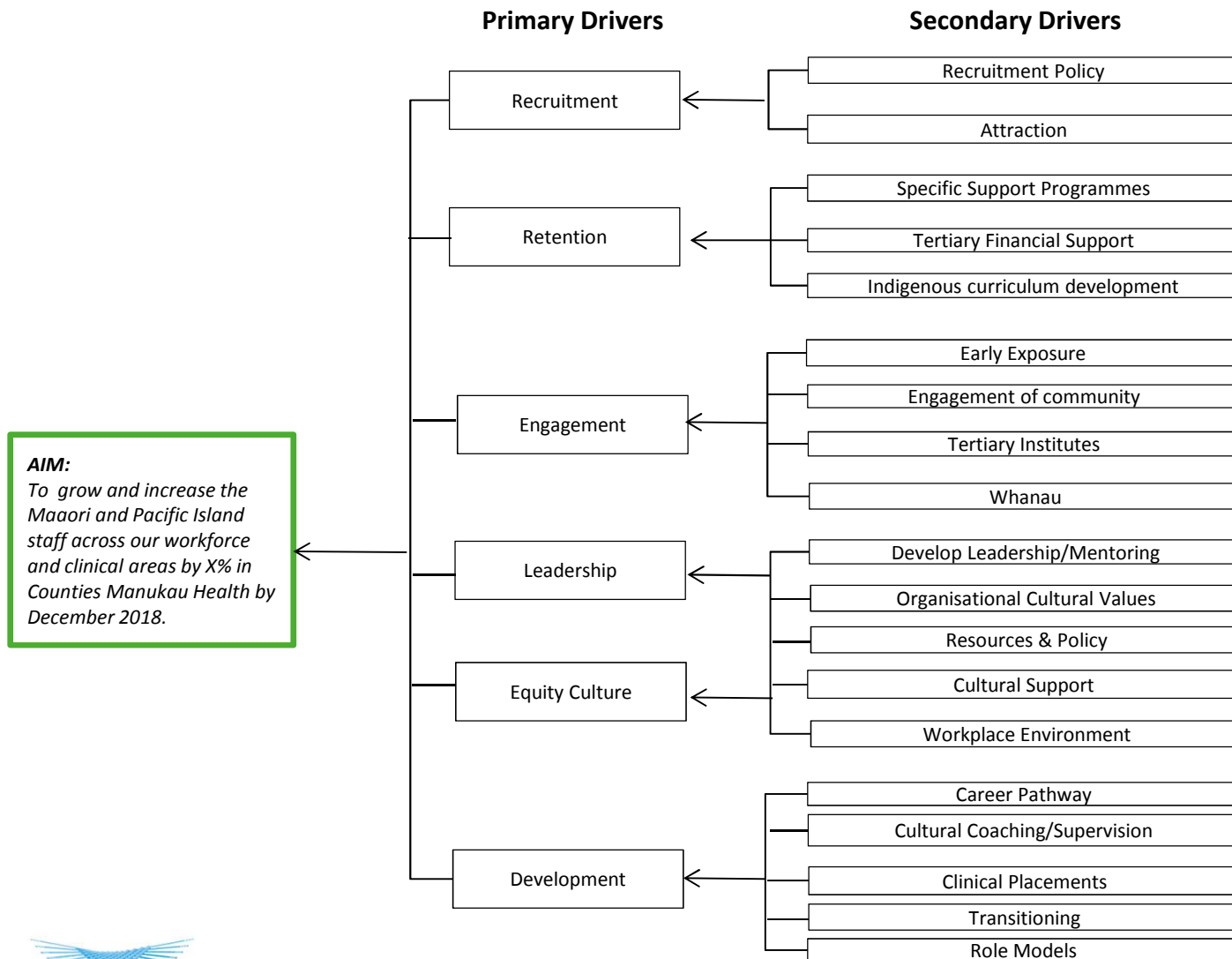
Health Equity Campaign: Healthy Kids Healthy Weight

Version: 2.0
Updated: 28 November 2016



Health Equity Campaign: Workforce Systems

Version: 3.0
Updated: 28 November 2016



Where does your project fit in?

- Review the Driver Diagram relevant to your workstream
- What drivers would your project influence?
- Write your project name on a post-it note and place against relevant drivers

Gaps Identification

- What drivers do not have any projects against them?
- Ideas around who could influence those?
- Write ideas on post-it notes (one idea per post-it note) and place them on the 'Gaps Identified' flipchart

Opportunities to Collaborate

- Are there other project teams influencing the same drivers as you?
- Would there be an opportunity to collaborate?

Home work

- Refine your project AIM Statement
- Make a start on your project Driver Diagram