

Workshop 2 (AIM 102)



Recap from Workshop 1

- 1. Recognize the purpose, value, and applicability of the AIM program
- 2. List concepts of access in primary care
- 3. Identify the value of quality improvement, change management, and team building
- 4. Getting started: improvement opportunities, creating a sense of urgency, and building a guiding coalition

Where did we leave off?

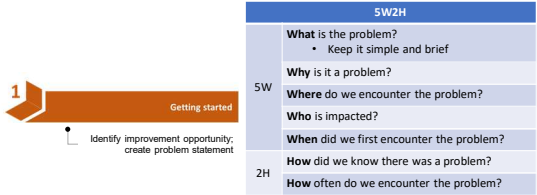


Learning objectives

- 1. Create a shared understanding of your opportunity for improvement related to patient access
- 2. Develop a problem statement based on your shared understanding
- 3. Start to build a project charter
- 4. Introduce the concepts of team building
- 5. Discuss how your opportunity for improvement serves your clinic's vision

Opportunity for Improvement and
Creating a Problem Statement (QI)

Creating a shared understanding of the
opportunity for improvement



Creating a shared understanding of the opportunity for improvement: an example

5W2H Template – An example	
What is the problem? The number of bad coffee at work tastes bad. It tastes like burnt coffee.	
Why is it a problem? This is a problem because a large number of our employees drink coffee bringing it the morning to get their day started. Over time the taste of the coffee has gone from good to bad, resulting in a number of employees complaining about the taste and some people not drinking coffee at all. This is a problem because it affects the productivity of our employees and the quality of our work. It also affects the morale of our employees and the overall atmosphere of the office. The taste of the coffee is also a health hazard as it contains a high level of caffeine and is not good for your health. The taste of the coffee is also a waste of money as it is not good for your health and is not good for your taste buds.	
Where do we encounter the problem? The problem is encountered in the office at work. It is encountered in the office at work because it is a problem for all employees who drink coffee. It is encountered in the office at work because it is a problem for all employees who drink coffee.	
When is it a problem? The problem is a problem in many of our employees' lives. It is a problem in many of our employees' lives because it is a problem for all employees who drink coffee. It is a problem in many of our employees' lives because it is a problem for all employees who drink coffee.	
How often do we encounter the problem? The problem is encountered in the office at work. It is encountered in the office at work because it is a problem for all employees who drink coffee. It is encountered in the office at work because it is a problem for all employees who drink coffee.	
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Exercise 4 (QI)

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Creating a problem statement: an example



Objective of this exercise is be able to identify a properly written problem statement.



Review the completed 5W2H tool for the example of "the coffee at work tastes bad" and vote on which problem statement is the best.



Submit answers using the Zoom poll function.



Discuss the strengths and weaknesses of the problem statements.

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Creating a problem statement: an example

- #1 The taste of the coffee at work has progressively gotten worse, leading to growing number of agitated and tired employees. This has resulted in an increased number of complaints, indicating a negative patient experience, and an increase in time spent by managers on correcting errors and addressing complaints.
- #2 People at work are feeling tired and agitated because they aren't drinking the coffee at work. Some employees have resorted to buying coffee on the way to work, while others have given it up completely. As a result, managers have noticed an increase in errors being made throughout the workday.
- #3 The number of complaints made by patients has been increasing steadily since the coffee at work started to taste bad. Employees are lacking energy and committing more errors throughout the day. Managers are having to spend more time dealing with errors committed by staff and are unable to complete their daily tasks.

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Exercise 5 (QI)

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Creating a shared understanding of the opportunity for improvement: the real deal



Objective of the exercise is to create a shared understanding of an opportunity for improvement related to patient access.



As a team, work to complete the 5W2H tool for your opportunity for improvement.

- May need to complete as homework if not completed in-session



Responses will be recorded in the 5W2H Template by the course facilitator.

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Exercise 6 (QI)

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Creating a problem statement: the real deal



Objective of this exercise is to create a problem statement using your completed 5W2H tool.



Now that you have a shared understanding of the opportunity for improvement, use your completed 5W2H tool to craft a problem statement.

- May need to complete as homework if not completed in-session



Record your problem statement in your project charter.



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Project Charter

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Project charter

Project Charter Template

Project title	
System number	Process
Problem statement (what is the current situation?)	
Why is the problem important to the business?	
What is the current state of the system?	
What is the desired state of the system?	
What is the impact of the problem?	
What is the impact of the problem on the business?	
What is the impact of the problem on the customer?	
What is the impact of the problem on the employee?	
What is the impact of the problem on the system?	
What is the impact of the problem on the environment?	

Project charter form	
Project title	
System number	
Process	
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Homework 1 (QI)

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Project charter



Objective of this homework is to become familiar with creating and using a project charter.



Begin entering information from previous exercises and homework into your project charter.



Enter previously collected information into the Project Charter Template provided by the course facilitator.

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Team Building (TmB)

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What is the role of team building?

- Elevates communication and coordination among staff
- Identifies the strengths and weaknesses of both the team and its members
- Builds trust amongst team members



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AIM's team building roadmap

1. Evaluate existing resources (part of the exercise today)
2. Decide as a team
3. Engagement
4. Team Mapping
5. Remove obstacles
6. Create a test team
7. Build on the change
8. Share lessons learned

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Exercise 7 (TmB)

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Identifying resources




Objective of this homework is to become familiar with the resources required to engage in quality improvement efforts.

As a group, create a list outlining what you currently have access to that will facilitate your improvement efforts.



Could be related to:

- Personnel
- Funding
- Equipment/supplies, etc.



Record responses in the Resources Template by the course [course](#) facilitator.

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Aligning opportunity for improvement with vision (CM)

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8

A vision can lead to a change in the status quo



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Exercise 8 (CM)

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Alignment of improvement opportunity with vision



Objective of this exercise is to work as a team to explore how your improvement opportunity feeds into your vision.



Ask yourself:

- What is important to:
 - You as an individual (personal and professional)
 - Your team
 - Your patients



Your responses will be recorded by the facilitator.

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How did we address the three pillars?

1. **Change Management:** Discussed how opportunity for improvement serves your vision
2. **Quality Improvement:** Learned how to create a shared understanding of the opportunity for improvement using the 5W2H tool and how to write a problem statement; introduction to the project charter
3. **Team Building:** Introduced concepts of team building; evaluated existing resources; exercises and homework activities all involve team-based decisions

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How did we address the three pillars?



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Action items for the next two weeks

- Complete the 5W2H template, if not finished in-session
- Create a problem statement for your opportunity for improvement, if not finished in-session
- Begin filling out your project charter

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Next steps

- Preparing a SMART aim statement
- Developing communication and engagement strategies
- Introduction to measurement