

Workshop 3 (AIM 103)



Recap from Workshop 2

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

Access Improvement Model - AIM

Workshop 3

Where did we leave off?



Access Improvement Model - AIM

Workshop 3

Learning objectives

1. Define the first two questions of the Model for Improvement
 - SMART aim statements
 - Types of measures
2. Create an aim statement
3. Comprehend the importance of communication and how to integrate it into your improvement efforts

Access Improvement Model - AIM

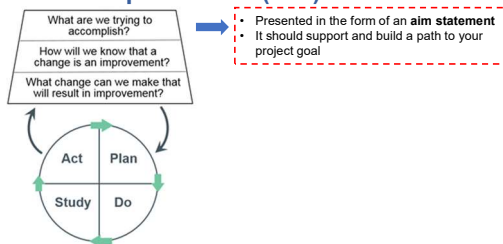
Workshop 3

Model for Improvement (QI)

Access Improvement Model - AIM

Workshop 3

Model for improvement (MFI)



Langley, G. J., Moynihan, K. D., Nolan, K. M., Nolan, T. W., Norman, C. L., & Provost, L. P. (2005). The Improvement Guide.

Access Improvement Model - AIM

Workshop 3

Aim Statement (QI)

Access Improvement Model - AIM
Workshop 3

Relationship between problem and aim statements

Access Improvement Model - AIM
Workshop 3

Relationship between problem and aim statements

Aim Statement

Problem Statement

Access Improvement Model - AIM
Workshop 3

Crafting an aim statement

2

Create aim statement and establish measures

- The elements of the aim statement are:
 - **Specific** – Be precise about your action and your target population
 - **Measurable** – Must have a clear, objective outcome measure to know if the change is an improvement
 - **Actionable/Attainable** – Is your goal practical and are your outcomes realistically achievable?
 - **Relevant/Realistic** – Does your outcome align with the long-term goal and is it feasible?
 - **Time-bound** – A specific timeline identified

Access Improvement Model - AIM

Workshop 3

Exercise 9 (QI)

Access Improvement Model - AIM

Workshop 3

Evaluating an aim statement



Objective of this exercise is for the group to practice evaluating the quality of various aim statements.



Read the aim statement examples and vote whether you believe the examples are good or bad.



To submit answers, visit www.menti.com and enter the code provided by the course facilitator.



Discuss the SMART components of each aim statement.

Access Improvement Model - AIM

Workshop 3

Exercise 10 (QI)

Access Improvement Model - AIM

Workshop 3

Evolution of an aim statement



Objective of this exercise is to learn how a SMART aim statement may evolve for the example of "the coffee at work tastes bad."



Remember what SMART stands for:

- Specific; Measurable; Actionable/Attainable; Relevant/Realistic; Time-bound



Discuss as a group the quality of aim statements.

Access Improvement Model - AIM

Workshop 3

Evolution of an aim statement

#1 Our goal is to make better tasting coffee by winter 2023.

#2 Our goal is to increase the taste of the coffee made in the morning at work by 100% by December 25th, 2023.

#3 Our goal is to increase the taste rating of the office coffee brewed in the morning from an average of 4/10 to an average of at least 8/10 by December 25th, 2023.

Access Improvement Model - AIM

Workshop 3

Exercise 11 (QI)

Access Improvement Model - AIM

Workshop 3

Preparing a SMART aim statement: the real deal



Objective of this exercise is to start and refine a draft of your SMART aim statement pertaining to the problem statement created in workshop 2.



Recall your problem statement and our discussion on key points related to your project goals.



Update your project charter with your aim statement.

Access Improvement Model - AIM

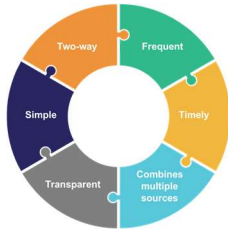
Workshop 3

Communication (CM/QI/TmB)

Access Improvement Model - AIM

Workshop 3

Communication engages others and allows them to be part of the journey



Access Improvement Model - AIM

Workshop 3

Communication guide

Communication Guide	
What methods of communication are available to the project?	<input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Poster <input type="checkbox"/> Other online meeting <input type="checkbox"/> In-person meeting <input type="checkbox"/> Other <input type="checkbox"/> Other please list:
Who will be in charge of the communication plan? (Creating, distributing, organizing meetings, etc.)	
How frequently will messages be sent/updated?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Whenever new information is available
What is the key message? (All Messages should be transparent, simple, and relevant to stakeholders)	
Who needs to receive this message?	
How will feedback be collected and who will be responsible for feedback collection?	

Access Improvement Model - AIM

Workshop 3

Homework 2 (CM/QI/TmB)

Access Improvement Model - AIM

Workshop 3

Creating and executing a communication plan



Objective of this homework is to consider a communication plan for your problem and aim statements.



Review the Communication Guide.

- Evaluate communication resources available to you and your team.

Distribute problem and aim statements clinic-wide for feedback.

- Use feedback to adjust and fine-tune both the problem and aim statements.



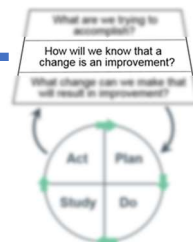
Complete Communication Guide and update the Project Charter.

Measurement (QI)

Measurement

2

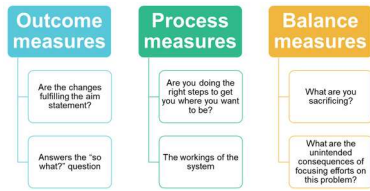
Create aim statement and establish measures



Langley, G. J., Moynihan, R. D., Nolan, K. M., Nolan, T. W., Norman, C. L., & Provost, L. P. (2006). The improvement guide.

Measurement

- Measurements allow you to identify if a change led to an improvement
- Three types of measures exist:



Access Improvement Model - AIM

Workshop 3

Exercise 12 (QI)

Access Improvement Model - AIM

Workshop 3

Identifying types of measures



Objective of this exercise is for the group to practice identifying the types of measures associated with an aim statement.

Read the aim statements and identify the types of measures.



Recall the three types of measures:

- Outcome
- Process
- Balance



To submit answers, visit www.menti.com and enter the code provided by the course facilitator.

Access Improvement Model - AIM

Workshop 3

How did we address the three pillars?

1. **Change management:** Team will communicate the problem and aim statements as homework
2. **Quality improvement:** Close examination of MFI; drafted a SMART aim statement; introduction to measurement (types of measures)
3. **Team building:** Decided as a team on aim statement; encourage engagement of stakeholders through a communication plan (including collecting feedback)

Access Improvement Model - AIM

Workshop 3

How did we address the three pillars?



Access Improvement Model - AIM

Workshop 3

How did we address the three pillars?



Access Improvement Model - AIM

Workshop 3
