

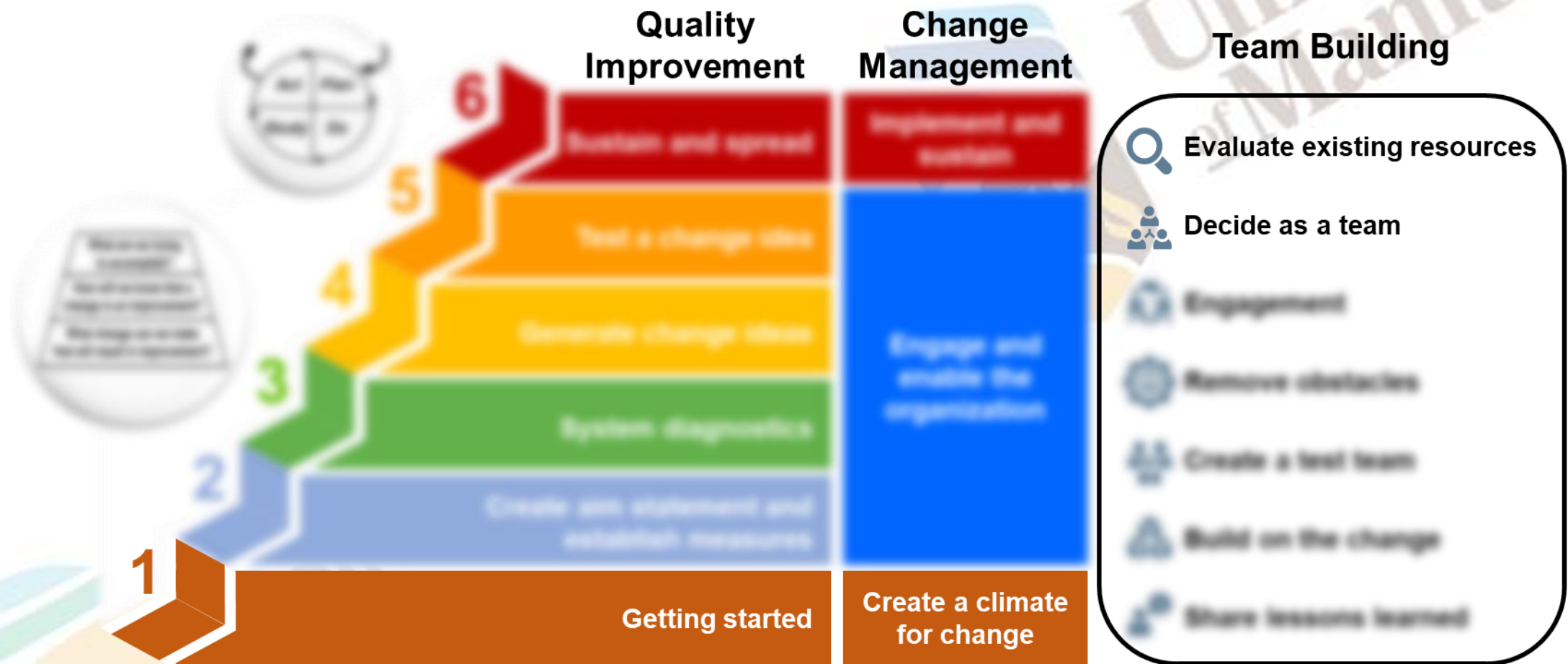
Workshop 3 (AIM 103)



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

Where did we leave off?



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

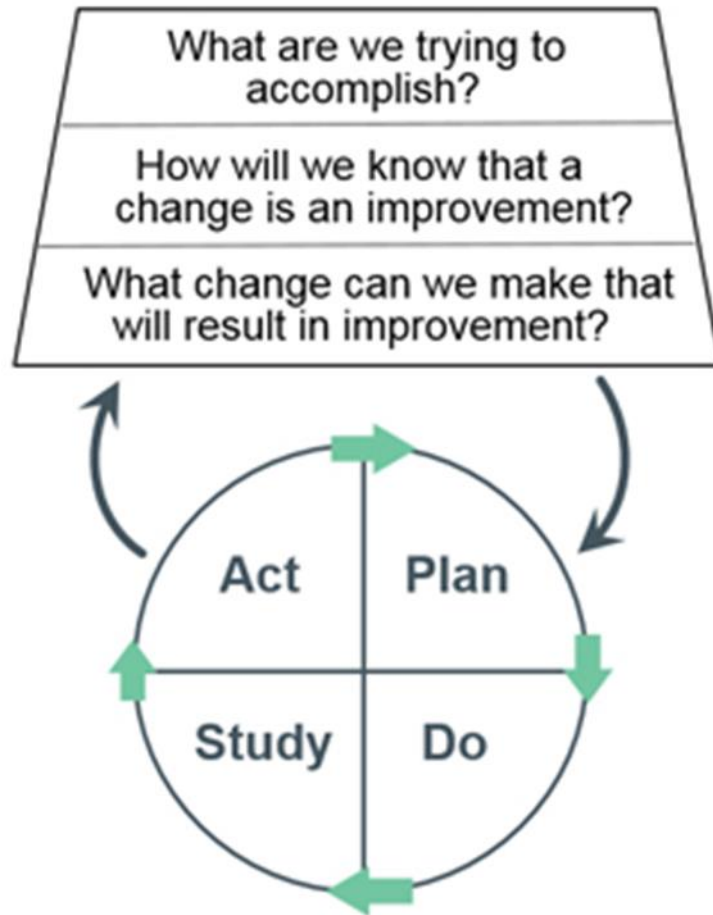


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Model for Improvement (QI)

Model for improvement (MFI)



- Presented in the form of an **aim statement**
- It should support and build a path to your project goal

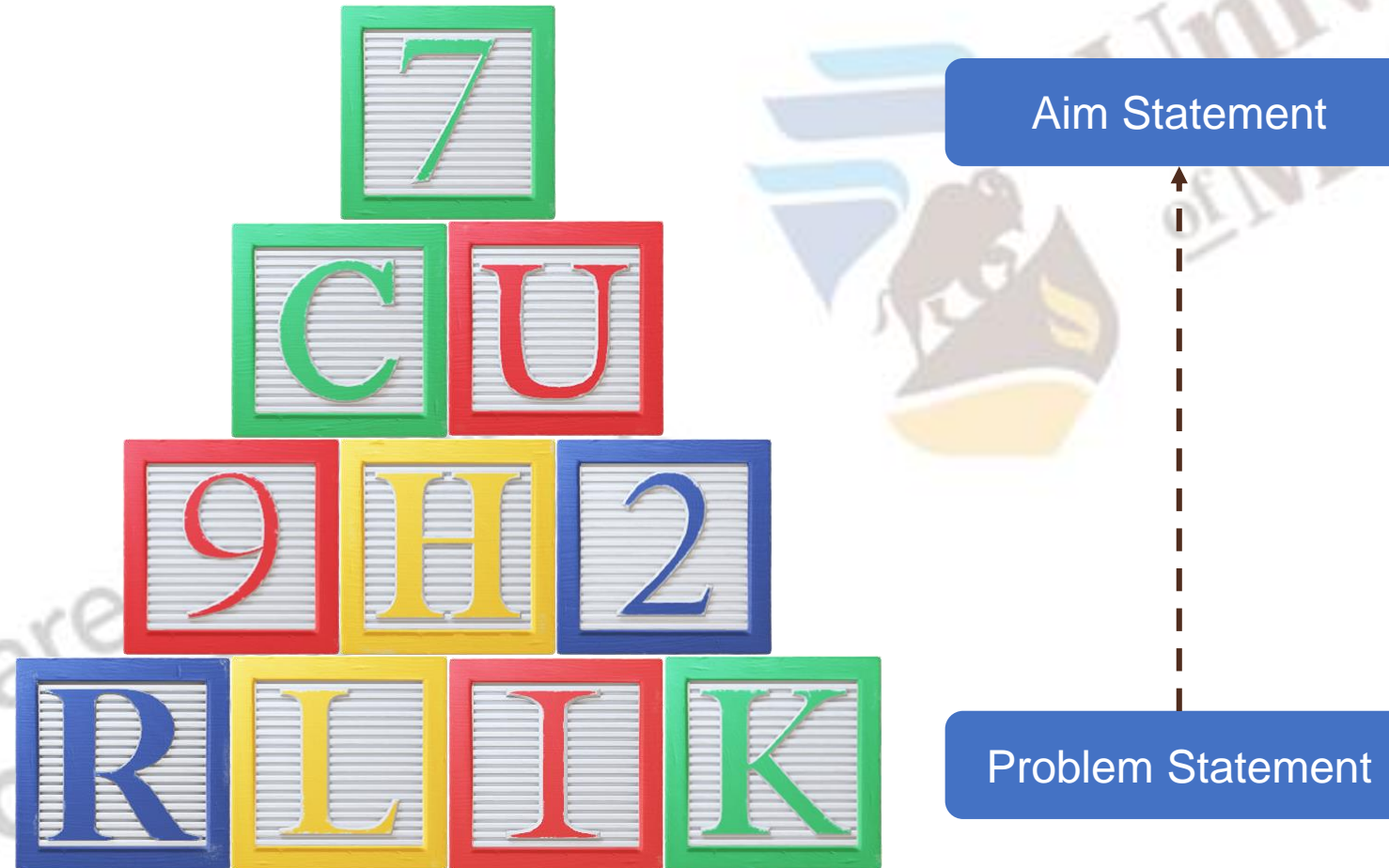
Langley, G. J., Moen, R. D., Nolan, K. M., Nolan, T. W., Norman, C. L., & Provost, L. P. (2009). *The Improvement Guide*.

Aim Statement (QI)

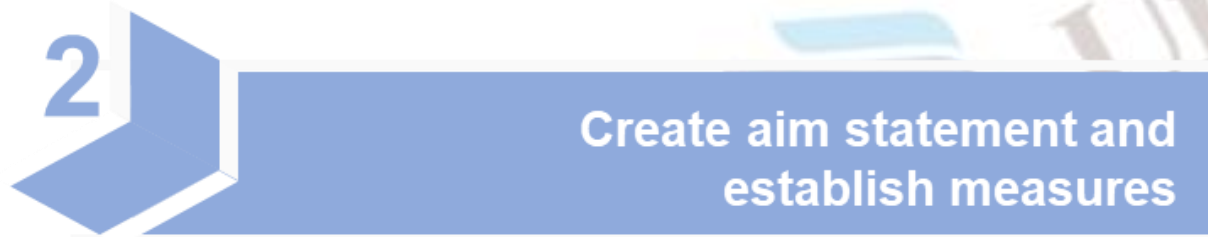
Relationship between problem and aim statements



Relationship between problem and aim statements



Crafting an aim statement



- The elements of the aim statement are:
 - **S**pecific – Be precise about your action and your target population
 - **M**easurable – Must have a clear, objective outcome measure to know if the change is an improvement
 - **A**ctionable/**A**ttainable – Is your goal practical and are your outcomes realistically achievable?
 - **R**elevant/**R**ealistic – Does your outcome align with the long-term goal and is it feasible?
 - **T**ime-bound – A specific timeline identified

Exercise 9 (QI)



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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.

Exercise 10 (QI)

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.

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.

Exercise 11 (QI)

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.



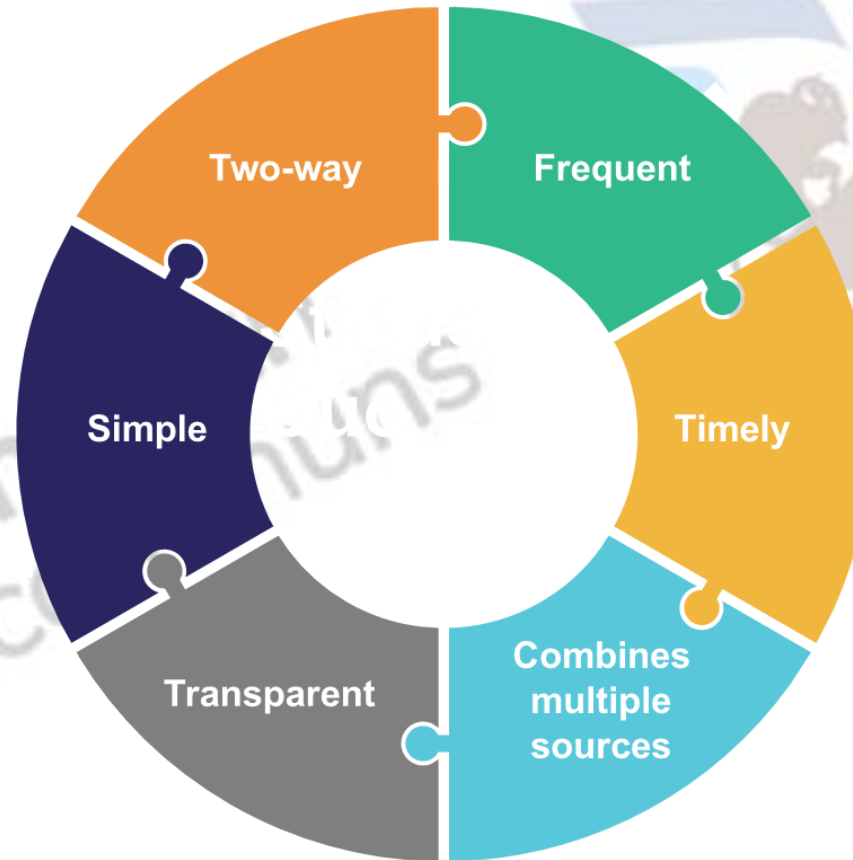
Recall your problem statement and our discussion on key points related to your project goals.



Update your project charter with your aim statement.

Communication (CM/QI/TmB)

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



Communication guide

Communication Guide	
What modes of communication are available to the clinic?	
<input type="checkbox"/> Email	<input type="checkbox"/> Clinic-wide meeting
<input type="checkbox"/> Phone	<input type="checkbox"/> Stand-up meeting
<input type="checkbox"/> Poster	<input type="checkbox"/> Other
If other, please list:	
Who will be in charge of the communication plan? (Crafting, distributing, organizing meetings, etc.)	
<div></div>	
How frequently will messages be sent/updated?	
<input type="checkbox"/> Daily	<input type="checkbox"/> Monthly
<input type="checkbox"/> Weekly	<input type="checkbox"/> Whenever new information is available
What is the key message? <i>NB. Message should be transparent, simple, and relevant to stakeholders.</i>	
<div></div>	
Who needs to receive this message?	
<div></div>	
How will feedback be collected and who will be responsible for feedback collection?	
<div></div>	

Homework 2 (CM/QI/TmB)

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.

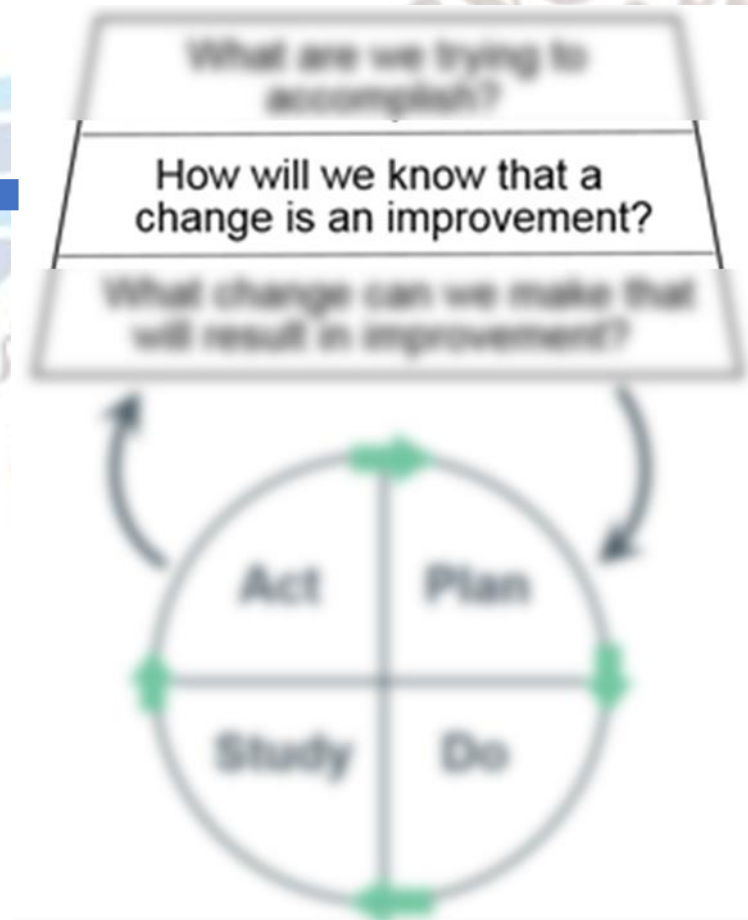
- Use feedback to adjust and fine-tune both the problem and aim statements.



Complete Communication Guide and update the Project Charter.

Measurement (QI)

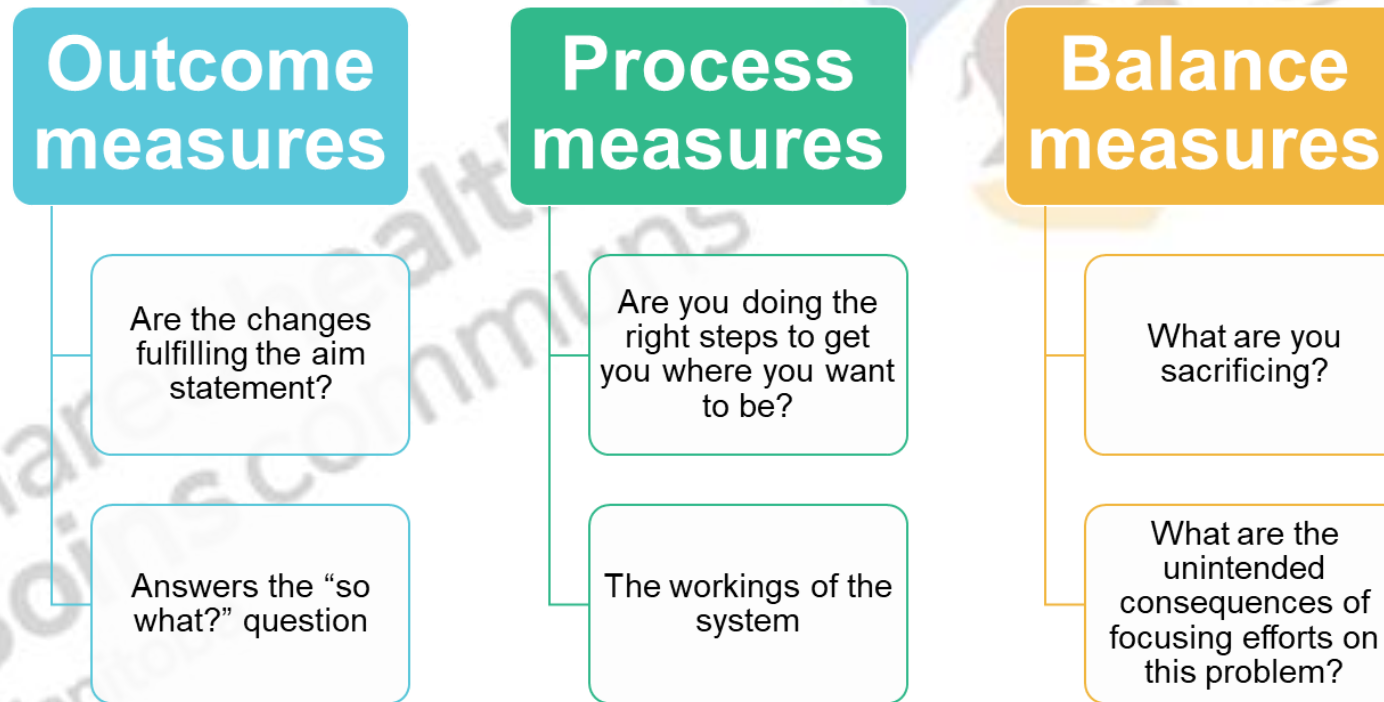
Measurement



Langley, G. J., Moen, R. D., Nolan, K. M., Nolan, T. W., Norman, C. L., & Provost, L. P. (2009). *The Improvement Guide*.

Measurement

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



Exercise 12 (QI)

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

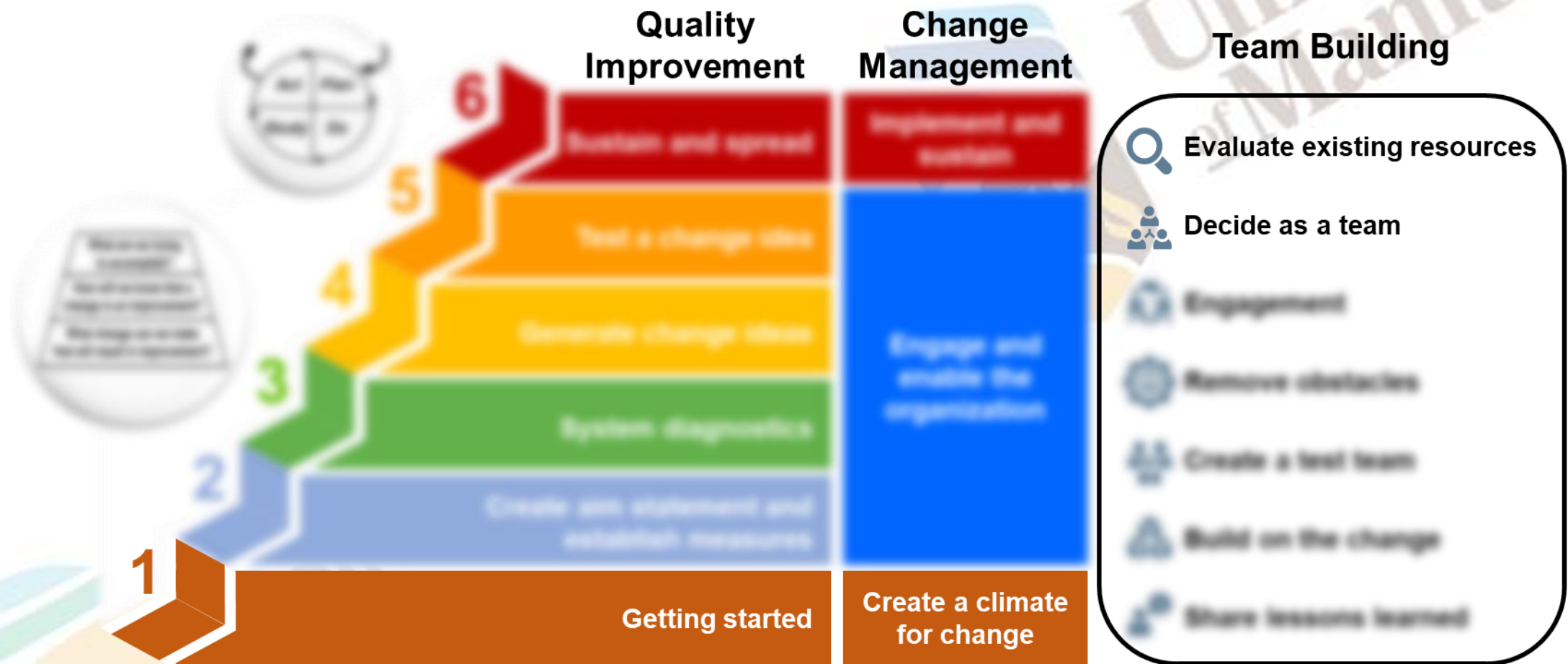


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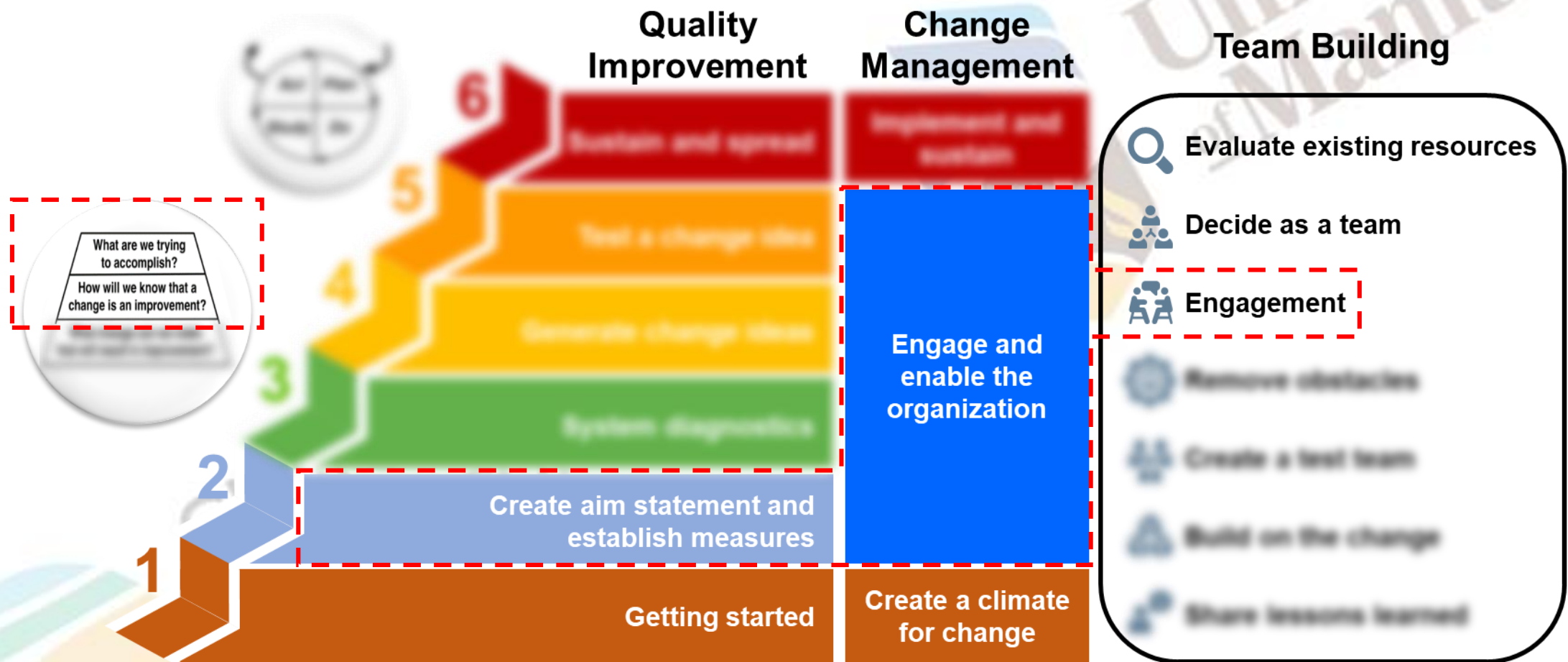
How did we address the three pillars?

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)

How did we address the three pillars?



How did we address the three pillars?



Action items for the next two weeks

- Consider developing and executing a communication plan for the problem and aim statements
- Revise the aim statement
- Update the project charter

Project Charter Template	
Project title	
Team members	
Name	Position
Problem statement (What is wrong/not working?)	
Aim statement (What is the team trying to accomplish?)	
Measures: Outcome (Answers the "so what?" question)	
Process (Is the team doing the right things to get there?)	
Balance (Are the changes the team is making to one part of the system causing problems elsewhere?)	

Project charter cont.			
Root cause (What root cause(s) will the team focus on?)			
Change ideas (What can we do that may lead to an improvement?)			
Communication plan (How will you inform others about the plan(s) for change?)			
What is the message?	How will the message be communicated?	Who should receive this message?	Person responsible

Next steps

- Discussing sources of data and data tools
- Identifying outcome/process/balance measures for your quality improvement initiative
- Developing a data collection plan



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