

Workshop 4 (AIM 104)



Recap from Workshop 3

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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Where did we leave off?



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Learning Objectives

1. Recall where data comes from and how it can be collected
2. Interpret data
3. Identify measures relevant to your aim statement

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Types of measures review

Outcome measures

Are the changes fulfilling the aim statement?

Answers the "so what?" question

Process measures

Are you doing the right steps to get you where you want to be?

The workings of the system

Balance measures

What are you sacrificing?

What are the unintended consequences of focusing efforts on this problem?

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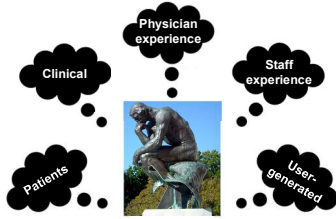
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Sources of Data and Data Collection (QI)

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Where does data come from?



NB: Team to make note of what sources they have access to in order to facilitate data collection

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Questions to guide data collection

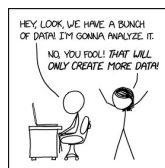
1. What are we trying to answer?
 - Already done by creating an aim statement and identifying measures
2. How do we envision displaying the data, and with what tools?
3. What type of data is needed for #1 & #2?
4. Where in the process can we get data?
5. Who can give us data?
6. How can we collect data with minimum effort?
7. What other data do we need for future analysis, reference, and traceability?

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Data provides objective evidence

- Essential for learning how a system is performing
- The earlier you can collect, the better
- Difficult to assess for changes without a comparison



<https://xkcd.com/2582/>

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Exercise 13 (QI)

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Establishing Measures



Objective of this exercise is to identify the outcome, process, and balance measures for your improvement opportunity.



Be cognizant of what data sources you have (easy) access to.
Be aware that you may need to create a tool to collect a specific measure.
You only need enough data to know it is representative → It does not have to be exhaustive!



Responses will be recorded by the course facilitator and group to update the project charter.

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Exercise 14 (QI)

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Completing Data Collection Plan Template



Objective of this exercise is to become familiar with completing a Data Collection Plan Template as a group.

Considerations:



- What are you trying to answer?
- How will you display the data?
- Who can get you the data with minimal effort?
- If other data is required, either for future analysis, reference, or traceability.



Group to record responses in the Data Collection Plan Template and update the project charter.

Communication breakdown

Communication Plan Guide	
What method of communication are available to the group?	
<input type="checkbox"/> Email	<input type="checkbox"/> One-on-one meeting
<input type="checkbox"/> Phone	<input type="checkbox"/> Group meeting
<input type="checkbox"/> Paper	<input type="checkbox"/> Other
Where will the data be collected?	
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 meaningful, simple, and relevant to stakeholders.	
Who needs to receive this message?	
How will feedback be collected and who will be responsible for feedback collection?	

Homework 3 (TmB)

Engaging with stakeholders



Objective of this homework activity is for the group to engage with stakeholders to discuss the data collection plan feasibility.



Collect and review feedback from the larger group.

- Assess the ability to collect baseline data for defined measures.
- If possible, collect baseline data before the next workshop.
 - Can you collect prospectively over the course of the next 2-3 weeks (before the next session); or
 - Do you have access to retrospective data?



Update Data Collection Plan Guide and project charter following feedback from stakeholders.

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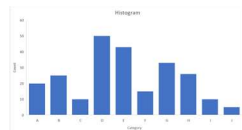
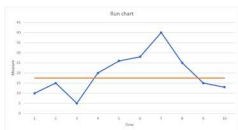
Data Visualization (QI)

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Data visualization – Telling a story

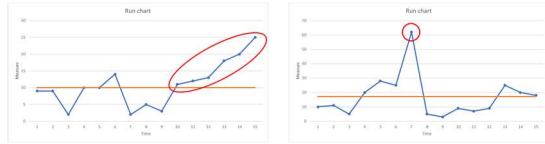
- There are many ways to report data
- You can glean important information from these data visualization tools
- Common methods include:
 - Run charts, histograms, scatter plots, etc.



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Data Visualization – What to look for



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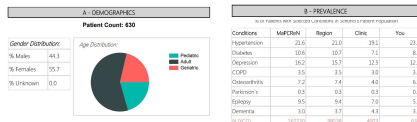
What is the Manitoba Primary Care Research Network (MaPCReN)?

- Primary Care practice-based research and learning network in Manitoba
 - Engaging primary care providers (family physicians, nurse practitioners, community pediatricians), patients, and researchers
- Supporting local and pan-Canadian:
 - Quality improvement
 - Semi-annual feedback reports
 - Tools and resources
 - Research on primary care delivery and impacts
 - Disease surveillance

Canadian Primary Care Research Network
Réseau canadien de recherche en soins primairesCanadian Primary Care Research Network
Réseau canadien de recherche en soins primaires

What is the Manitoba Primary Care Research Network (MaPCReN)?

- Practice Profile Reports:
 - Reports contain aggregated data for each participating provider
 - Patient demographic makeup
 - Disease prevalence and indicators
- Compare patients in your practice to other practices in your clinic/region/MaPCReN

Canadian Primary Care Research Network
Réseau canadien de recherche en soins primairesCanadian Primary Care Research Network
Réseau canadien de recherche en soins primaires

What is the Manitoba Primary Care Research Network (MaPCReN)?

- To find out more, contact: mapcren@cpcssn.org

MaPCReN Team

Alexander Singer	CPCSSN Lead
Gayle Halas	CPCRN Lead
Leanne Kosowan	Network Manager
William Peeler	Data Manager
Alyzia Horsfall	Office Assistant

<https://www.mapcren.ca>



How did we address the three pillars?

- 1. Change management:** Continue to reinforce the importance of communication by sharing the data collection plan with the larger team and empowering stakeholders by soliciting feedback
- 2. Quality improvement:** Learned about sources of data and data visualization; identified measures; created a data collection plan
- 3. Team building:** Engaging larger team by communicating data collection plan; decided as a team on measures

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How did we address the three pillars?



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Action items for the next two weeks

- Engage with stakeholders to discuss data collection plan feasibility
 - Gather feedback
- Update Data Collection Plan Template and project charter based on feedback
- Collect data
 - Prospectively or retrospectively

Project Charter Template	
Project Name: _____	
Project Manager: _____	
Project Sponsor: _____	
Project Start Date: _____	
Project End Date: _____	
Project Description: _____	
Project Objectives: _____	
Project Risks: _____	
Project Budget: _____	
Project Resources: _____	
Project Status: _____	
Project Notes: _____	

Next steps

- Reviewing data → If available
- Introduction to system diagnostics and root cause analysis

Training Feedback Survey

- [First half AIM feedback survey](#)

