

Workshop 4 (AIM 104)




Recap from Workshop 3

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

Access Improvement Model - AIM Workshop 4

Where did we leave off?

Quality Improvement	Change Management	Team Building
1. Getting started	4. Evaluate change ideas	4. Evaluate existing resources
2. Create aim statement and establish measures	5. Test a change idea	5. Decide as a team
3. System redesign	6. Sustain and spread	6. Engagement
		Remove obstacles
		Create a test team
		Build on the change
		Share lessons learned

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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

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

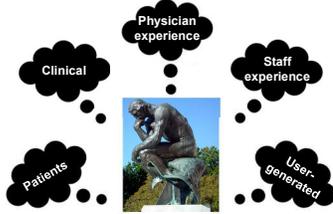
Balance measures

What are you sacrificing?

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

Sources of Data and Data Collection (QI)

Where does data come from?



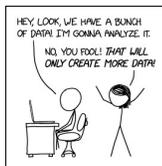
 NB: Team to make note of what sources they have access to in order to facilitate data collection

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?

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/258/>

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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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?

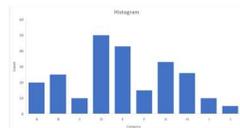
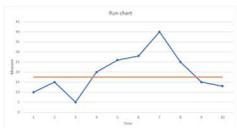


Update Data Collection Plan Guide and project charter following feedback from stakeholders.

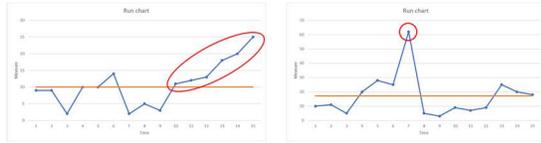
Data Visualization (QI)

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.



Data Visualization – What to look for



Access Improvement Model - AIM

Workshop 4

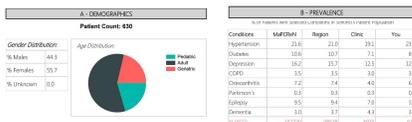
What is the Manitoba Primary Care Research Network (MaPCReN)?

- 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



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



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

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

MaPCReN Team	
Alexander Singer	CPCSSN Lead
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<https://www.mapcren.ca>

How did we address the three pillars?

- 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
- Quality improvement:** Learned about sources of data and data visualization; identified measures; created a data collection plan
- 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?

Quality Improvement	Change Management	Team Building
1. Getting started	3. Create aim statement and establish measures	6. Evaluate existing resources
2. Create a climate for change	4. System preparation	7. Decide as a team
3. Create aim statement and establish measures	5. Develop change ideas	8. Engagement
4. System preparation	6. Sustain and spread	9. Remove obstacles
5. Develop change ideas	7. Implement and sustain	10. Create a test team
6. Sustain and spread	8. Engage and enable the organization	11. Build on the change
	9. Create a climate for change	12. Share lessons learned

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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

The image shows a 'Project Charter Template' form. It includes sections for 'Project Name', 'Project Manager', 'Project Sponsor', 'Project Justification', 'Project Objectives', 'Project Risks', and 'Project Stakeholders'. There are also several empty rows for additional information.

Next steps

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

Training Feedback Survey

- [First half AIM feedback survey](#)

