

Workshop 4 (AIM 104)



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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

Where did we leave off?



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

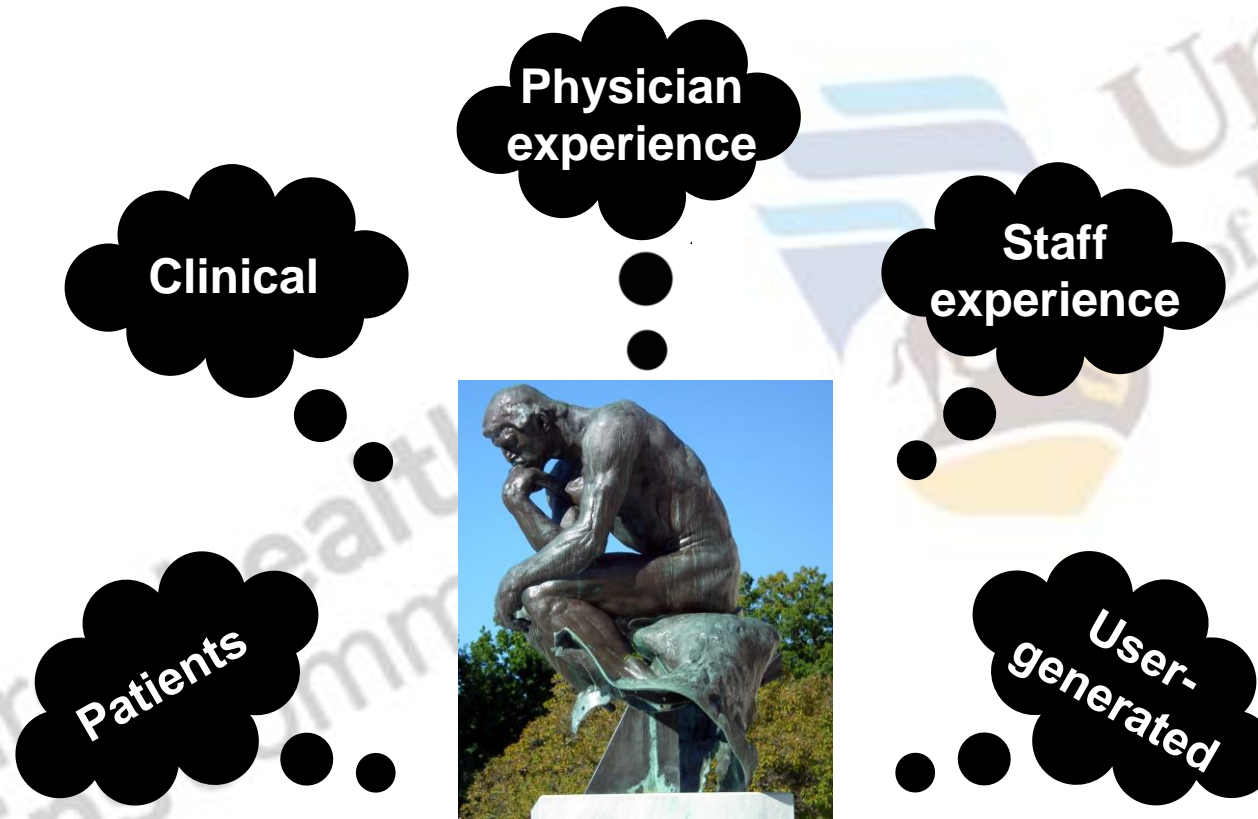
Balance measures

What are you sacrificing?

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

Sources of Data and Data Collection (QI)

Where does data come from?



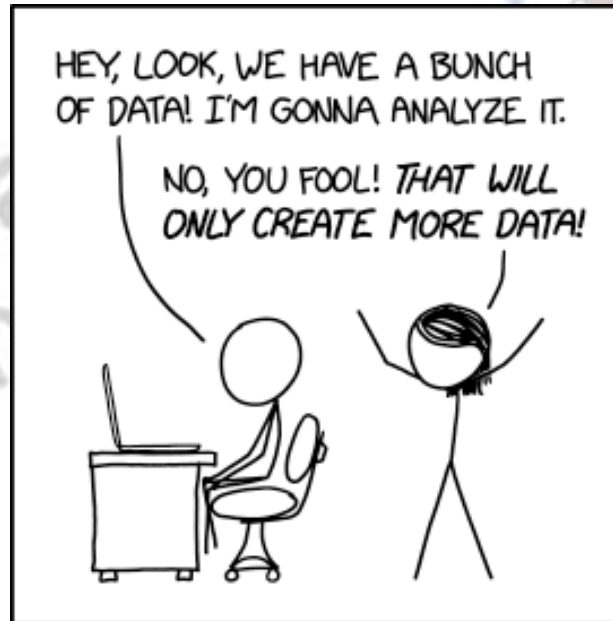
NB: Team to make note of what sources they have access to in order to facilitate data collection

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/2582/>

Exercise 13 (QI)

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.

Exercise 14 (QI)

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 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.)

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? *NB. Message 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?

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?

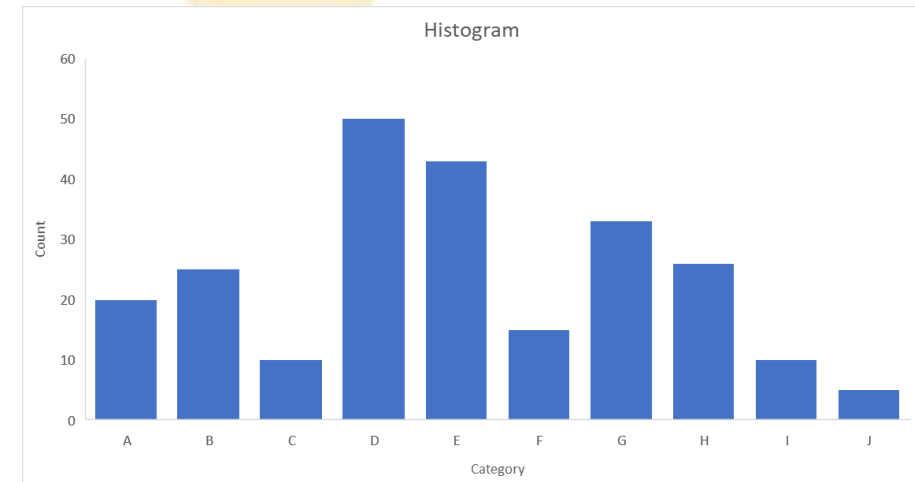
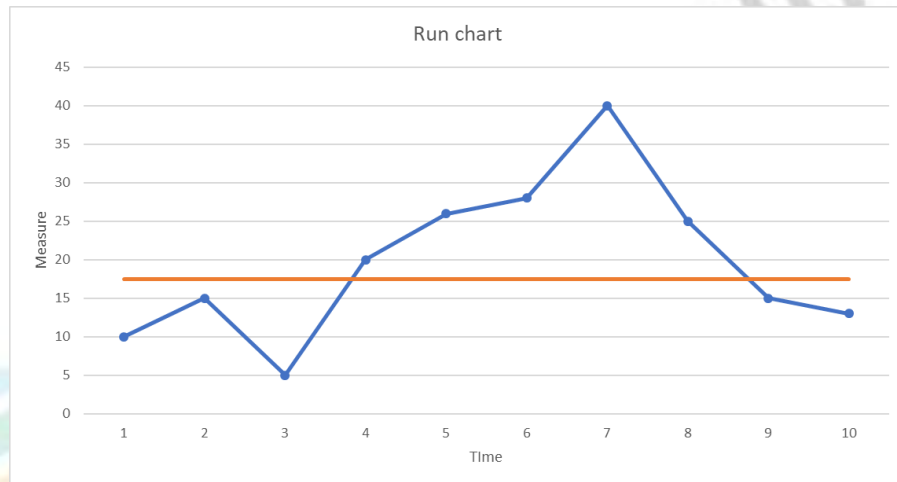


Update Data Collection Plan Guide and project charter following feedback from stakeholders.

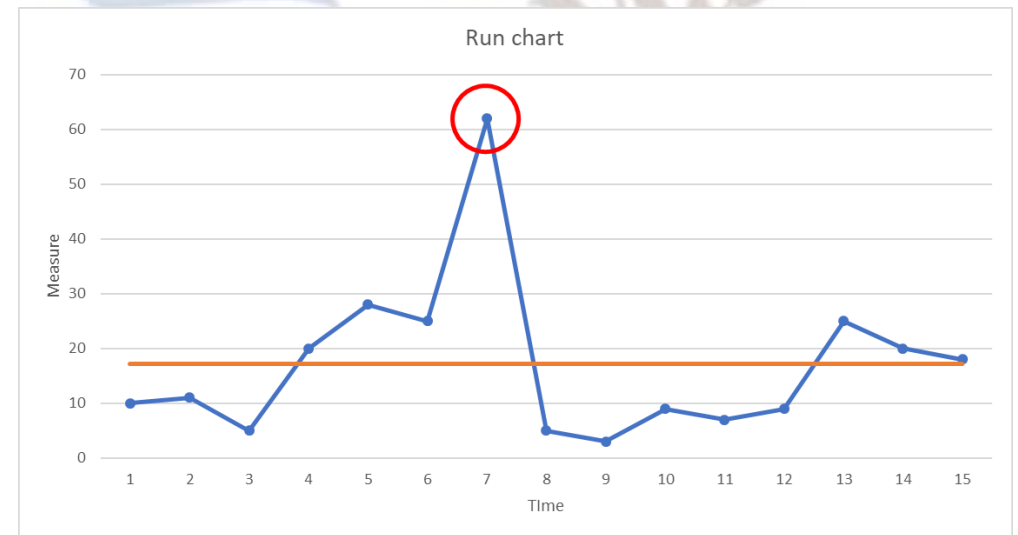
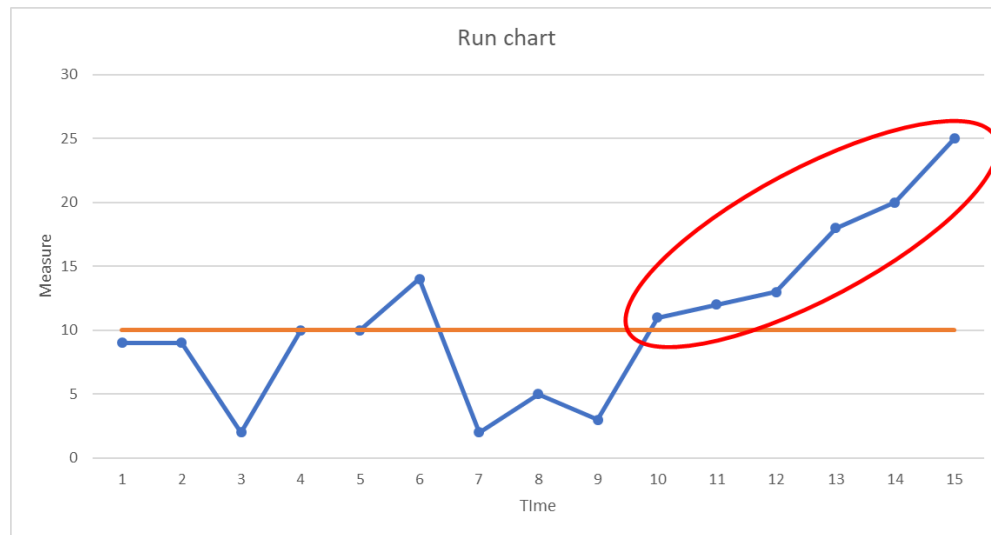
Data Visualization (QI)

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

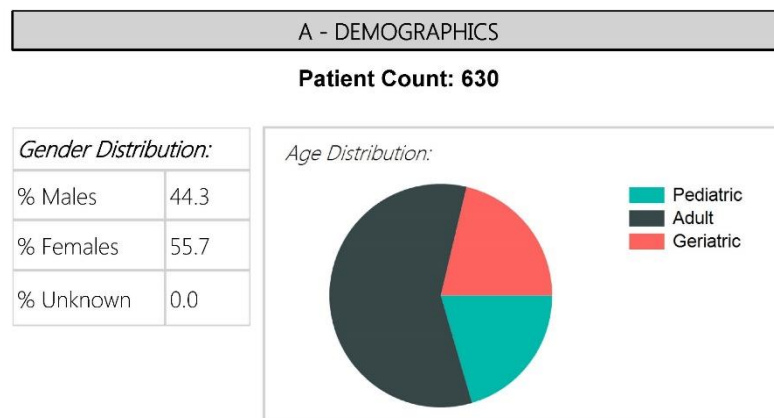


What is the Manitoba Primary Care Research Network (MaPCReN)?

- 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



B - PREVALENCE

% of Patients with Selected Conditions in Sentinel's Patient Population

Conditions	MaPCReN	Region	Clinic	You
Hypertension	21.6	21.0	19.1	23.0
Diabetes	10.6	10.7	7.1	8.8
Depression	16.2	15.7	12.5	12.8
COPD	3.5	3.5	3.0	3.1
Osteoarthritis	7.2	7.4	4.0	6.3
Parkinson's	0.3	0.3	0.3	0.0
Epilepsy	9.5	9.4	7.0	5.0
Dementia	3.0	3.7	4.3	3.0
N (YCG)	162720	98538	4973	630

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

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

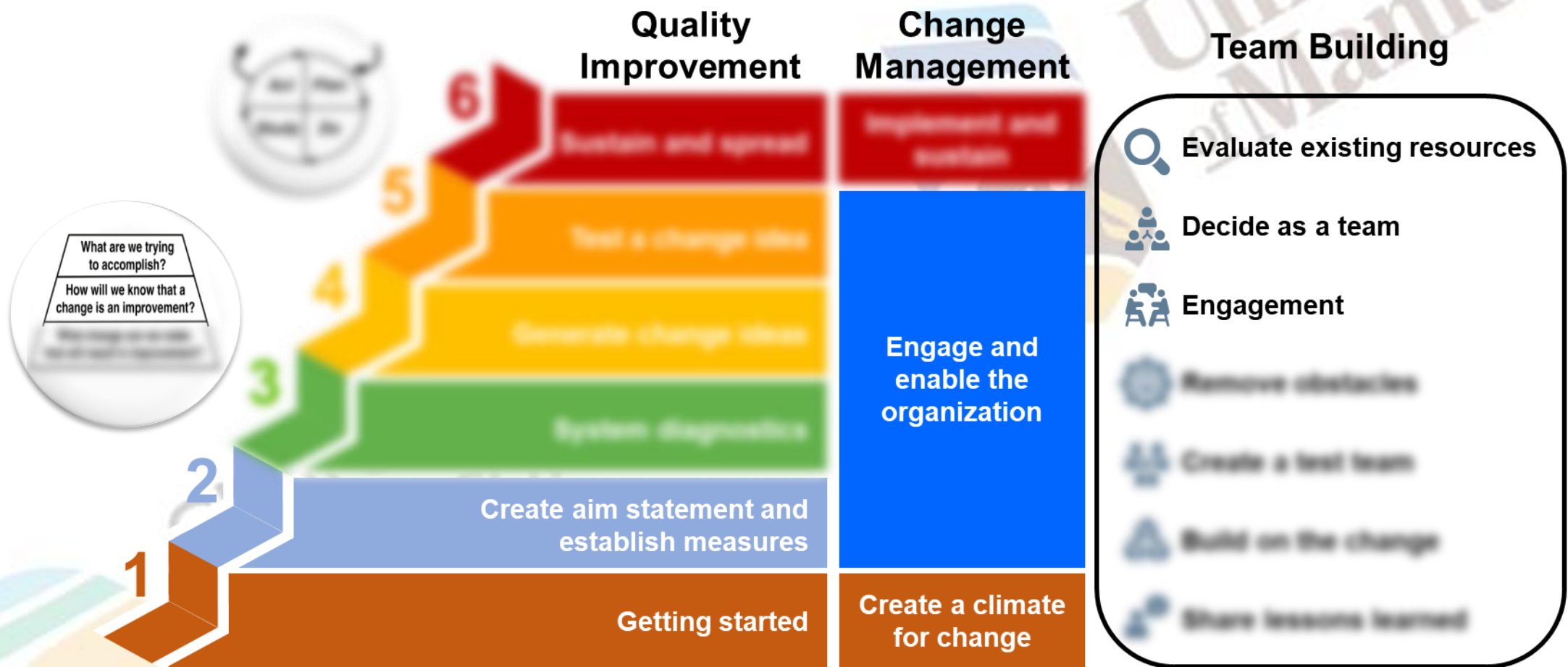
MaPCReN Team	
Alexander Singer	CPCSSN Lead
Gayle Halas	CPCRN Lead
Leanne Kosowan	Network Manager
William Peeler	Data Manager
Alyzia Horsfall	Office Assistant

<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

How did we address the three pillars?



Action items for the next two weeks

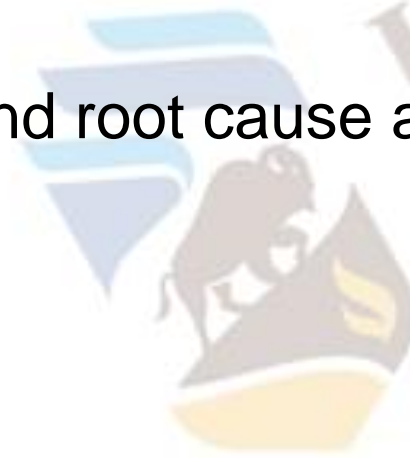
- Engage with stakeholders to discuss data collection plan feasibility
 - Gather feedback
- Update Data Collection Plan Template and project charter based on feedback
- Collect data
 - Prospectively or retrospectively

Project Charter Template	
Project 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

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



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Training Feedback Survey

- [First half AIM feedback survey](#)





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