

Workshop 5 (AIM 105)



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Recap from Workshop 4

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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Where did we leave off?



Learning Objectives

1. State the importance of system diagnostics
2. Select and complete a system diagnostic tool
 - Fishbone diagram
 - Process map

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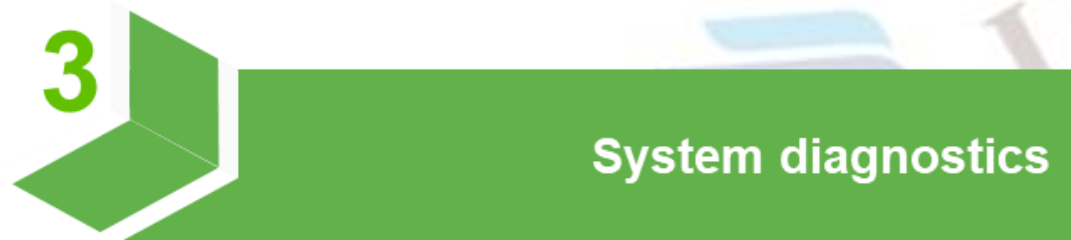
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System Diagnostics (QI)

System diagnostics

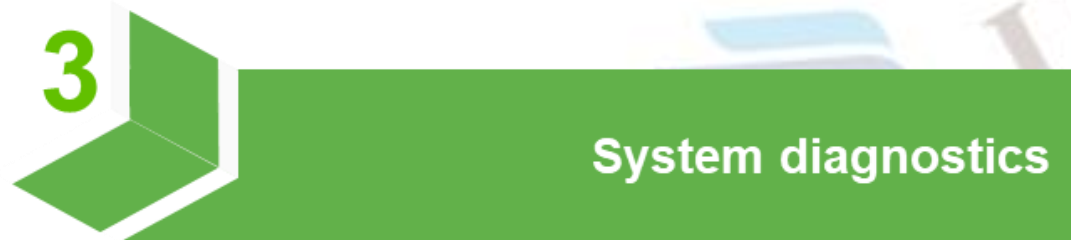


System diagnostics



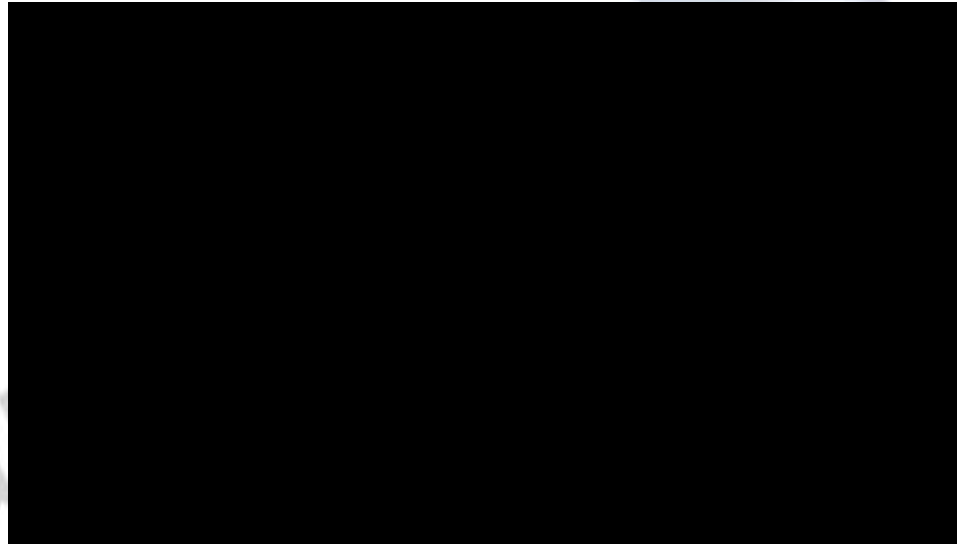
- Tools exist to help us identify the root cause of the problem
- Examples of tools:
 - 5 Whys
 - Fishbone
 - Process map
 - Value map streaming
 - Audits
 - Pareto chart

System diagnostics

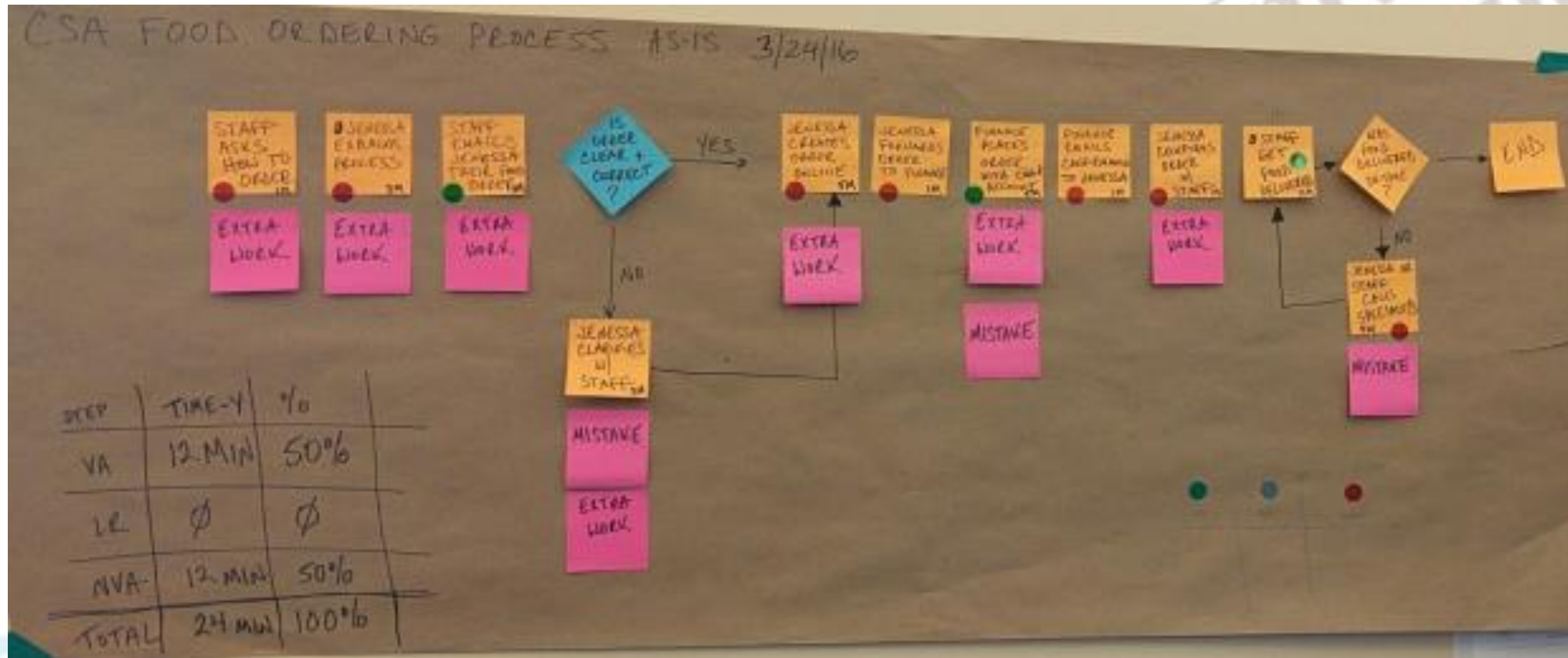


- Tools exist to help us identify the root cause of the problem
- Examples of tools:
 - 5 Whys
 - **Fishbone**
 - **Process map**
 - Value map streaming
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Process mapping









Example of a process map

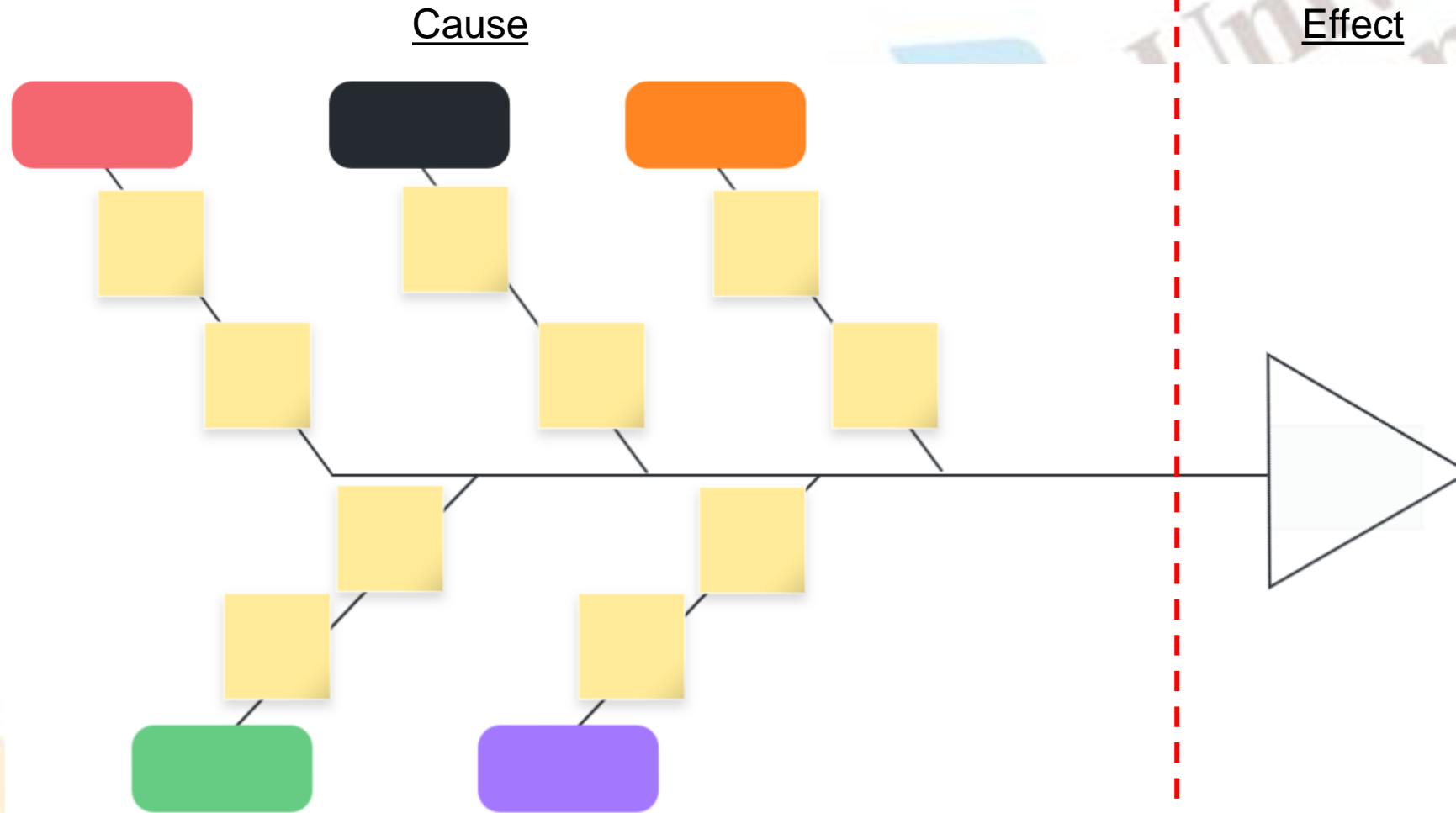


- Whiteboard example: Process map for making coffee

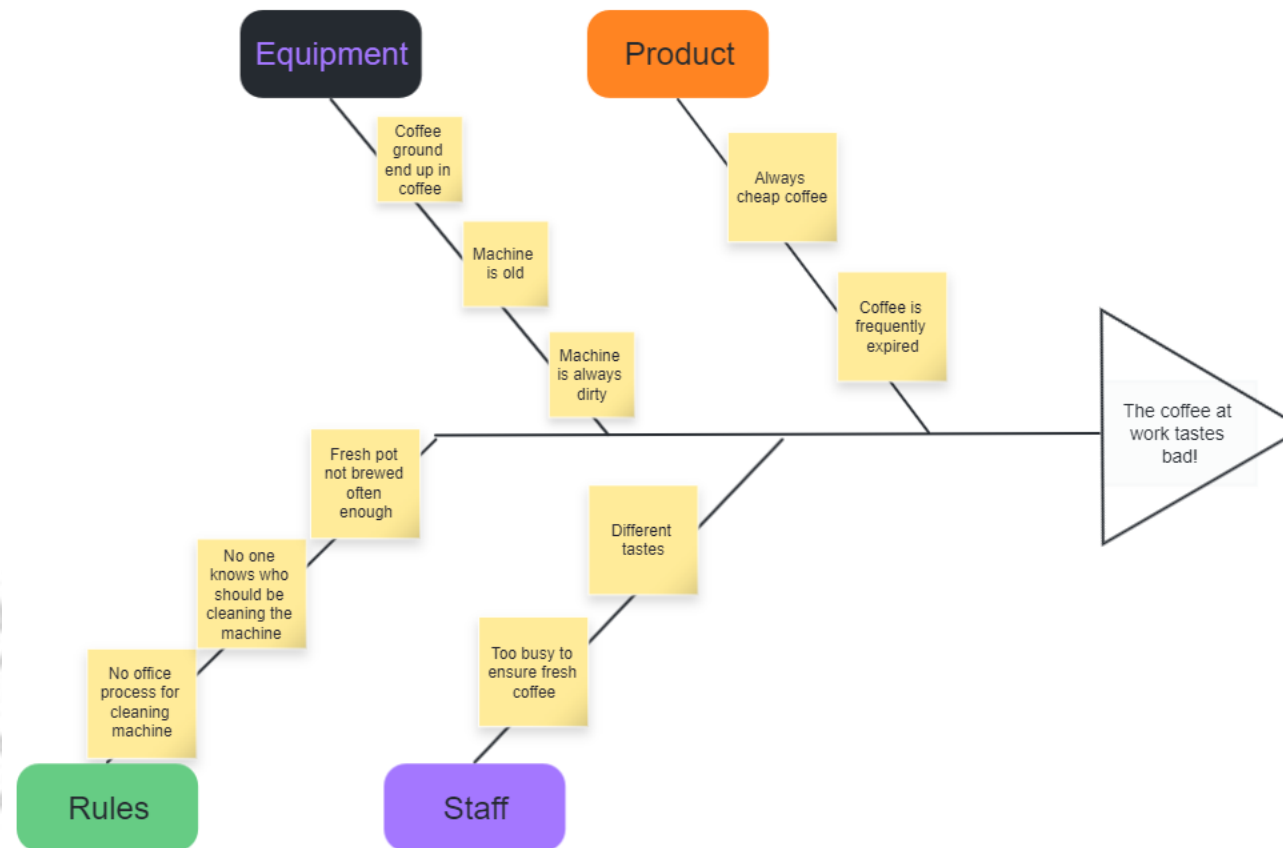
Process map – The basics

Shape	Use
	Step/activity of a process
	A decision that has to be made
	Start and end of a process
	Connection between two steps and direction of flow
	Data or information that can be read by people
	Represents a segment of delay in a process

Fishbone diagram – The basics



Example of a fishbone diagram – The coffee at work tastes bad



Exercise 15 (QI)

Root cause analysis: getting started



Objective of this exercise is to decide as a team which system diagnostics tool you will use for a root cause analysis.



Revisit your problem and aim statements and decide as a team on which tool best addresses your project needs.

- Fishbone diagram or process map

Brainstorm items for the tool chosen.



Your responses will be recorded by the facilitator.

Exercise 16 (QI)

Root cause analysis: the real deal



Objective of this exercise is to demonstrate your team's ability to complete a system diagnostics tool.



Take items compiled by the facilitator and complete chosen diagnostic tool with the team.

- If not completed in-session, finish system diagnostic tool as a group prior to the next workshop.



Complete the system diagnostic tool template.

Communication breakdown

Be sure to include solicit feedback from all clinic members/stakeholders to ensure diagnostic tool is as robust as possible!

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?

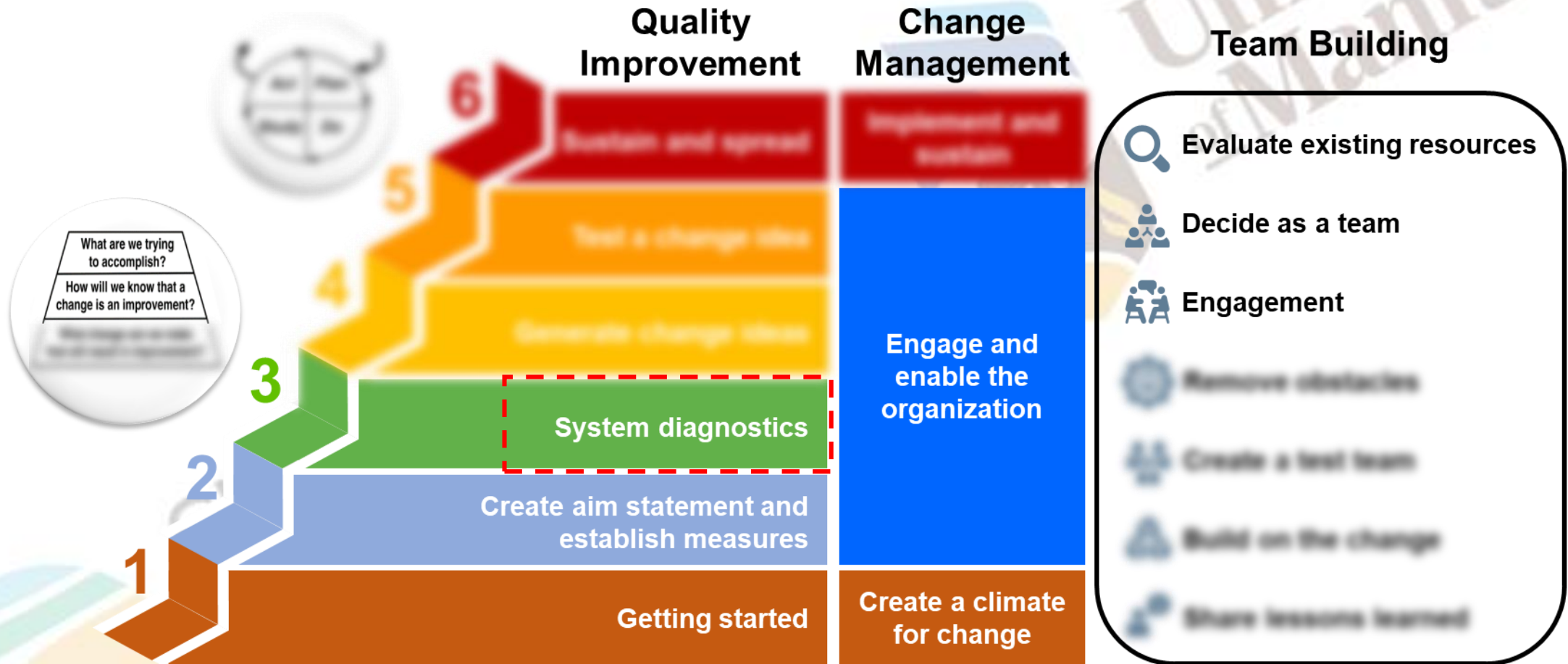
How did we address the three pillars?

1. **Change management:** Continue to communicate by sharing system diagnostic tools with the group; empowering stakeholders by soliciting feedback
2. **Quality improvement:** Learned about system diagnostics to identify the root cause(s); began working with the chosen diagnostic tool
3. **Team building:** Decided as a team on a system diagnostics tool; engaging larger team through communication and feedback

How did we address the three pillars?



How did we address the three pillars?



Action items for the next two weeks

- Review and complete (if not finished in-session) chosen system diagnostic tool
 - Be sure to make changes based on feedback received from other stakeholders
- Continue to collect data
- Update project charter and measurement plan as needed

Next steps

- Deciding on a root cause to tackle for your project
- Learning about change ideas to facilitate practice-based improvement(s)



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