

Workshop 5 (AIM 105)



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

Access Improvement Model - AIM

Workshop 5

Where did we leave off?



Access Improvement Model - AIM

Workshop 5

Learning Objectives

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

Access Improvement Model - AIM

Workshop 5

Project review

- Remind team of their aim statement
- Discussion about data
 - What happened between QI lead and facilitator when reviewing team's data?
 - Does team need to adjust measures or change/adjust data collection plan?

Access Improvement Model - AIM

Workshop 5

System Diagnostics (QI)

Access Improvement Model - AIM

Workshop 5

System diagnostics



Access Improvement Model - AIM

Workshop 5

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

Access Improvement Model - AIM

Workshop 5

System diagnostics

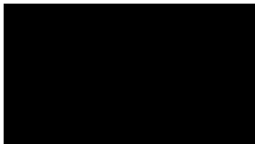


- Tools exist to help us identify the root cause of the problem
- Examples of tools:
 - 5 Whys
 - **Fishbone**
 - **Process map**
 - Value map streaming
 - Audits
 - Pareto chart

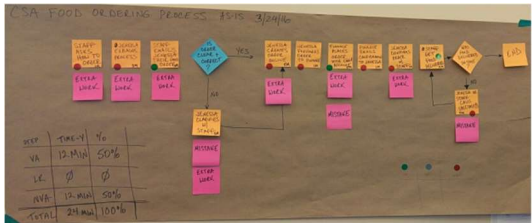
Access Improvement Model - AIM

Workshop 5

Process mapping



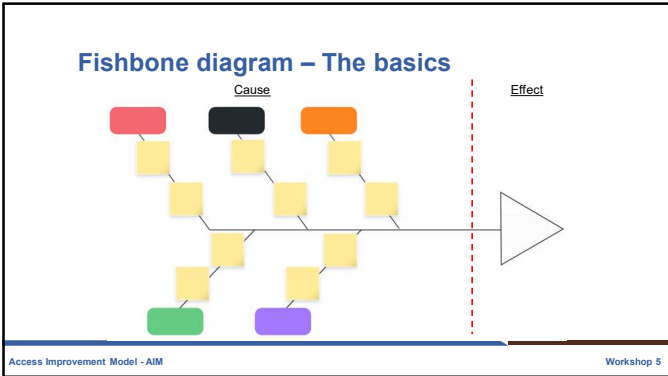
Example of a process map

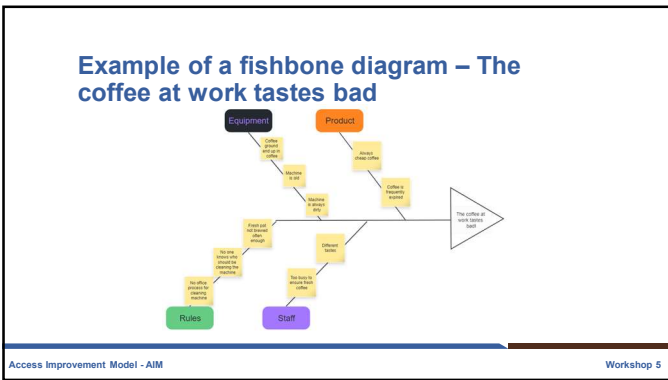


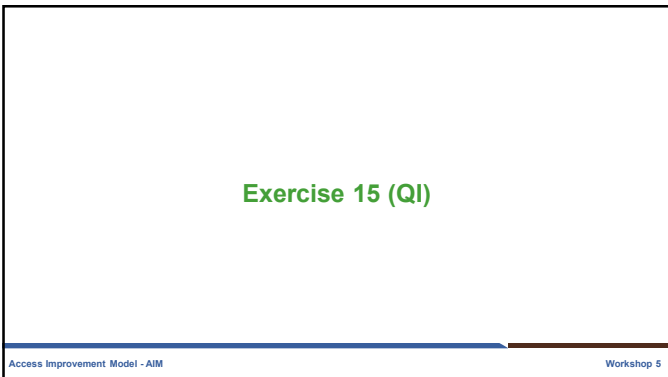
• Whiteboard example: Process map for making coffee


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











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.


Access Improvement Model - AIM

Workshop 5

Exercise 16 (QI)


Access Improvement Model - AIM

Workshop 5




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.

Access Improvement Model - AIM

Workshop 5

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 group?

- ☐ Email
- ☐ Phone
- ☐ Zoom
- ☐ One-on-one meeting
- ☐ Stand-up meeting
- ☐ Other
- ☐ Other, please list:

Who will be in charge of the communication plan? (including identifying, organizing meetings, etc.)

How frequently will messages be sent/updated?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Whenever new information is available

What is the key message? (All messages should be discussion points and solicited feedback)

Who needs to receive the message?

How will feedback be collected and who will be responsible for feedback collection?

Access Improvement Model - AIM

Workshop 5

How did we address the three pillars?

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

Access Improvement Model - AIM

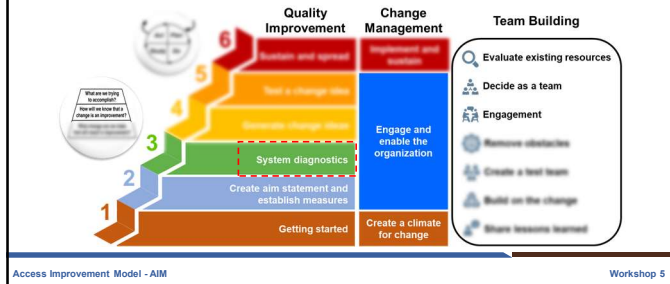
Workshop 5

How did we address the three pillars?

Access Improvement Model - AIM

Workshop 5

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

Access Improvement Model - AIM

Workshop 5

Next steps

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

Access Improvement Model - AIM

Workshop 5