

Workshop 6 (AIM 106)



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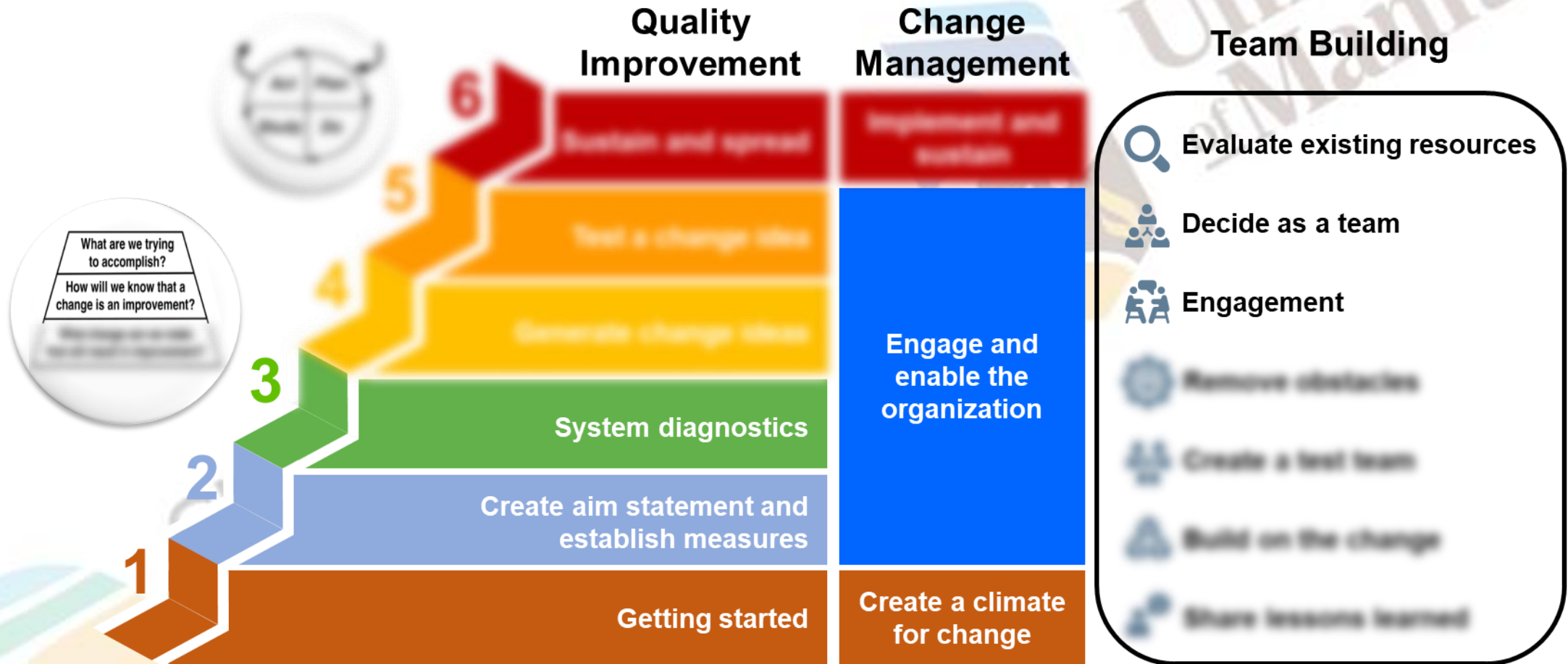
Recap from Workshop 5

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

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Where did we leave off?



Learning objectives

1. Decide as a team on which root cause to tackle
2. Generate change ideas related to a root cause

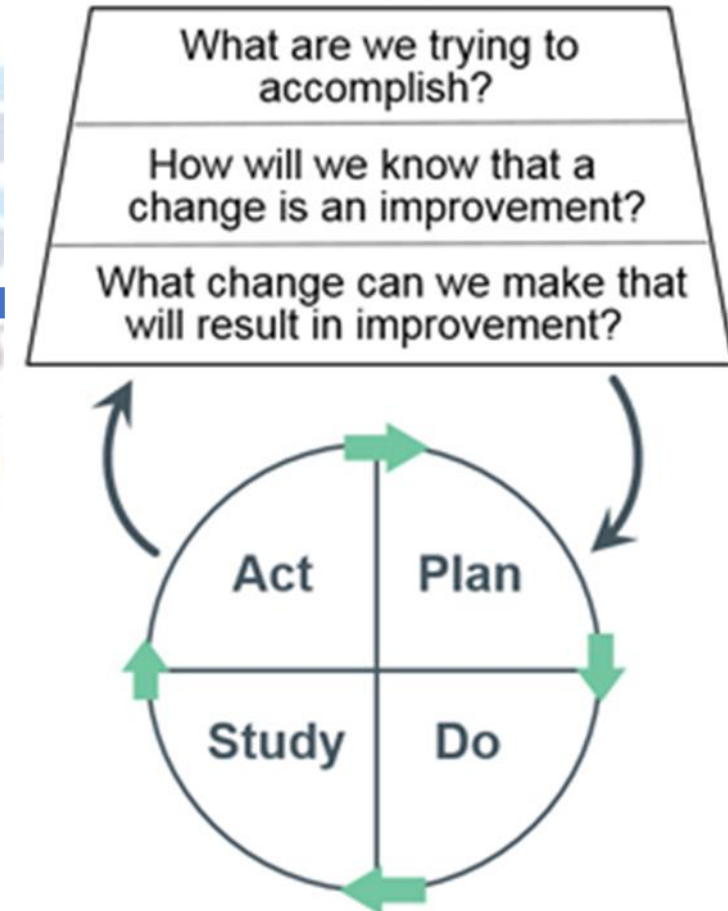


Change Ideas (QI)

Change ideas for root cause



- System-based changes are more effective than people-based changes



Langley, G. J., Moen, R. D., Nolan, K. M., Nolan, T. W., Norman, C. L., & Provost, L. P. (2009). *The Improvement Guide*.

Exercise 17 (QI)

Selecting a root cause: an example



Objective of this exercise is to choose a root cause to focus on using a completed system diagnostics tool.

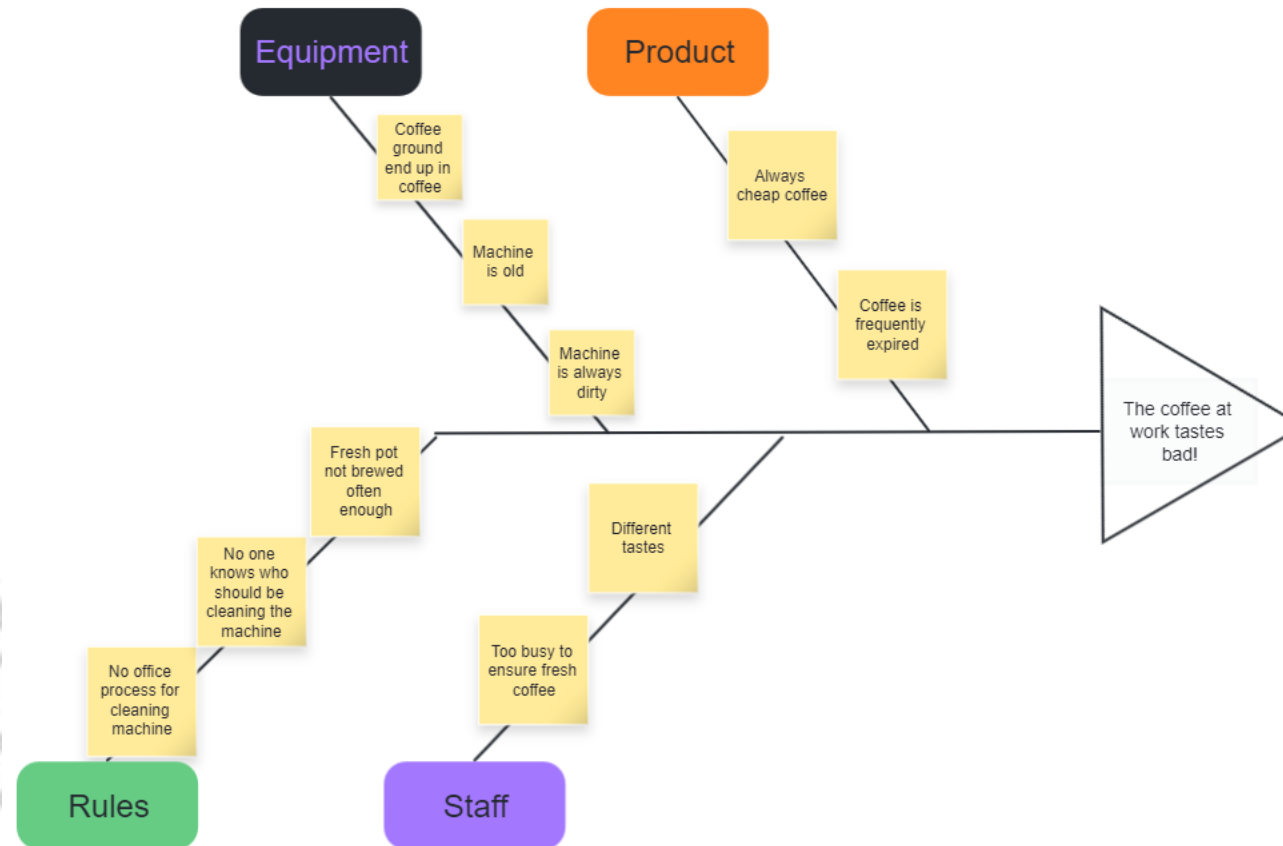


Review the completed Fishbone diagram for the example of “The coffee at work tastes bad.”



To vote for which root cause(s) you think the team should tackle, visit www.menti.com and enter the code provided by the course facilitator.

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



Exercise 18 (QI)

Change ideas: an example



Objective of this exercise is to practice generating change ideas related to the example of “The coffee at work tastes bad.”



Recall the root cause(s) chosen earlier as a group:

- What are some of the worst change ideas you can think of?
- What are some unique change ideas that may bring about improvement?



Responses will be recorded by the course facilitator.

Exercise 19 (QI)

Selecting a root cause: the real deal



Objective of this exercise is to select a root cause(s) based on your completed system diagnostics tool.



Review the team's completed system diagnostics tool.

As a group, discuss the root causes identified and decide which one you would like to focus on for your project.



Record the root cause chosen in the project charter.

Exercise 20 (QI)

Change ideas: the real deal



Objective of this exercise is for the group to construct a list of change ideas for the root cause(s) chosen earlier in this workshop.



Recall the root cause(s) chosen earlier.

Identify as many unique change ideas as possible that will bring about improvement.

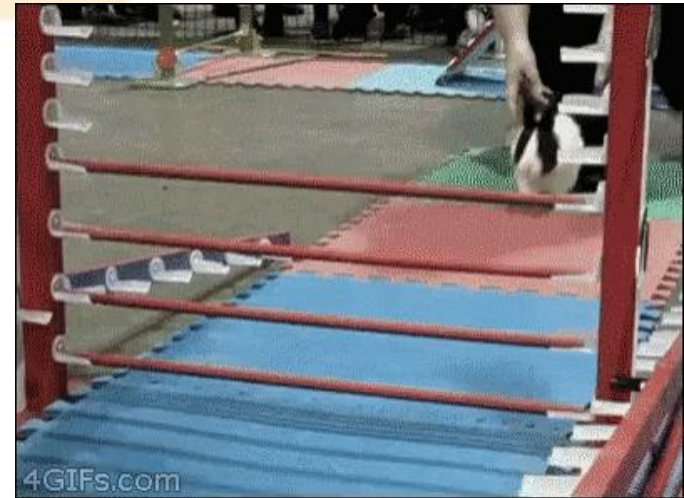


Responses will be noted by the course facilitator; team to record in project charter.

Removing Obstacles (TmB)

Obstacles can slow down improvement efforts

- Can include:
 - Poor leadership
 - Differences in learning and working styles
 - Lack of trust
- Open lines of communication are important
 - Can offer reassurance
- Identify ways to address barriers
 - Ask others for their opinions/thoughts



Homework 4 (CM/QI/TmB)

Communicate root cause(s) and change ideas



Objective of this homework is to communicate to stakeholders the root cause(s) chosen, and the list of change ideas generated.



Think about how you will communicate with the larger team.

- Poster board; email; standup meeting, etc.

Be sure to solicit feedback on the root cause(s) and change ideas and make a note of any additional suggestions.



Update project charter as needed.

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.*

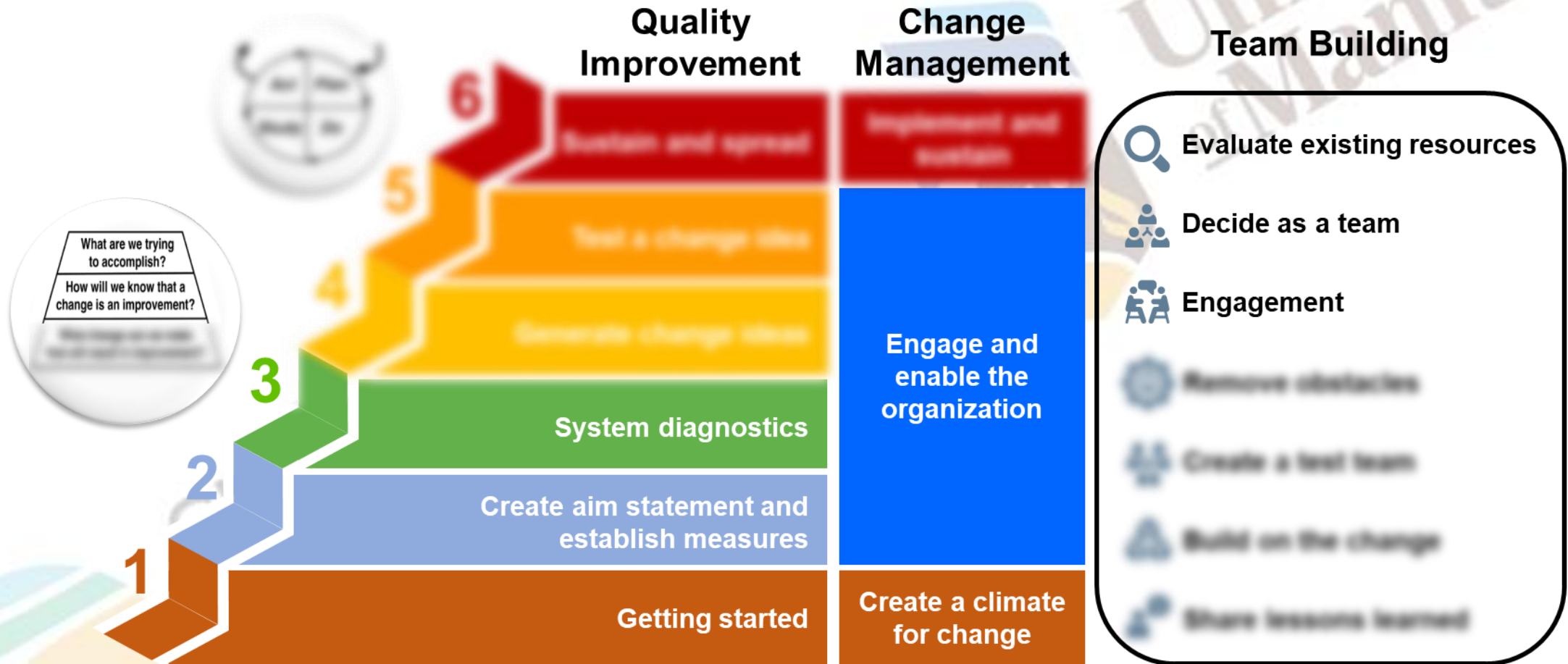
Who needs to receive this message?

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

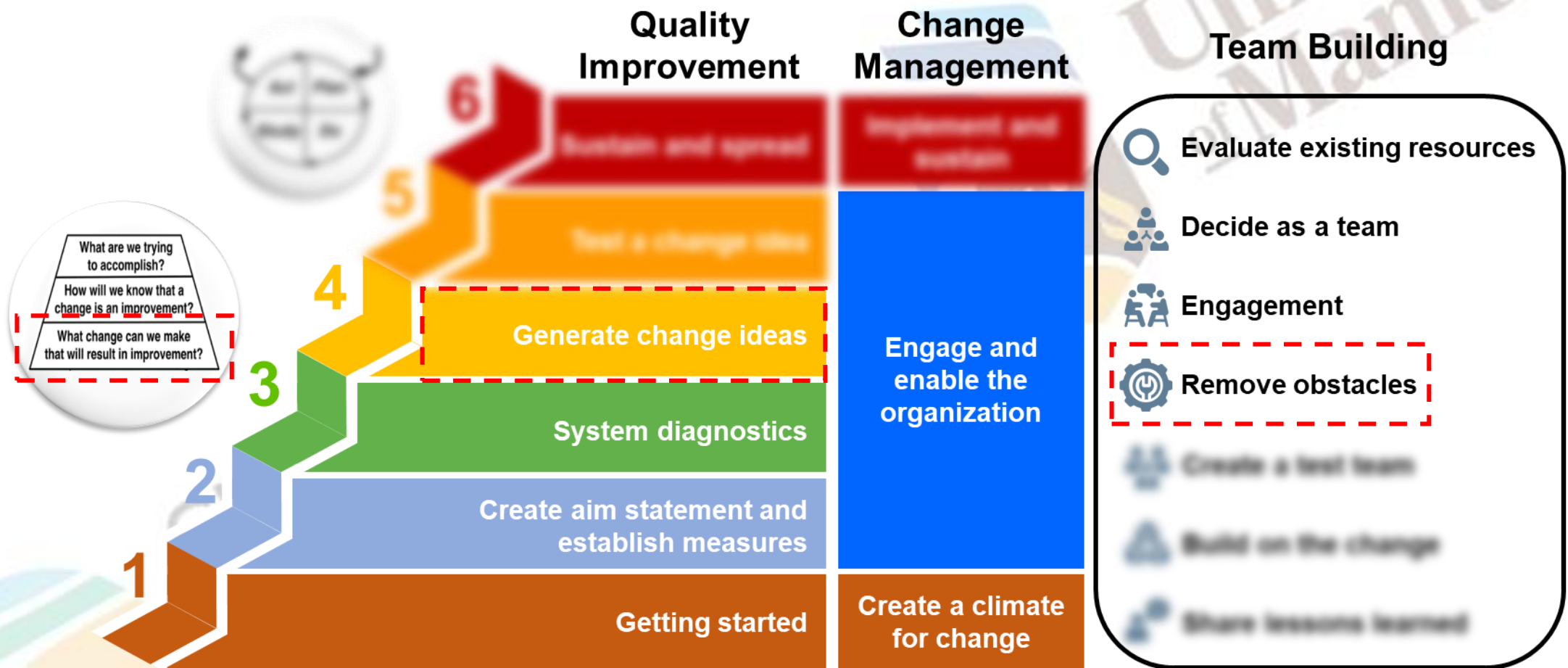
How did we address the three pillars?

1. **Change management:** Empowering stakeholders by having them provide feedback on the root cause(s) chosen and helping generate change ideas
2. **Quality improvement:** Reviewed completed system diagnostics tool; selected root cause(s); generated change ideas
3. **Team building:** Decided as a team by selecting root cause(s); engaging stakeholders by communicating the root cause(s) selected and change ideas identified, and collecting feedback

How did we address the three pillars?



How did we address the three pillars?



Action Items for the next two weeks

- Communicate root cause and list of change ideas with stakeholders
 - Collect feedback
- Update project charter
- Continue data collection

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



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Next steps

- Selecting a change idea for your Quality Improvement project related to patient access
- Introduction to Plan, Do, Study, Act (PDSA) cycles
- Creating a plan for your first PDSA cycle