PACER

Professionals Accelerating
Clinical and Educational Redesign

WELCOME TO
PACER!
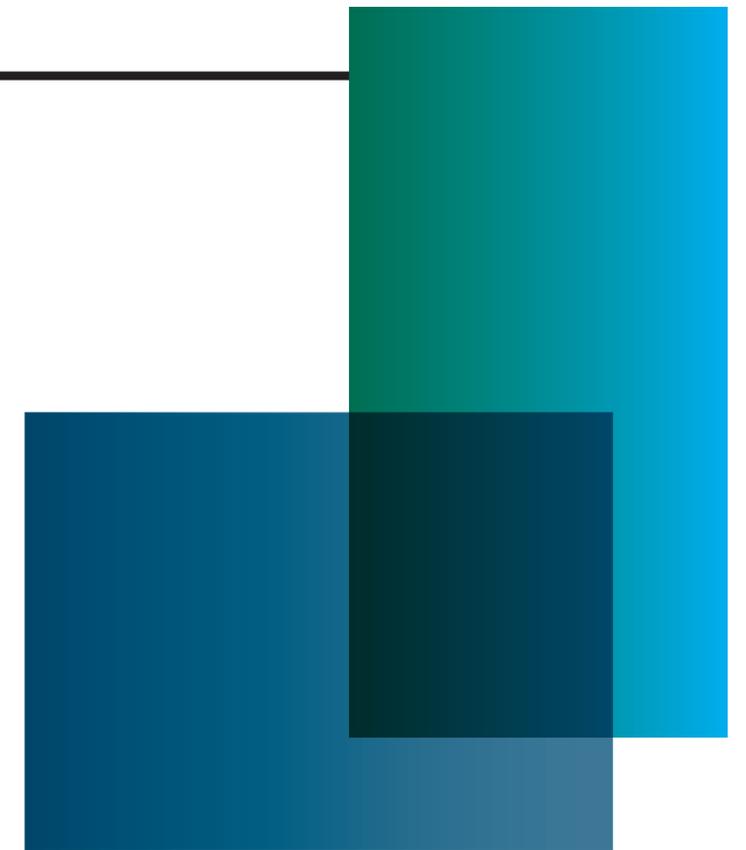## Quality Improvement Module

Next Steps...

1 Make sure your e-parking pass is displayed in your car window

2 Sign In & Find Your Small Group

3 Take the pre-survey on the iPads at the following web address:

Case Based Competencies / Training Modules

- Inter-professional (IP)

- Social Determinants of Health

- Stewardship of Resources

- Patient Self-Management

- Quality Improvement (QI)

- Leadership Change

Learning Objectives

At the conclusion of this activity, the learner will:

- define quality improvement as it relates to the inter-professional team

- explore roles of the inter-professional team

Introduction

https://www.youtube.com/watch?v=jq52ZjMzqyI

Introduction

- QI defined

Introduction

- QI defined

    Consists of systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups

Introduction

- QI defined

  Consists of systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups

- Focuses on:

  - Patients (patient discovery)
  - Being part of a team (sharing the load)
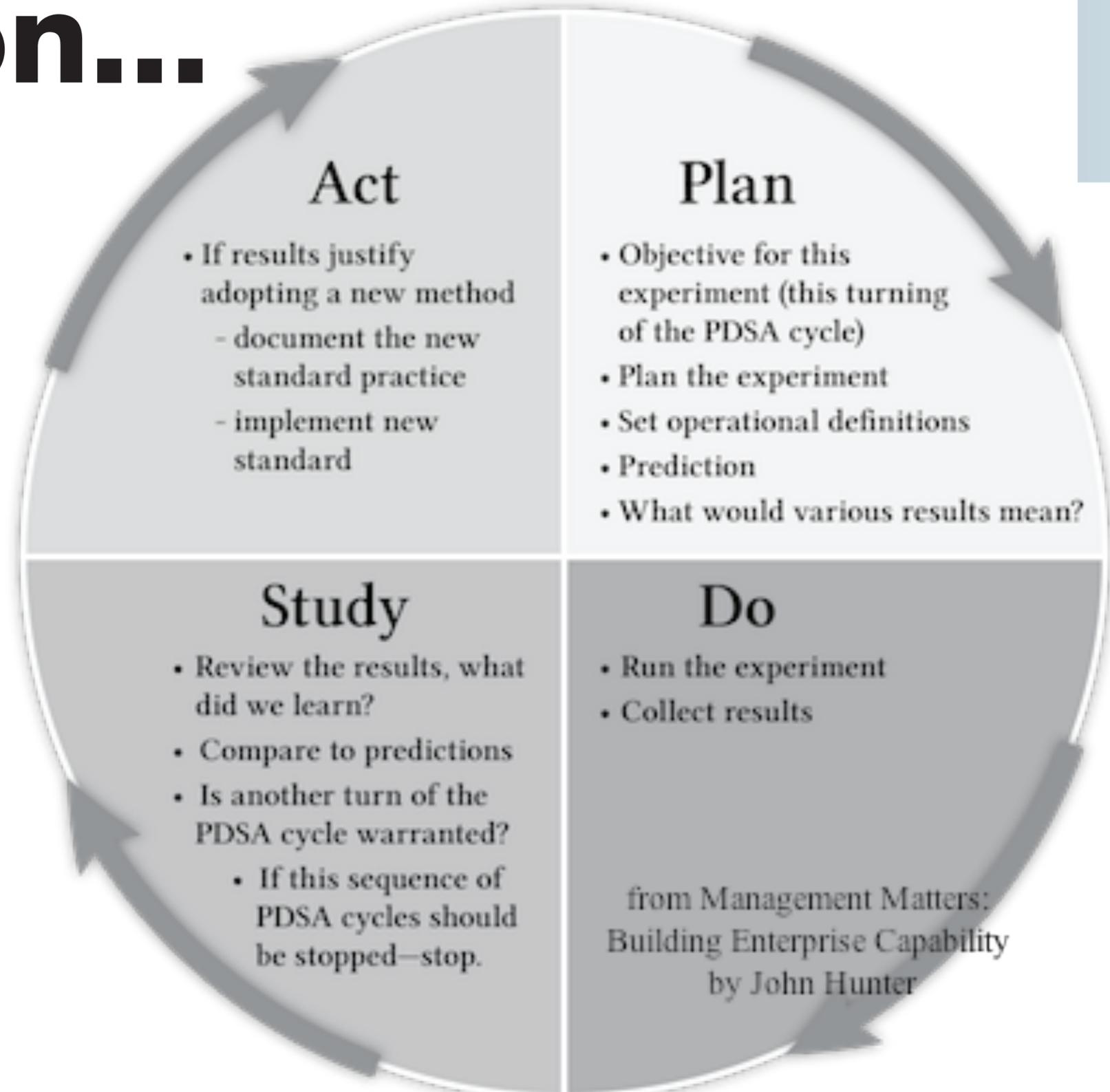 - Use of data

QI focuses on...

- Data

  - Separates thought from what is really happening

  - Establishes baseline

  - Reduces ineffective solutions

  - Monitors changes

  - Indicates when change leads to improvements

  - Comparison of performance

QI focuses on...

- Methods

PDSA Improvement Cycle

Act
- If results justify adopting a new method
  - document the new standard practice
  - implement new standard

Plan
- Objective for this experiment (this turning of the PDSA cycle)
- Plan the experiment
- Set operational definitions
- Prediction
- What would various results mean?

Study
- Review the results, what did we learn?
- Compare to predictions
- Is another turn of the PDSA cycle warranted?
  - If this sequence of PDSA cycles should be stopped—stop.

Do
- Run the experiment
- Collect results

from Management Matters: Building Enterprise Capability by John Hunter

QI focuses on...

- Being part of a team

  - A team harnesses the knowledge, skills, experience, and perspectives of inter-professional team members

  - A team approach is most effective when:

    - The process or system is complex

    - No one person in the organization knows all the dimensions of an issue

    - The process involves more than one profession

    - Solutions require creativity, commitment, and buy-in

Small Group Activity

- Each table represents a clinical practice
- Multiple clinicians from several healthcare professions work within the practice
- Each has potential roles and responsibilities

Small Group Activity

- By the end of the activity each team will create a QI plan to improve the care of their patients with asthma.

- Each player picks a card describing one of the professions within the practice. If you select your own profession, pick again.

- The player assumes the role described on the card.

Small Group Activity

- Create a QI Plan to address the indicators on the quality dashboard.

- The QI plan must utilize each profession, preferably to their maximum potential.

- This requires communication among each team member.
  – For example, if you need more information about the profession you are representing, you can ask someone at your table.

QI Dashboard - Asthma

Indicators	Current YTD	Benchmarks
Avoid Smoking	70%	95%
Steroid Inhalers	50%	95%
Written Asthma Action Plans	50%	95%
Flu Vaccination	65%	90%
Frequent Emergency Room Visits	20%	10%
Hospitalizations	20%	5%

QI Dashboard - Asthma

Indicators	Current YTD	Benchmarks
Avoid Smoking	70%	95%
Steroid Inhalers	50%	95%
Written Asthma Action Plans	50%	95%
Flu Vaccination	65%	90%
Frequent Emergency Room Visits	20%	10%
Hospitalizations	20%	5%

- 15 Minute Timer

Small Group Questions

- What barriers had to be overcome?

- Discuss taking on a different role.

- How could a profession have been used more fully?

- What unfilled needs were identified?

Small Group Questions

- What barriers had to be overcome?

- Discuss taking on a different role.

- How could a profession have been used more fully?

- What unfilled needs were identified?

- 10 Minute Timer

Large Group Questions

- Share your team's QI plan.

- List a barrier that must be overcome.

- How could a profession have been used more fully?

- Discuss taking on a different role.

Final Thoughts

- How can this approach change your practice?

Final Wrap-up

- Use the iPads to access the post-survey at the following link:

- Leave the iPads at your table when you are done