

Creating Successful Outcomes

Denise White, RN, MA, CPHQ
Program Manager, Stratis Health



In the next hour, we will cover:

- What should be in place before starting a QI project
- QI process
- Tools
- Making changes stick - understanding what it takes and the implications
- Time for teams to work on action plan - start or continue



2

What should be in place before starting a QI project

- Leadership
 - Have a QI philosophy?
- Vision
 - Do you know your current state and what you want to accomplish?
- Champion
 - Who has passion about eliminating PU and will lead the day to day QI efforts?
- Supporting processes/structures
 - Who will hold the team accountable to achieve their goal?



3

QI Process

- Team selection
 - Staff from different shifts
 - Any staff involved in the care of the patient related to the topic you are working on – so for PU that may be RN, LPN, NA, PT, Dietary etc.
 - Team members are given time to attend meetings



4

QI Process

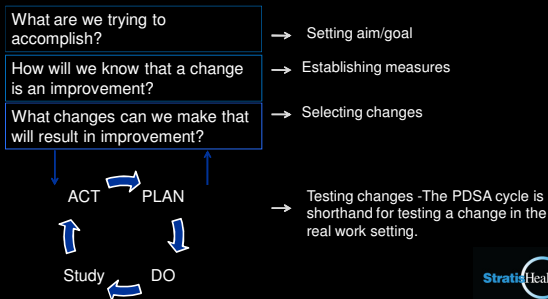
- Important JIT (just in time) training for a QI Project Team
 - Team members understand the Model for Improvement and their role on the team (good resource – Team Handbook)
 - Team members understand the basic tenants of QI ; Customer focused, process oriented, and decisions driven by data.
 - Team keeps record of meeting – key elements to include are decisions made and action items (who, what and when)



5

QI Process

MODEL FOR IMPROVEMENT (developed by Associates in Process Improvement)



6

Tools

- There are many tools that can be useful to a QI Team.
 - Important to remember that tools assist you in the improvement process but are not the improvement process
 - Two tools we suggest as “basics” for your improvement work in preventing pressure ulcers are:
 - Root cause analysis (asking why 5 times)
 - Flow chart or process mapping



7

Making Changes Stick

- Need a process for change
- Several available- one option is the Change acceleration process (*CAP a model developed by GE*)
- Even if you have a great solution if you don't get “adoption” you will not be successful!
- Steps in the process:
 1. Leading change
 2. Creating a shared need
 3. Shaping a vision
 4. Mobilizing commitment
 5. Making change last
 6. Monitoring process
 7. Changing systems and structures



8

Team Time

- Meet with those from your organization and those from your partner organization (hospital or nursing home) if attending.
- Using the worksheet in your packet complete the first 3 steps:
 - Identify team members
 - Identify aim
 - Develop measures
- If you already have completed some of these steps then keep going on the worksheet.
- Stratis Health staff will circulate –if anyone has questions or needs help.



9



Stratis Health is a non-profit independent quality improvement organization that collaborates with providers and consumers to improve health care.

This presentation was created by Stratis Health under a contract with the Centers for Medicare & Medicaid Services (CMS).
The contents do not necessarily reflect CMS policy.