REGION 12 LEARNING COLLABORATIVE

FOCUSED COHORTS

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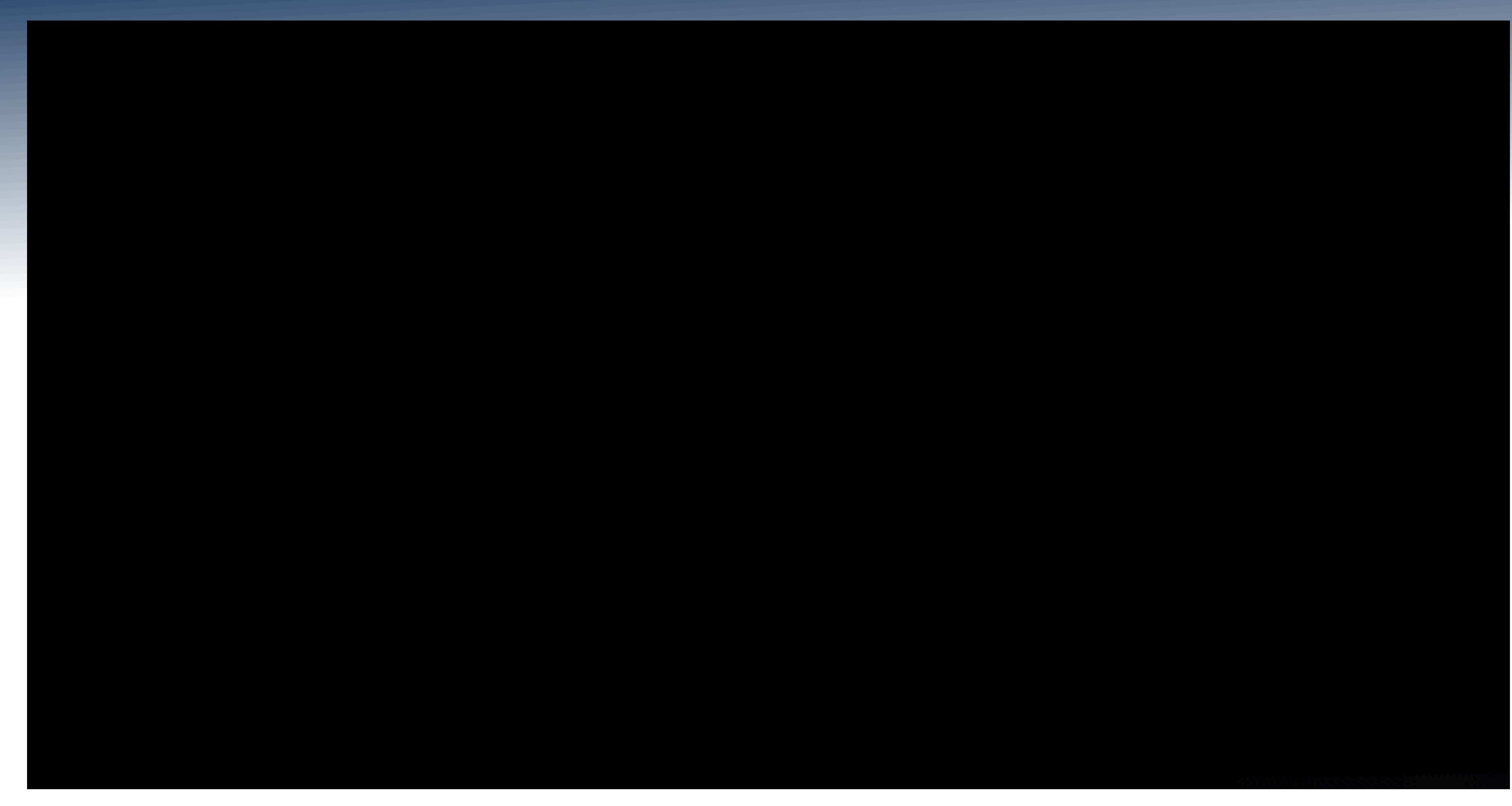


What?

Objectives

1. The Why? behind Quality Improvement.
2. Evaluate the impact of standardization on quality and cost.
3. Understand key concepts of the PDCA cycle and the A3 Report.
4. Explore focus topics or projects.
5. Consider data availability for the focus topics or projects.
6. Identify potential team members for the focus topics or projects.
7. Develop SMART goals for the focus topics or projects.

Quality Improvement Overview – You Tube Video

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

What?

"If you always do what you always did, you will always get what you always got"

John Maxwell – The John Maxwell Company

Systems

- Every system is perfectly designed to achieve exactly the results it gets.

- Nothing happens on a ***reliable***, sustained basis unless we build a system to function on a reliable, sustained basis.

- Standardization is what allows high quality to happen on a reliable, sustained basis.

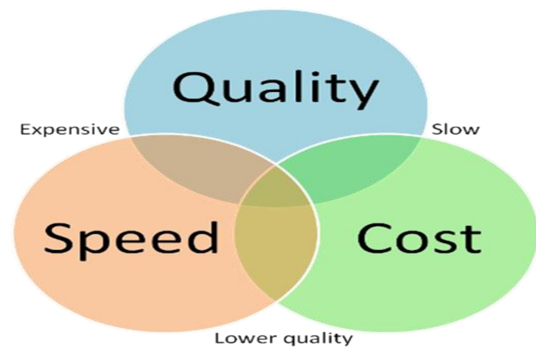
Google images, 2015

What?

Quality and Cost – Fundamental Truths

- Getting fast can actually improve quality.
- Improving quality can actually make you faster.
- Reducing ***complexity*** improves speed and quality.

(Subir Chowdhury, 2001)



How?

Focused Cohort Timeline

Kick-Off	May 4th
Touch Point	June
Mid-Project Meeting	July
Touch Point	August
Fall Collaborative	September 28th

How?

Performance Improvement Methodologies

PDCA	DMAIC	A3
Plan	Define	Define the Problem
	Measure	Analyze the Problem
		Identify Causes
	Analyze	Develop Goals
		Plan Solutions
Do	Improve	Implement Solution
Check	Control	Confirm Results
Act		Standardize to Sustain

Plan, Do, Check, Act

Plan

Recognize an Opportunity and Plan a Change.

Do

Test the change. Carry out a small scale study.

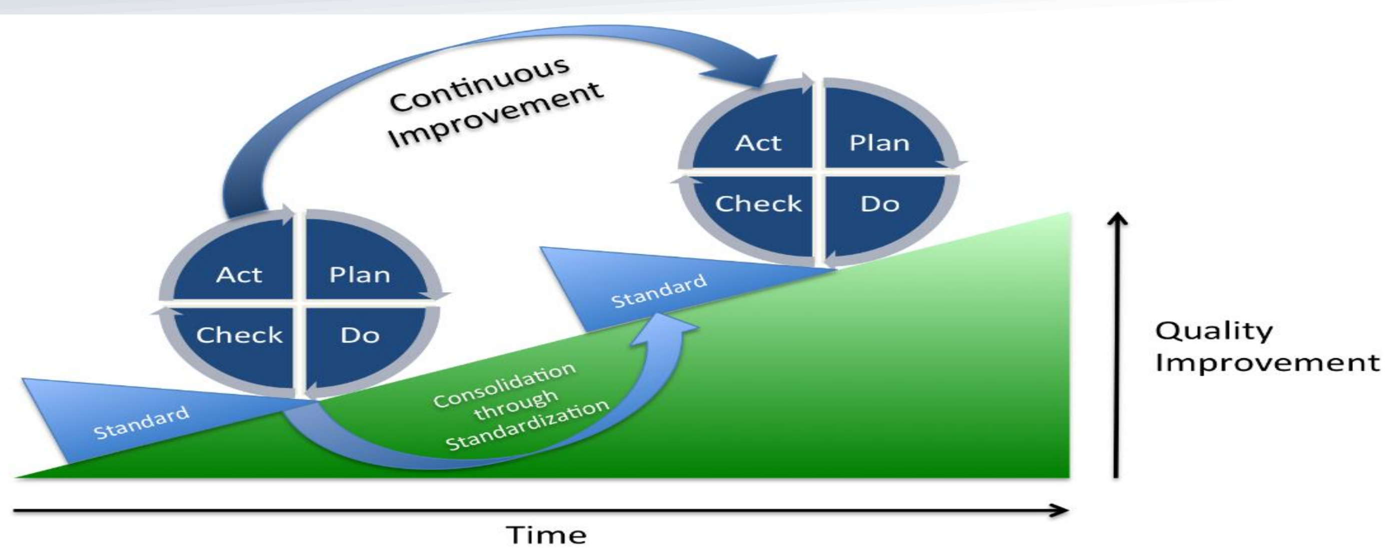
Check

Review the test, analyze the results, and identify what you have learned.

Act

Take action on lessons learned in the check step. Go through the cycle again if it did not work.   Put processes in place to maintain the change.

Plan, Do, Check, Act

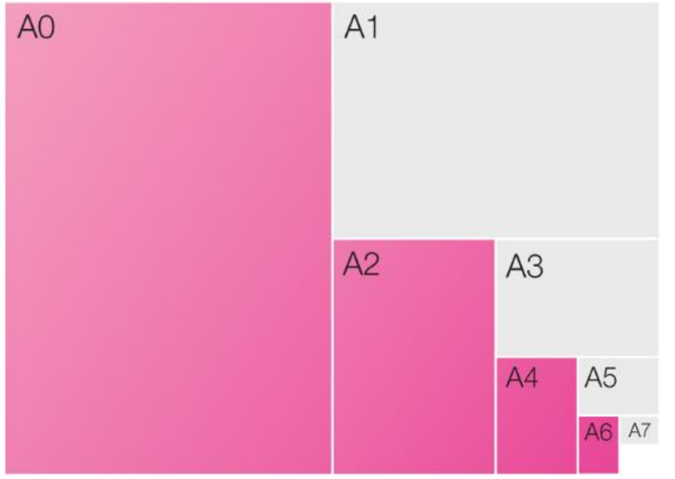


The Deming Cycle – PDCA – YouTube Video

https://www.youtube.com/watch?v=e4gOPeHSRo8

A3 Problem Solving

- PDCA is manifested in an A3 Report.
- An A3 adds a level of discipline to PDCA.
- A tool/template that is key to implementing Lean concepts.
- Visual and succinct. Use graphs and short sentences.



Size	mm x mm	in x in
A0	841 x 1189	33.1 x 46.8
A1	594 x 841	23.4 x 33.1
A2	420 x 594	16.5 x 23.4
A3	297 x 420	11.7 x 16.5
A4	210 x 297	8.3 x 11.7
A5	148 x 210	5.8 x 8.3
A6	105 x 148	4.1 x 5.8
A7	74 x 105	2.9 x 4.1

How?

Project:			Date:	

Define Problem

Analyze Problem

Identify Causes

Goals

Implementation Plan

	Action Item	Responsible	Date
1			
2			
3			
4			
5			
6			
7			

Confirm Results

Standardize to Sustain

	Item to Sustain	Responsible	Date
1			
2			
3			
4			
5			
6			
7			

Team Lead

Sponsor

Plan

Do

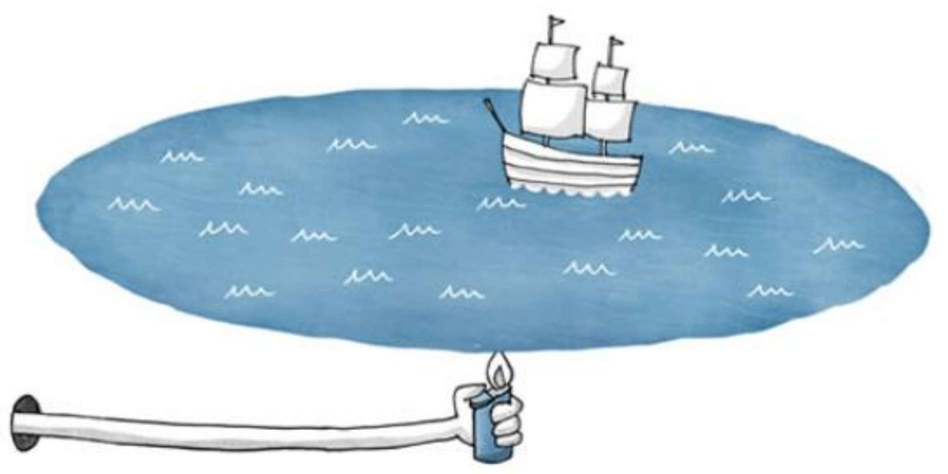
Check

Act

Plan

Define Problem

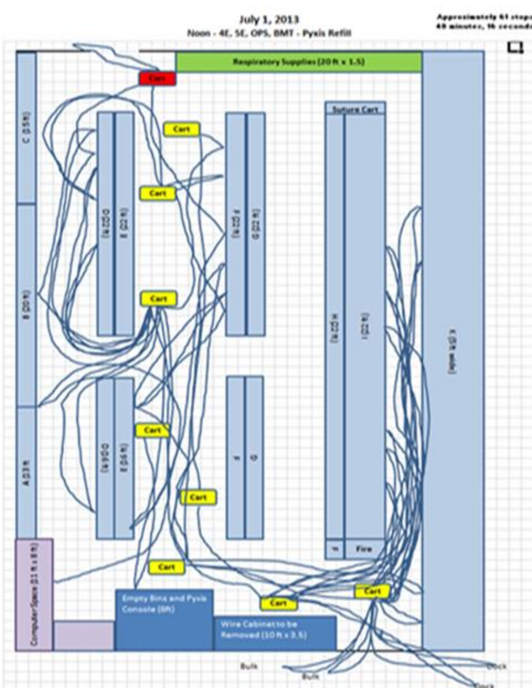
- What needs to be improved?
- Background information?
- Relevance?
- Experts?



Analyze

Analyze Problem

- Waste in the Process?
  - Motion
  - Over Production
  - Transportation
  - Inventory
  - Waiting
  - Over Processing
  - Defects
  - Intellect
- Data Availability?
  - High Tech (EMR)
  - Low Tech



Lean Daily Management

Green = 100% Conformity
Red = Non-Conformity
Black = Not Applicable for Time Period

Topic: FALLS - Bed Alarms

January																															
Day	1	2	3 (new sign)	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
7a/7p																															

Pareto Chart - Reasons for Fall-Out

1/24 7P (x2)

Number of Occurrences						
8	Date/Shift: 1/22 7P (x1)	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:
7	Date/Shift: 1/15/16 (7A) x 3 (7P) x 2	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:
6	Date/Shift: 1-14 7P x 4	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:
5	Date/Shift: 1/5 7A	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:
4	Date/Shift: 1-4 7A/7P x	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:
3	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:
2	Date/Shift: 1-2 7A/7P x	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:	Date/Shift:
1	Date/Shift: 1-1 7A/7P x	Date/Shift: 1/26/16 7A	Date/Shift: 1/29/16	Date/Shift:	Date/Shift:	Date/Shift:
	Reason #1 Forgot to turn back on after Reposition	Reason #2 Didn't notice bed alarm not set.	Reason #3 Unable to set bed alarm Due to Bed not zeroed.	Reason #4	Reason #5	Other Reason

Identify Causes

Identify Causes

- Is the problem where we thought there was a problem?
- Team Engagement to better understand the issue.
- Root Cause Analysis
  - Strategy to fix problems by eliminating the causes of ***variation*** in a process while leaving the basic process in place.

Goals

- Aim Statements – SMART Goals

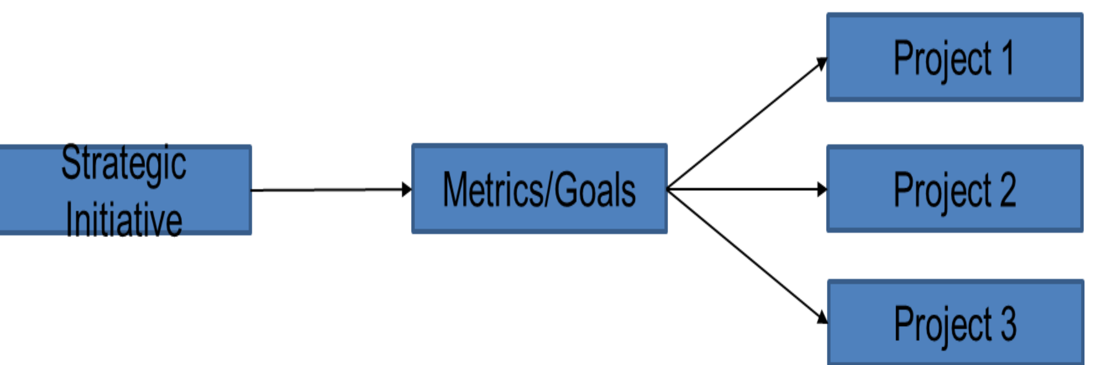
  Specific

  Measureable

  Agreed Upon

  Realistic

  Time Phased



- Outcome versus Process Goals

$$Y = f(x_1, x_2, x_3, \ldots, x_K)$$

Contact Information

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