

Journée Scientifique Annuelle

Quality Improvement in Healthcare

Nadia Benomar
Karim Skiredj

16 Juin 2017



MCGILL PRIMARY HEALTH CARE RESEARCH NETWORK
RÉSEAU MCGILL DE RECHERCHE EN SOINS DE SANTÉ DE PREMIÈRE LIGNE

 McGill | Department of Family Medicine | Département de médecine de famille

Conflict of interest

No conflict of interest to declare

What will the studio be about?

Quality Improvement
in Healthcare

PDSA cycle

Fishbone diagrams

5 why?

Process mapping

What is a PDSA cycle?

PDSA

What are we going to improve?

How will we know that we made an improvement?

What new approaches will lead to improvement?



What is a PDSA cycle?

Plan

Define the problem, set goals

« Soon is not a time and some is not a number »

Do

Carry out the test, collect the data

« You can't improve what you can't measure »

Study

Analyse the data, compare to predictions

« Be a reflective learner »

Act

Plan the next step

« Adopt, adapt or Abandon »

Let's play!

Getting accustomed to a rapid improvement cycle...



... by spinning coins!

Sources: QI Games: Learn How to Use PDSA Cycles by Spinning Coins. Niñon Lewis, MS, Executive Director, IHI
<http://www.ihi.org/education/IHIOpenSchool/resources/Pages/AudioandVideo/QI-Games-Learn-How-to-Use-PDSA-Cycles-by-Spinning-Coins.aspx>

The objectives

Understand a PDSA cycle

Understand how prediction help you learn

Collect data for measurement

Learn as a team



Let's play!

What you'll need



A team of 5



Coins



Timepiece



Time Keeper



PDSA Tracker

What you will do

Spin for 15 min

Write down theories
and prediction

Measure,
Compare

Debrief for 10 min

Discussion

What you learned

1. What's your theory about what makes a coin spin the longest? Was your theory different before you started spinning coins?
2. What did you learn by collecting data on the length of time your coin was spinning? Do you think you would have arrived at the same result without data collection?
3. What is the value of each step of the Plan-Do-Study-Act cycle?

Getting started Monday morning

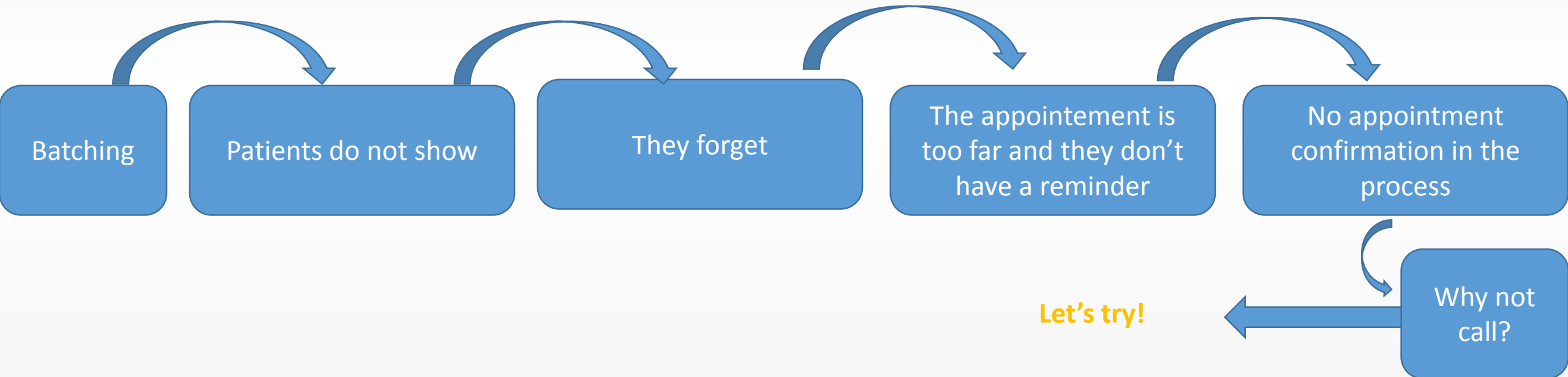
Root cause analysis

PDSA cycle

5 why?

5 why?

A simple tool to get over the obvious answers ... and prevent us from blaming and shaming



Toolbox

- ✓ Website: <http://www.ihl.org/> or <http://www.hqontario.ca/> or <http://cvpac-sante.com/>
- ✓ Youtube channel: **NHS Improvement** or **DPTNHS**
- ✓ QI tool guide: <http://www.hqontario.ca/portals/0/Documents/qi/qi-quality-improve-guide-2012-en.pdf>
- ✓ Webinar: **R1Q**

Thanks! Hope you enjoyed it!