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Using Quality Improvement Methods to Improve Care

Objectives:

1. To describe the principles of quality improvement.
2. To introduce the basic methods and tools for improving the quality of health care.
3. To understand the benefits of using quality improvement methods.
4. To apply the principles and use the tools to undertake their own improvement project.

Color index:

Slides

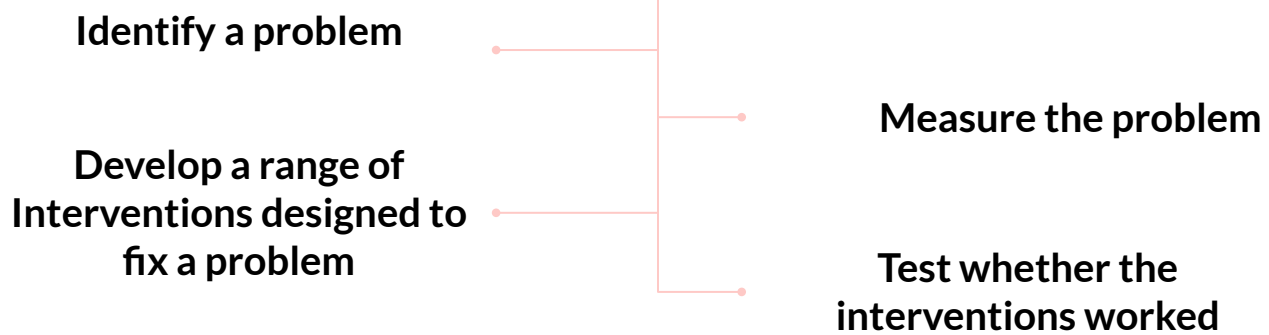
Important

Doctors notes

Extra



The Purpose Of Quality Improvement Methods :



The Science Of Improvement

The Role Of Measurement In Improvement:

- Measurement (collect and analyze data) is an essential component of quality Improvement.
- There is strong evidence to show that when people use the appropriate measures to measure change, significant improvements can be made.
- All quality improvement methods rely on measurement.

Three Main Types Of Measures:

1

Structure Measures:

Measures of infrastructure, capacity and system

→ Ex: Nursing to Px ratio in ICU

2

Process Measures:

They measure if parts of steps in the system are performing as planned

→ Ex: Bed occupancy rate

3

Outcome Measures:

Are results of overall process or system performance , reflect the impact of the health care service

→ Example: The 30-day mortality rate

Picturing The Data:

There are many valuable tools for interpreting and presenting data eg. Bar chart, Pie chart & Line chart.

Types of Graphs

1- Bar Chart:



-Most common.

- Displays data using a number of bars, each representing a particular category.
- Useful for looking at a set of data and making comparisons.



2- Pie Chart:

-Circular graph that shows the relative contribution that different categories contribute to an overall total

3- Line Chart:



- A type of chart used to visualize the value of something over time.
- Also known as line graph.

Performance Improvement Methods

Focus PDSA

RCA

QIP

Brain Storming

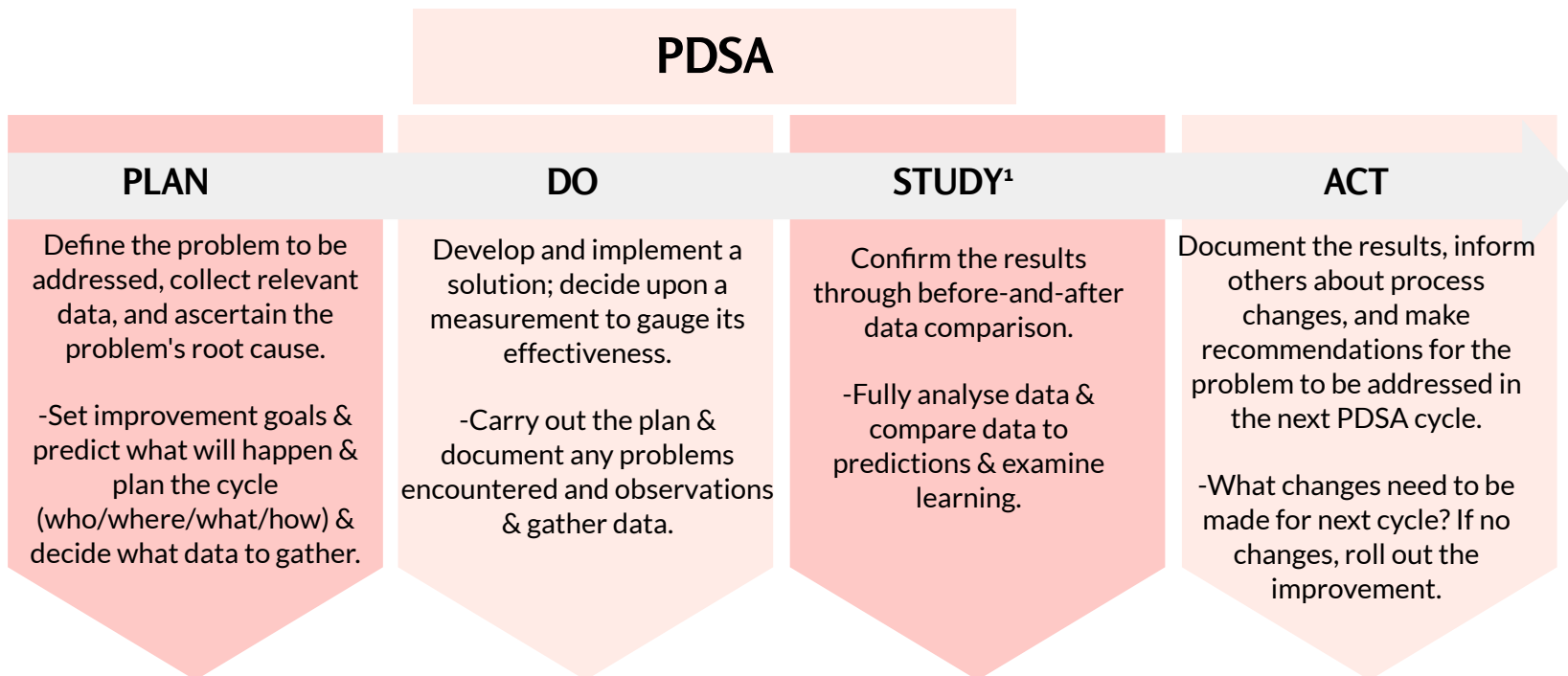
Brainstorming / (ORID) method:

- It is a technique by which a group attempts to find a solution(s) to a specific problem by amassing ideas spontaneously. It is a highly effective technique for maximizing group creative potential.

Plan-Do-Study-Act-Cycle / IHI Model:

The IHI (Institute for Healthcare Improvement) model has two parts:

- Three fundamental questions, which can be addressed in any order.
- The PDSA cycle to test and implement changes in real work settings—the PDSA cycle guides the test of a change to determine if the change is an improvement.



Root Cause Analysis (RCA) / (ishikawa or fishbone):

It is a defined process that seeks to explore all of the possible factors associated with an incident by asking what happened, why it occurred and what can be done to prevent it from happening again. It is a tool for solving problems & the diagram is used to explore and display the possible causes of a certain effect.

An effective root cause analysis requires the following components:

- 1) Multidisciplinary team
- 2) The team develops a problem statement

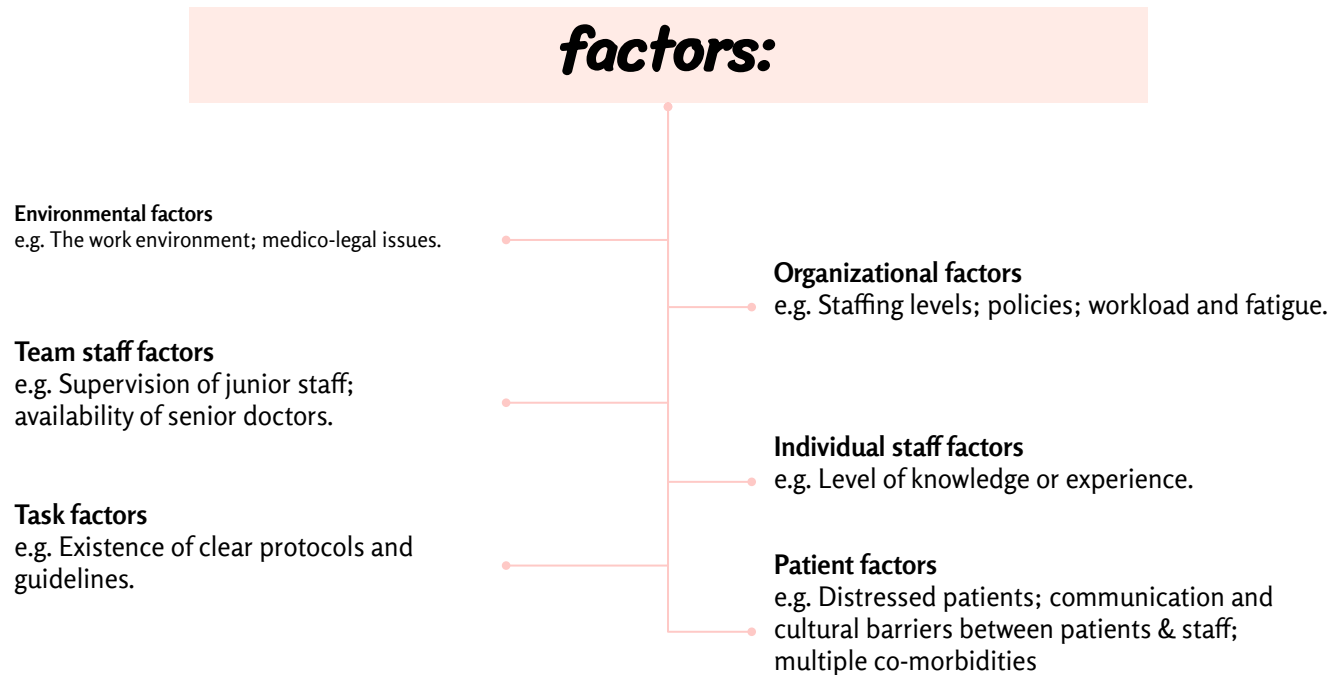
Root Cause Analysis Cont.

Root cause analysis effort is directed towards finding out what happened by:

Site visit – to examine the equipment, the surroundings and observe the relationships of the relevant staff.

Documentation and review – medical records, incident forms, hospitals guidelines, literature review.

Establishing the contributing factors or root causes are accomplished through a brainstorming process of all possible factors:



Quality Improvement Plan (QIP):

It is a detailed work plan intended to enhance an organization's quality in a specific area. It includes essential information about how your organization will design, implement, manage, and assess quality

Leaders

Abdulaziz Alrabiah

Nourah Alklaib

Members

Abdulaziz Alderaywsh

Haya Alanazi

Abdulaziz Alomar

May Barakah

Abdullah alhumimidi

Mohammed Beyari

Abdulrhman Alsuhaibany

Noura Alkathiri

Abeer Alawwad

Raed Alnutaifi

Alaa Alsulami

Raghad alasiri

Alia Zawawi

Raghad Soaeed

Arwa alqahtani

Rand AlRefaei

Dana Naibulharam

Sarah Almuqati

Faisal alosaimi

Sarah AlQuwayz

Ghada Alothman

Shayma Alghanoum

Yasmine alqarni