Driving to the End of the Epidemic
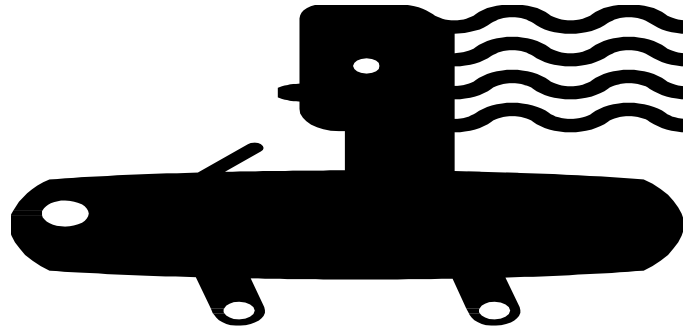
Drivers of Sustainable Viral Load Suppression
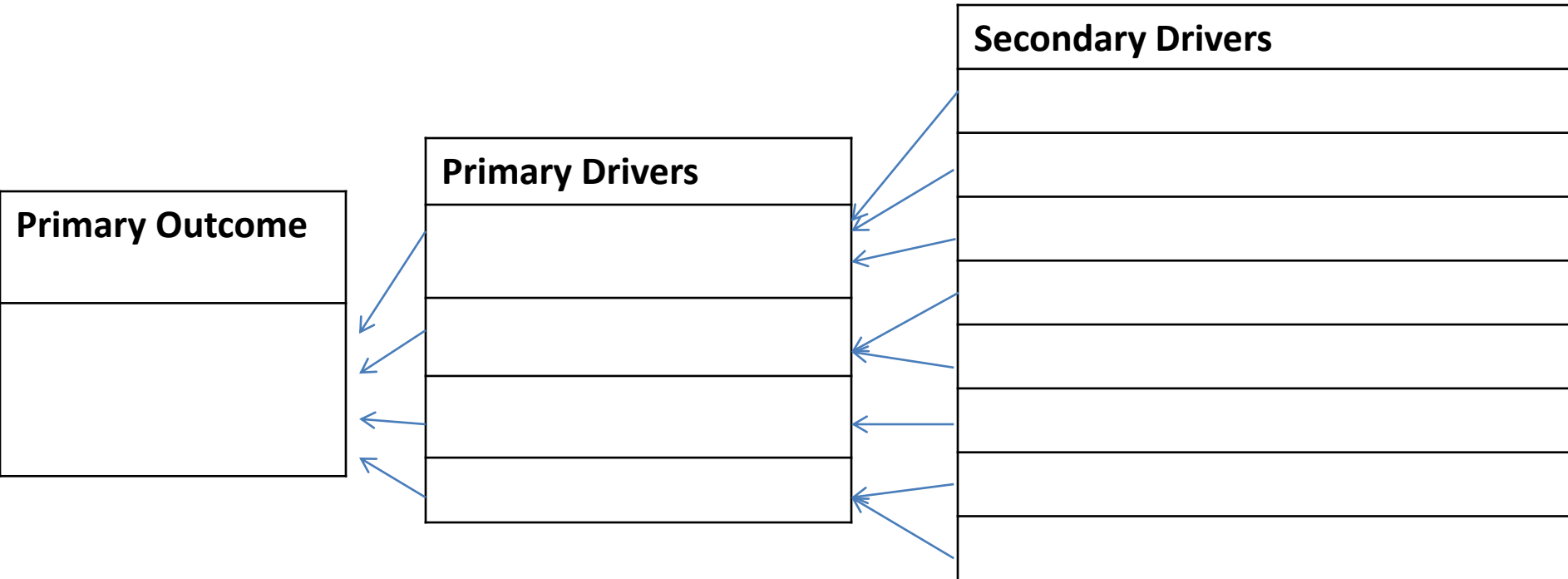
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Road Map

1. Driver Diagrams Overview

2. VLS Driver Diagram

3. The System of Profound Knowledge

4. Driving Lessons

5. Brain Hurricane and Force Field Analysis

6. Report Back
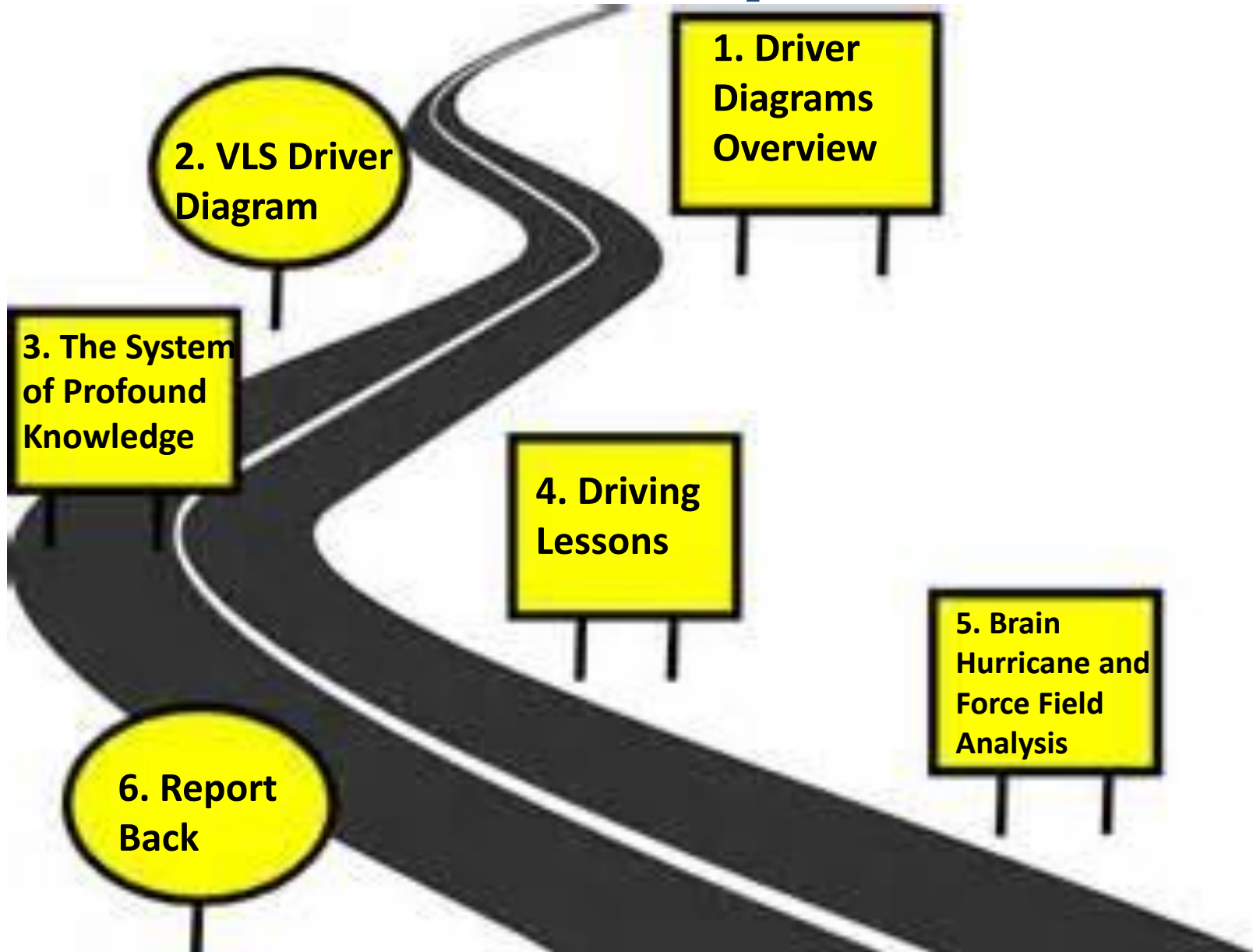
Learning Objectives

- Learn how to use a driver diagram to strategically plan improvements

- Understand the system of profound knowledge as a way to gain a more comprehensive understanding of areas for improvement

- Learn how to work with interagency, cross-functional peers to identify improvements

- Refine improvements after investigating driving and restraining forces of process changes for improvement

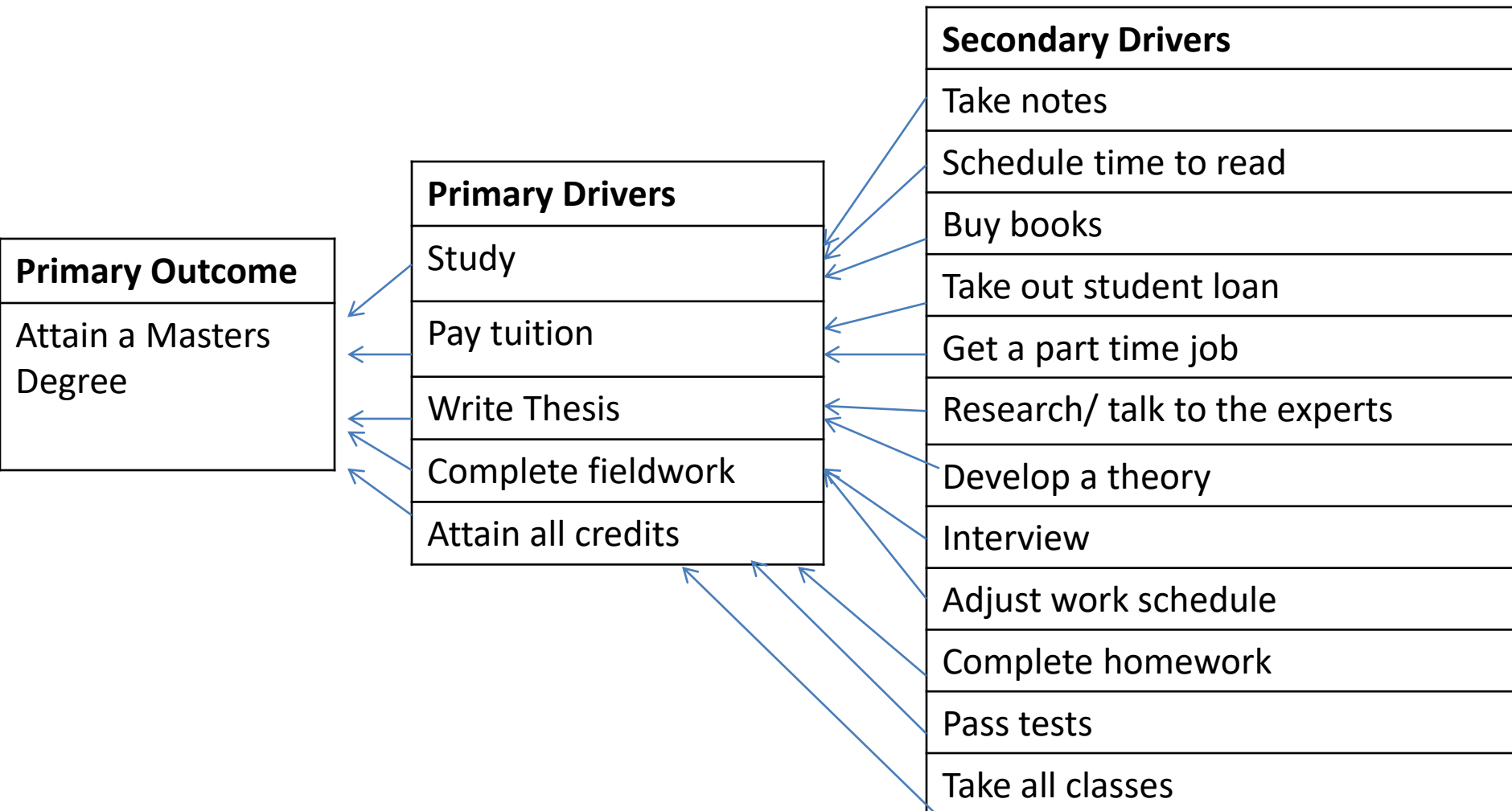NEW YORK STATE OF OPPORTUNITY. | Department of Health

Driver Diagram

Secondary Drivers

Primary Drivers

Primary Outcome

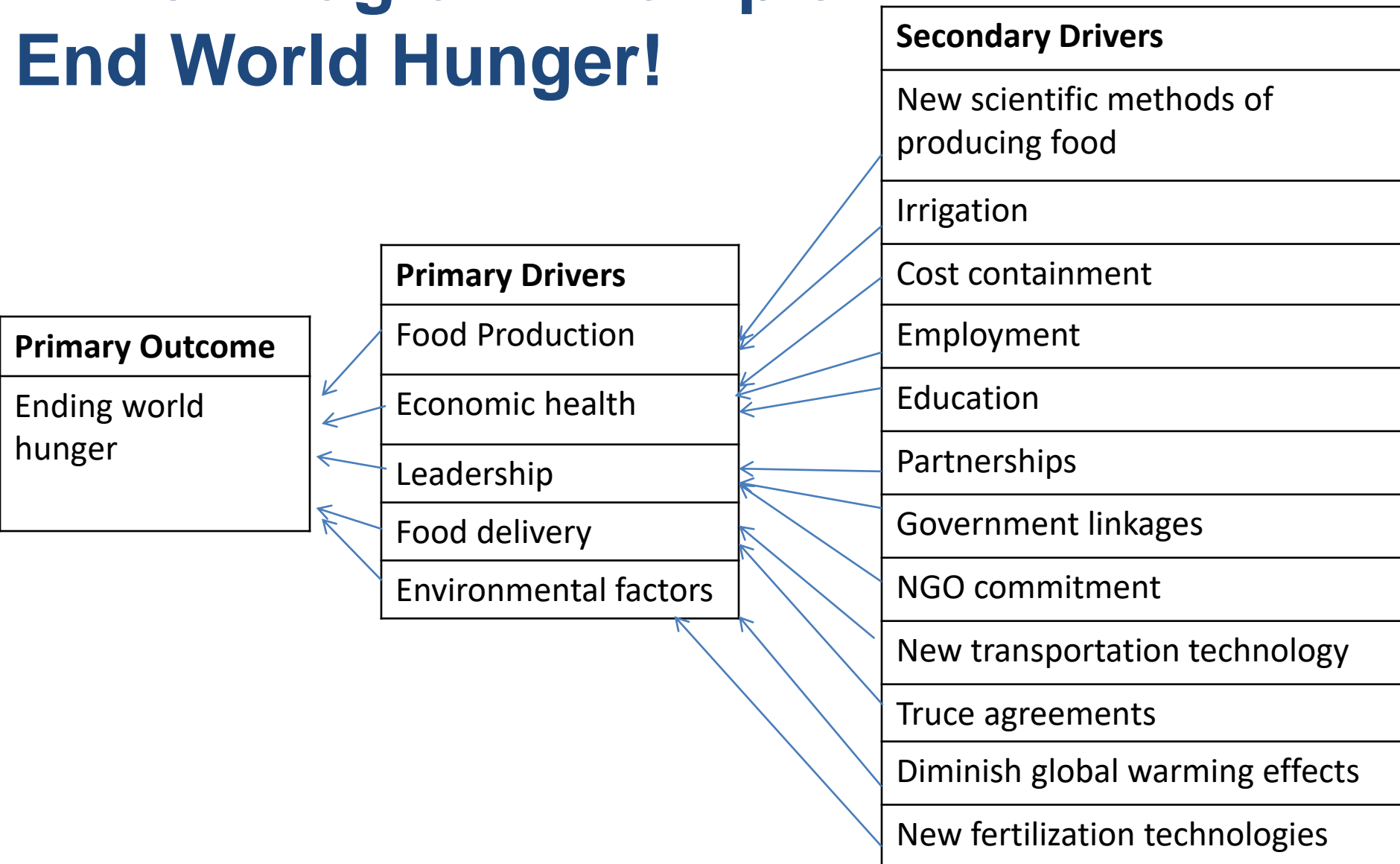NEW YORK STATE OF OPPORTUNITY. Department of Health

Driver Diagram

- *Driver diagram:* Visual tool to help understand and prioritize factors within a system that drive a desired outcome called the **primary outcome**.

- **Primary drivers:** main factors that drive the primary outcome.

- **Secondary drivers:** subsets of the primary factors, which push those factors.

- The driver diagram can help you to think strategically about what changes you can make to your current system to achieve your improvement goal.

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Driver Diagram Example: Attaining a Masters Degree

Primary Outcome

Attain a Masters Degree

Primary Drivers

Study

Pay tuition

Write Thesis

Complete fieldwork

Attain all credits

Secondary Drivers

Take notes

Schedule time to read

Buy books

Take out student loan

Get a part time job

Research/ talk to the experts

Develop a theory

Interview

Adjust work schedule

Complete homework

Pass tests

Take all classes

Driver Diagram Example: End World Hunger!

Primary Outcome

Ending world hunger

Primary Drivers

Food Production

Economic health

Leadership

Food delivery

Environmental factors

Secondary Drivers

New scientific methods of producing food

Irrigation

Cost containment

Employment

Education

Partnerships

Government linkages

NGO commitment

New transportation technology

Truce agreements

Diminish global warming effects

New fertilization technologies

How about Viral Load Suppression? (10 minutes)

- What is your primary outcome?

- What are the primary drivers of viral load suppression?

- What are some secondary drivers?

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Driver Diagram

Primary Outcome

Primary Drivers

Secondary Drivers

of health

Viral Load Suppression

Secondary Drivers
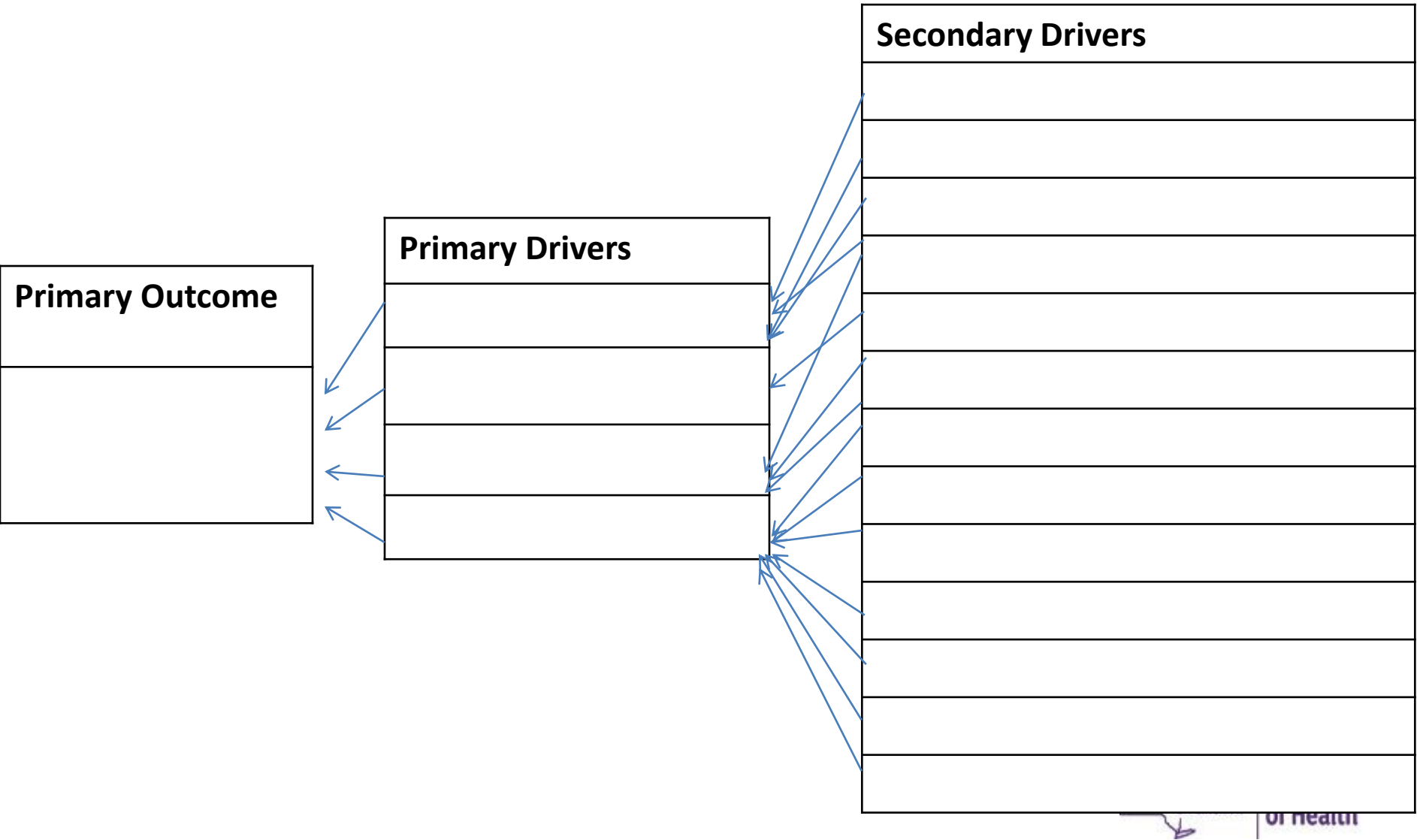
Primary Drivers

Outcome

To improve the health outcomes for people living with HIV by increasing the HIV viral load suppression (VLS) rate

Adherence to ARV Medication

Direct Observational Therapy (DOT)

ARV Education (Teach Back), Patient Reminder, Patient Navigation, Work With Case Manager, Etc.

Linkage to Care

Linkage (Warm Hand Off) between Testing and Care Program

Peer Learning and Support

Care Coordination

Regional Collaboration between Clinical and Non-Clinical Providers

Regional Group Meetings
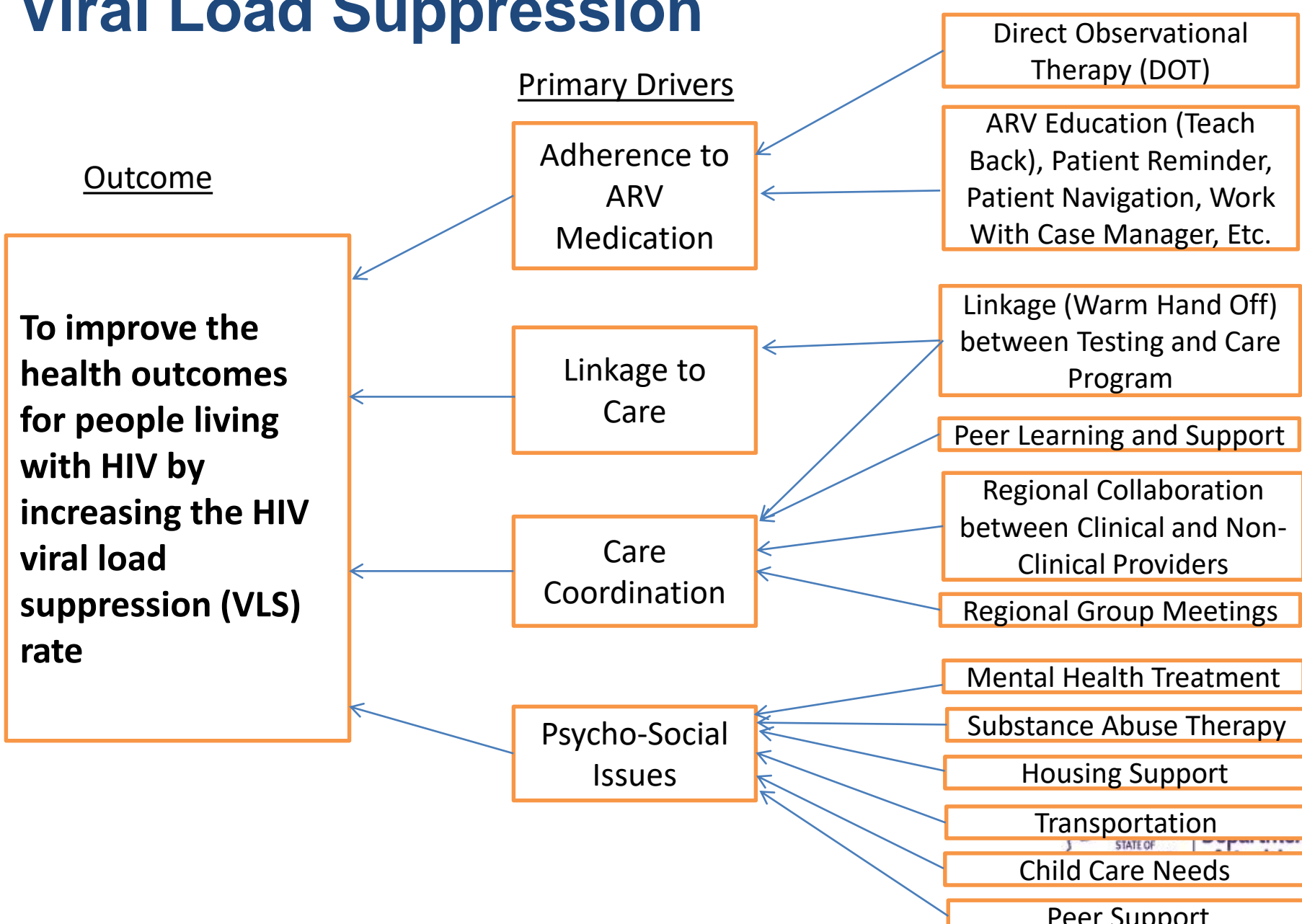
Psycho-Social Issues

Mental Health Treatment

Substance Abuse Therapy

Housing Support

Transportation

Child Care Needs

Peer Support

W. Edwards Deming's
System of Profound Knowledge

Appreciate the System	Understand Variation
Psychology	Theory of Knowledge

Deming's
System of Profound Knowledge

- As you discuss ideas to improve the primary drivers, keep in mind Deming's System of Profound Knowledge:

  – **Psychology** of patients, staff and other stakeholders

  – **Systems** within which they work and live

  – **Variation** in lives and data outcomes, both expected and unexpected

  – What is **known** about working with this community of patients and how that can impact your work

Driving Lessons (60 minutes)

- To help focus your efforts, four driving instructors will drive around the room, conducting 15 minute discussions at each table:
  - "Driving Instructors" facilitate discussions on the primary drivers and Deming's System of Profound Knowledge
  - The "Driving Instructor" talking points will guide the discussion to elicit further details about how you can improve processes in support of primary and secondary drivers
  - Each instructor focuses on one driver
  - After **15 minutes**, the driving instructors move to the next table
  - Instructors continue to rotate until all tables have considered each primary driver from all aspects of the system of profound knowledge

Driving Instructors

- Driving instructor One:

  (Primary Driver 1)

- Driving Instructor Two:

  (Primary Driver 2)

- Driving Instructor Three:

  (Primary Driver 3)

- Driving Instructor Four:

  (Primary Driver 4)

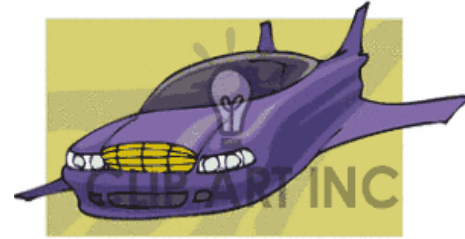NEW YORK STATE OF OPPORTUNITY. | Department of Health

Let's Drive!

Brain Hurricane
(10 minutes)

As informed by the profound discussion, list as many improvement ideas as you can to improve processes in areas identified as secondary drivers of viral load suppression-anything goes!
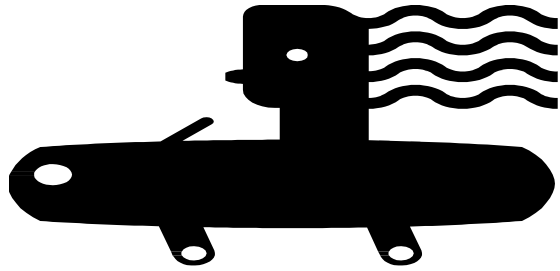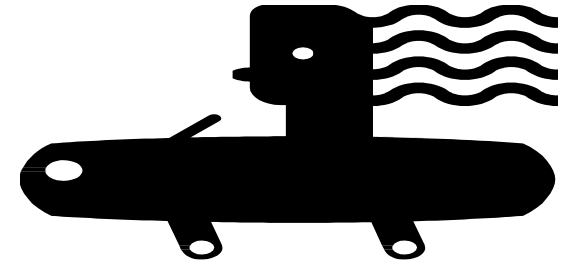
Force Field Analysis (10 minutes)

- Each team votes on the top improvement ideas
  - Which of these ideas will be most effective in improving viral load suppression?
- After reaching consensus on the most effective intervention, perform a force field analysis using the tool included in your packet
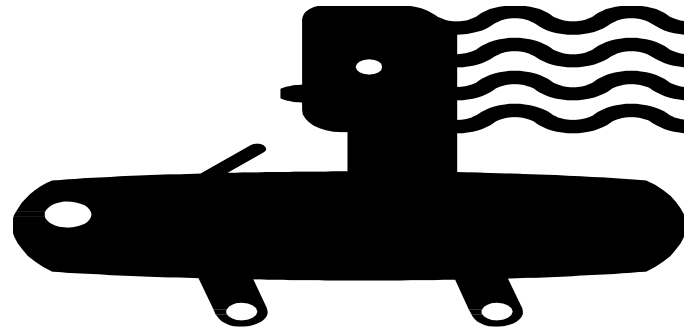
Report Back
(10 minutes)

- Driving instructors report back on the most innovative ideas that they heard for improving processes in the associated primary driver

- Each group reports back their top improvement idea.

  – What were the opportunities and challenges that you identified in the force field analysis?

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Next Steps

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Thank you!

References

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