



Department
of Health

The Voyage of Improvement: Sailing on towards the End of the Epidemic!



February 26, 2019

Agenda

- The Circling Stream
- Nautical Maps
- The Ship of Profound Knowledge
- Report Back from the Ship

Learning Objectives

- Understand quality improvement as a continuous process that focuses on improving the system
- Examine current processes for achieving viral load suppression
- Develop changes for current processes based on the different areas of the system of profound knowledge

The Circling Stream: Continuously Flowing Improvement



What Is an “Upstreamist” in Health Care?



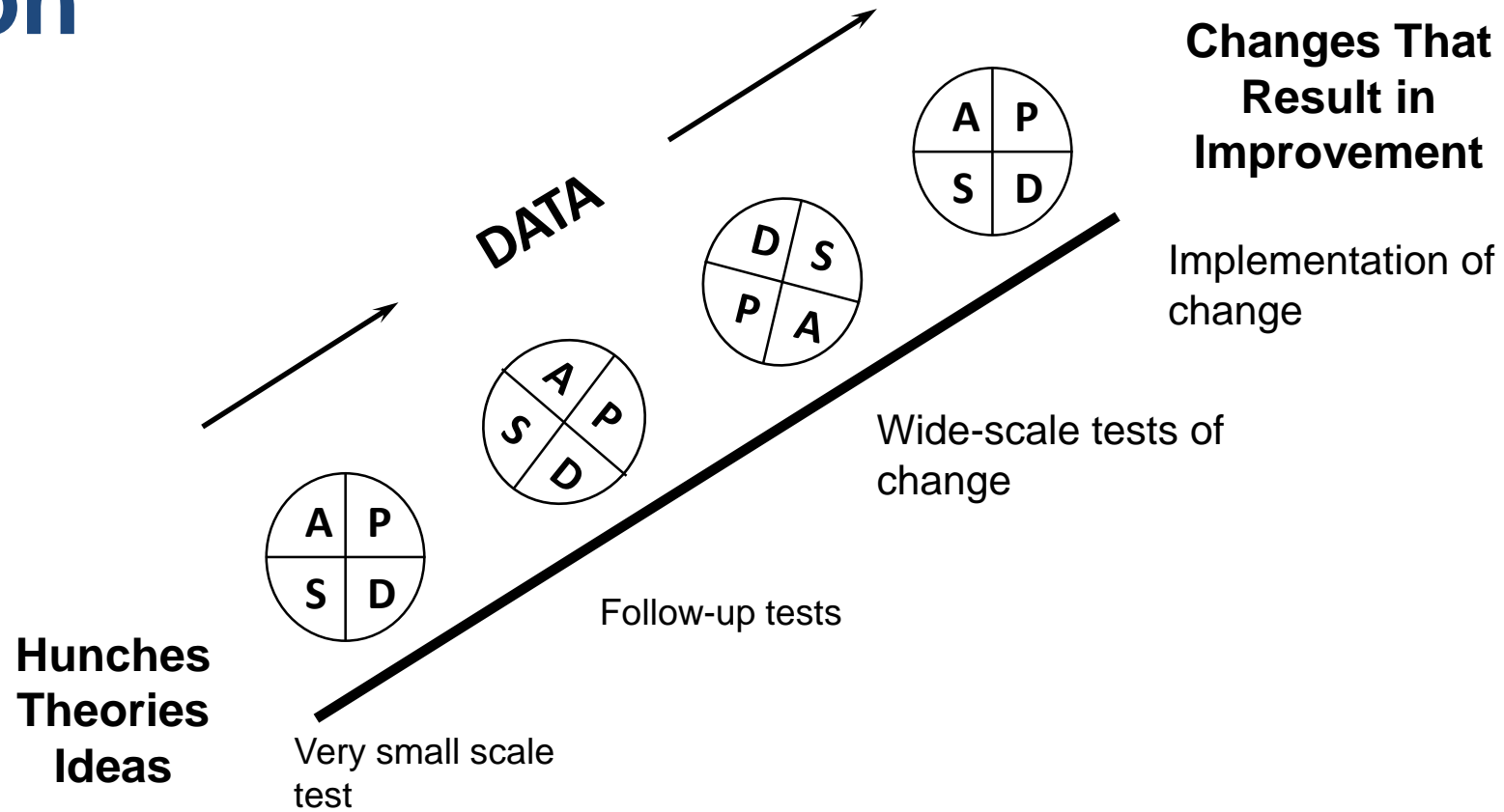
<https://www.youtube.com/watch?v=yLuxjAaYln0&feature=youtu.be>

The Circling Stream



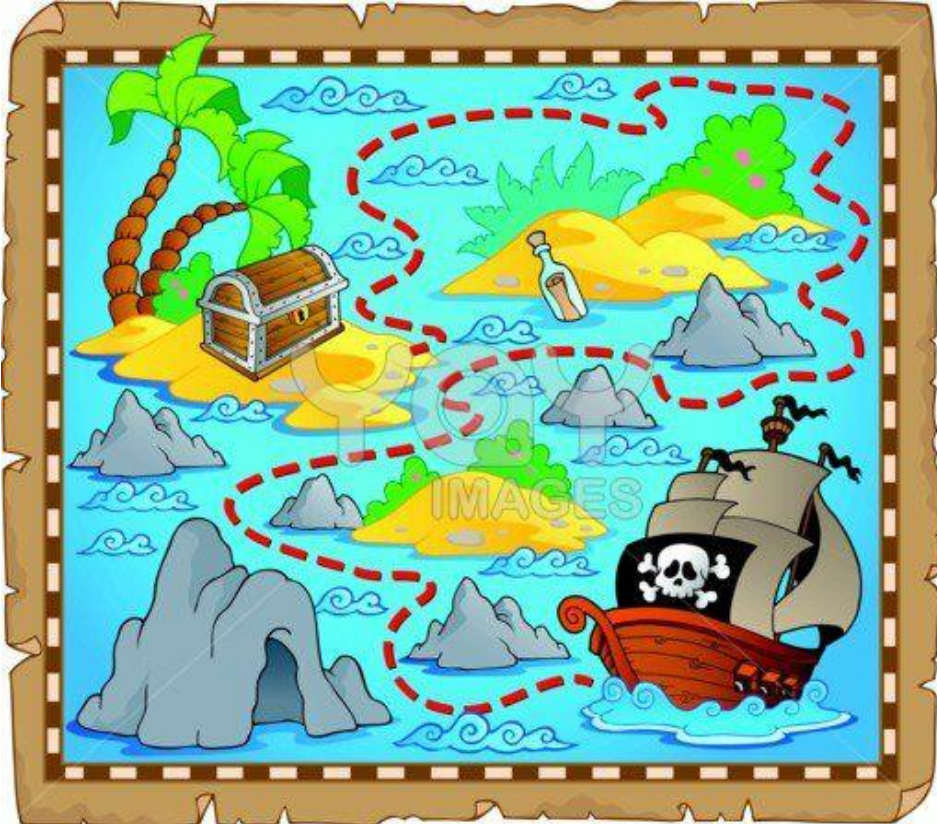
- Quality improvement is an ongoing process that is as continuous as a stream that constantly flows
- PDSA cycles of improvement, focusing on making system level changes to better address the needs of patients and carrying us upstream towards our goal of improved viral load suppression

The cycles build on each other... The Stream of Improvement Flows on



Nautical Maps

Mapping the flow of your improvement project



WHAT IS YOUR PROCESS?

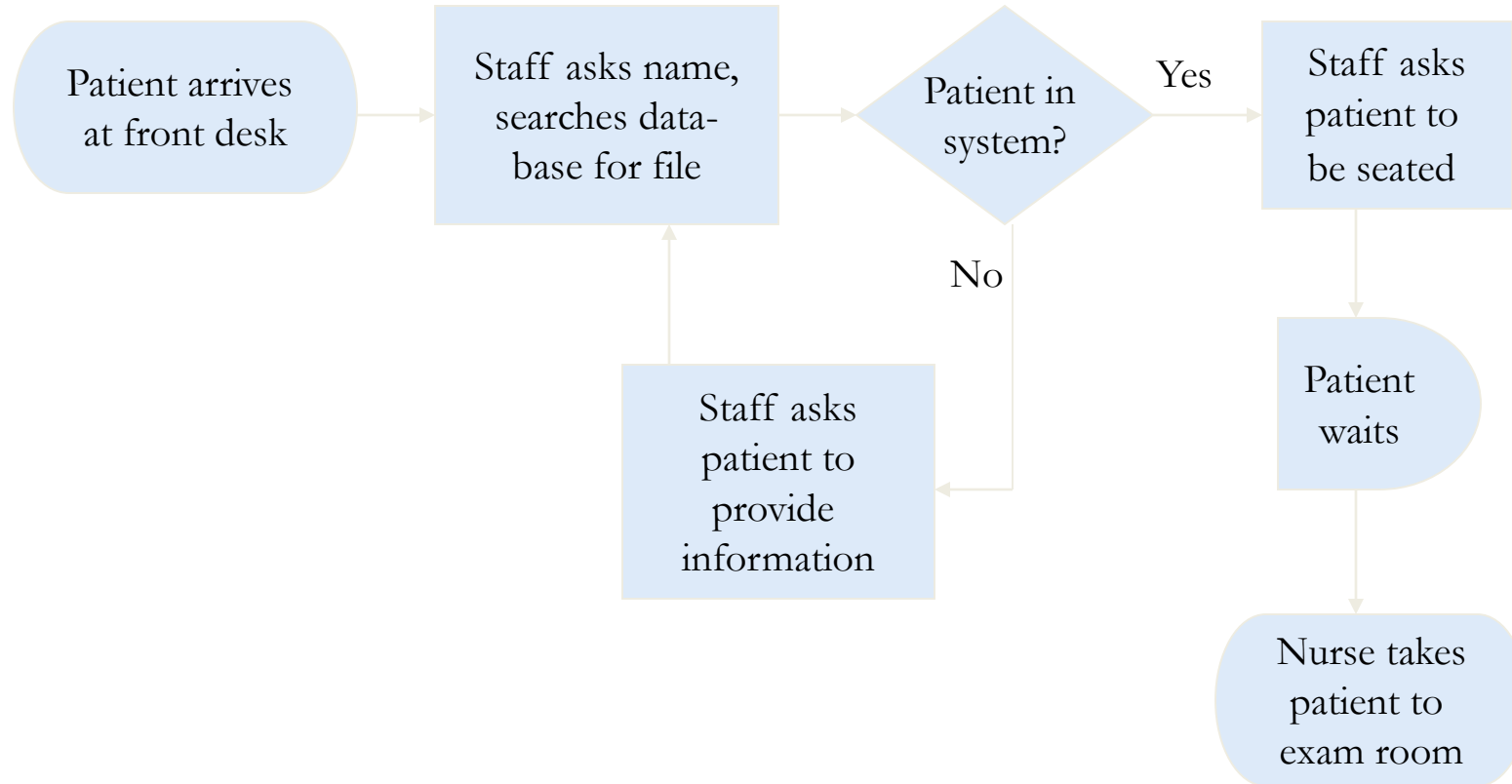
“If you can’t describe what you’re doing
as a process....
you don’t know what you’re doing.”

-W. Edwards Deming

Describing your Flow (30 minutes)

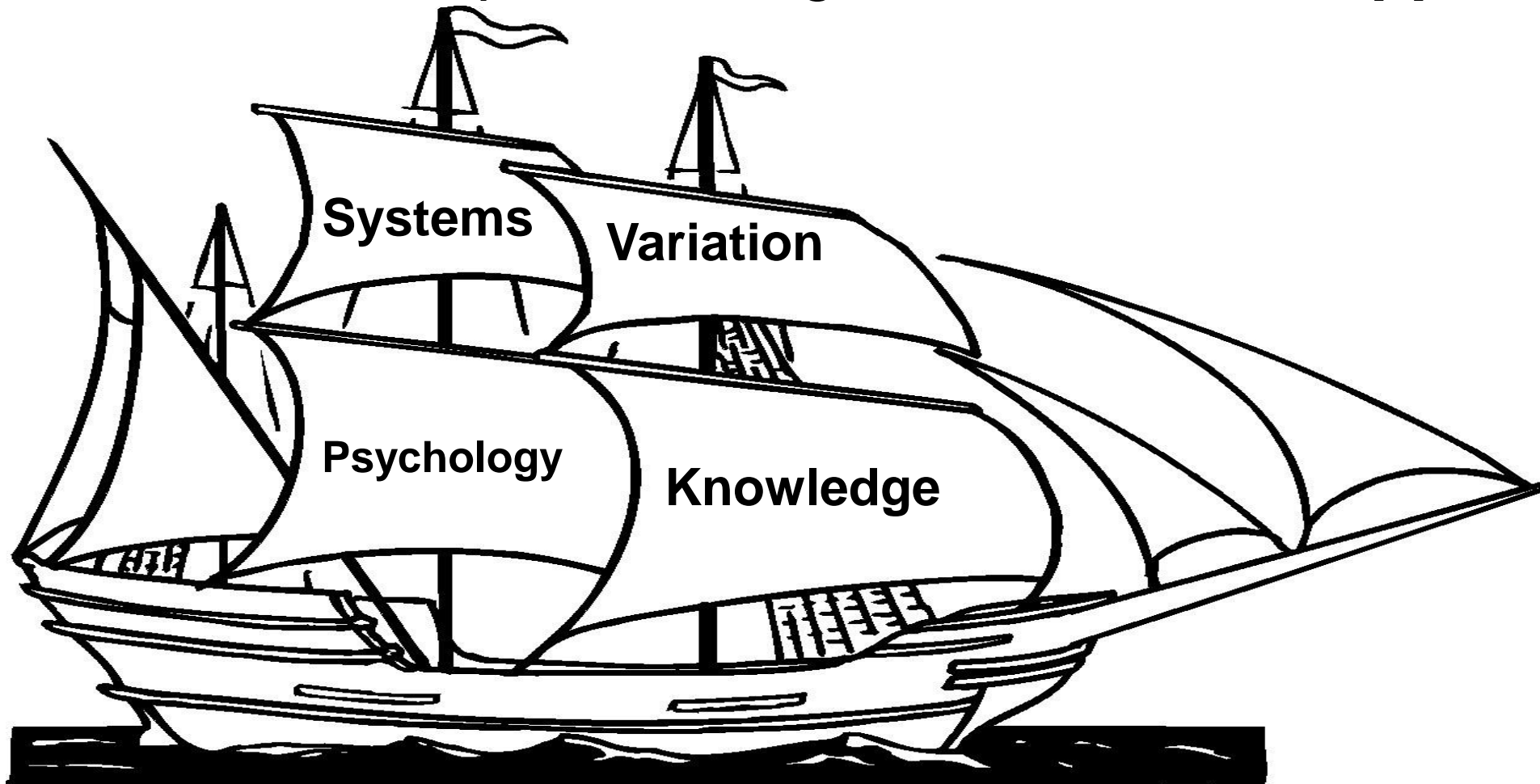
- Get in groups with other people from your clinic
- With your clinic team, discuss the current process steps for patients reaching viral load suppression at your clinic, including steps involved in your current QI project
- Develop a step-by-step flow chart using as much detail as possible to show this process
- Identify ways that these processes can be improved, streamlined or strengthened by eliminating unnecessary steps, adding steps or improving steps
- Make these changes in your flow chart

Example Flow Chart



The Ship of Profound Knowledge

We sail through the changes on the Ship of Profound Knowledge that carries us towards our improvement goal: **Viral Load Suppression**



The Ship of Profound Knowledge



- We sail confidently upstream through the changes on the Ship of Profound Knowledge
- You can think of today's flow diagram as a test of change to see if using this QI tool can serve to inform and improve your improvement plan
- Considering aspects of psychology, systems, variation, and knowledge related to viral load suppression, how will you revise your improvement plan after creating a flow diagram for your QI project?

Sailing the Ship (40 minutes)



- Select facilitators at your table to navigate the voyage (discussions) related to each of the four aspects of the system of profound knowledge
- Using the talking points included in your packet to provide structure for your discussion, take 40 minutes to discuss how you will apply knowledge gained from your flow diagram to change aspects of your project related to the psychology (10 minutes), systems (10 minutes), variation (10 minutes), and knowledge (10 minutes) of improving viral load suppression

Bon voyage



Reports from the Ship (30 minutes)

- Each team will identify tweaks, refinements, changes and overhauls you'll make to your plan
- Is your plan sturdy but streamlined and adaptable to changes as suggested by your PDSA cycles?
- How will you revise your plans? Each group takes 3 to 5 minutes to report back



Next Steps

- Share ideas discussed on your ship of profound knowledge with others from your QI project team
- Work with your team to revise, enhance and improve your process changes
- Test your changes, using a PDSA form to document knowledge gained and further revisions to your processes

Now go and sail on towards improvement!



Thank you!

References

- Bauer, J.E.; Duffy, G.L. and Westcott, R.T. (2006). *The Quality Improvement Handbook*. Milwaukee: ASQ Quality Press.
- Langley, G.J.; Moen, R.D.; Nolan, K.M.; Nolan, T.W.; Norman, C.L. and Provost, L.P. (2009). *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance*. San Francisco: Wiley.
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- Associates in Process Improvement. (2007). *The Improvement Handbook: Model, Methods, and Tools for Improvement, Version for: IHI Improvement Advisor Development Program*. Austin: Associates in Process Improvement.