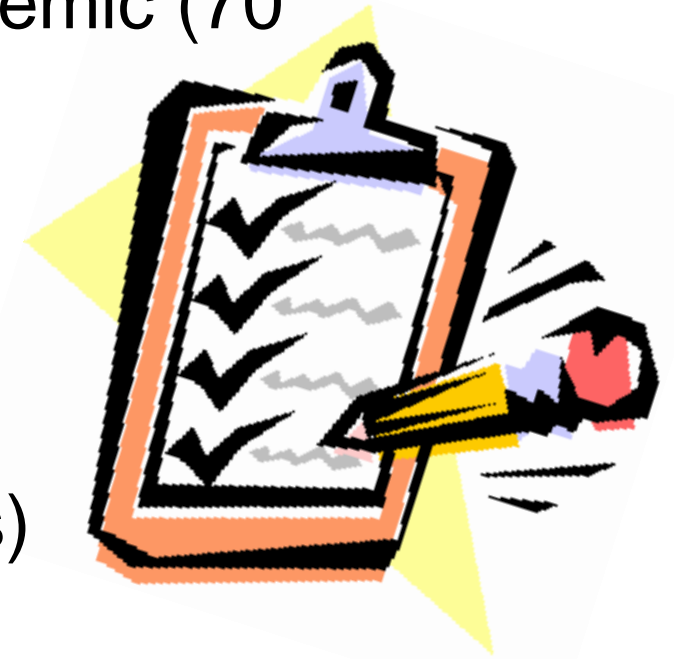


The AIDS Epidemic Ends in (*insert location here*) !!!!

Agenda

- Introduction (10 minutes)
- Back to the Future: Notes from the End of the Epidemic (70 minutes)
 - Part 1 A. Back to the future (10 minutes)
 - Part 1 B: Time Tables (20 minutes)
 - Part 2: Affinity Fishbone (20 minutes)
 - Part 3: SWOT/Force-Field Analysis (20 minutes)
- Report Back (10 minutes)



Learning Objectives

- Learn about Provocative Operation
- Reverse our order of things to generate new ideas
- Understand the challenges to viral load suppression for certain patient groups
- Use QI tools to identify improvements and overcome challenges

Rules of the Day:

1. Change the order of things
2. Reversal of the usual order
3. Have fun, learn and make a difference

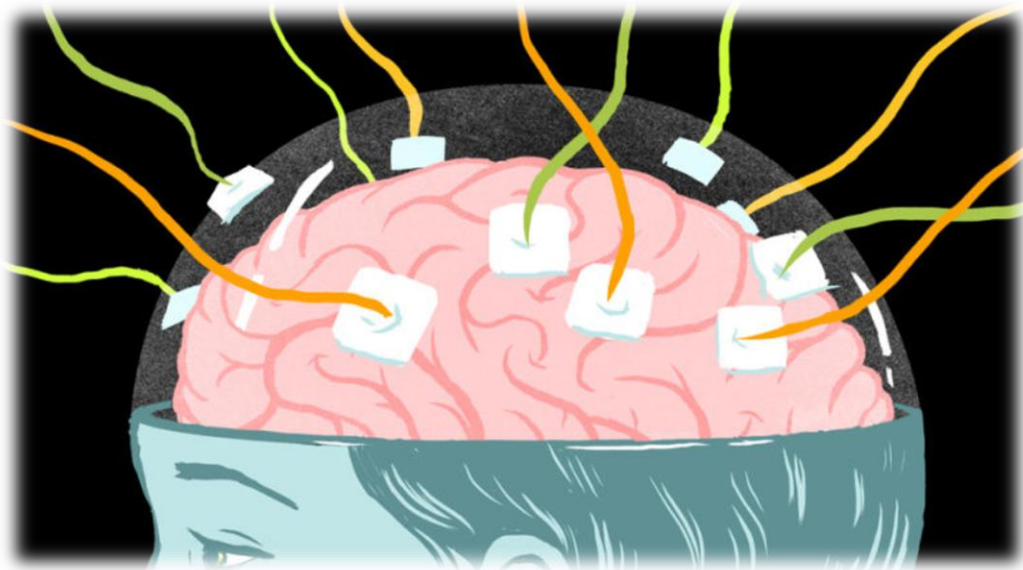


Edward DeBono's Provocations

“There is a mathematical need for provocation in thinking because self-organizing systems reach stable states of local equilibrium.”

-Edward de Bono

“Provocation has everything to do with experiments in the mind.”
-Edward DeBono



Provocation (Provocative Operation or PO) is one of the tools of lateral thinking

- escape
- reversal
- distortion
- exaggeration
- wishful thinking

Provocation Method: Reversal

- Logical in hindsight
- Reversal
- Go in the reverse or opposite direction from the normal direction of action to create instability
 - Plane lands upside down
 - Answer the phone and then it rings,
 - A patient is discharged before being admitted
 - A patient is rehabilitated before surgery



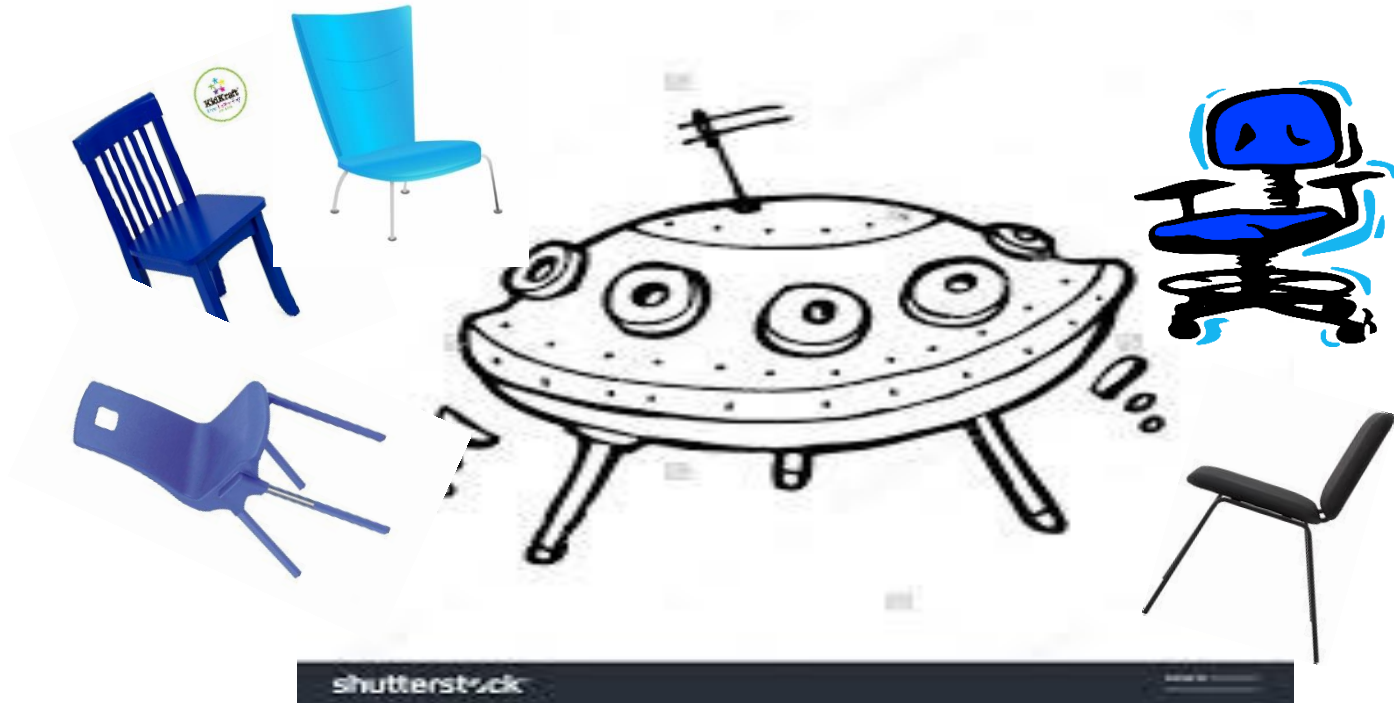
Back to the Future: Notes from the End of the Epidemic



December 31, 2020
(Insert Actual Date Here)

Time Tables

These tables have been specially crafted to carry you on the wings of peer learning to the end of the epidemic! Buckle up! It's time to fly!



The AIDS Epidemic Ends in *(insert location here)*

!!!!

Slide Heading – Arial Bold

Copy (Arial Regular)

Part One A: Back to the Future

- It is 2020, and *(insert your location here)* has successfully ended the AIDS Epidemic!!!
- How did we do it??? Each table takes 10 minutes to answer the following questions:
 - What role did quality improvement play?
 - What role did this group play?
 - What role did your clinic or organization play?
 - What role did you play?
 - What new and innovative communication techniques did we use to share and spread improvements?
 - What processes have we set in place to sustain the improvements?

Part One A: Back to the Future

- It is 2020, and *(insert your location here)* has successfully ended the AIDS Epidemic!!!
- How did we do it??? Each table takes 10 minutes to answer the following questions:
 - What role did quality improvement play?
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Part One B: Time Tables



- Each table is assigned a different patient subgroup for whom their quality improvement work ended the epidemic
- Using talking points included in their packets, the Time Table Teams work backwards to illuminate how they accomplished their goal of ending the epidemic

Time Table One



Your team successfully implemented process changes to help your unsuppressed *patients who were actively using substances* to viral suppression. Some things you considered in developing your breakthrough improvement were gender, age, culture, language, housing, socio-economic status, and interpersonal relationships. Your changes were shared, spread, and tailored to meet the needs of other communities until all *substance using PLWHAs* across *the state* were virally suppressed. How did you do it?

Time Table Two



Your team successfully implemented process changes to help your unsuppressed *patients with mental health issues* to viral suppression. Some things you considered in developing your breakthrough improvement were gender, age, culture, language, housing, socio-economic status, and interpersonal relationships. How did you do it? Your changes were shared, spread, and tailored to meet the needs of other communities until all *PLWHAs with mental health issues* across *the state* were virally suppressed. How did you do it?

Time Table Three



Your team successfully implemented process changes to help your unsuppressed *young MSM patients* to viral suppression. Some things you considered in developing your breakthrough improvement were gender, age, culture, language, housing, socio-economic status, and interpersonal relationships. Your changes were shared, spread, and tailored to meet the needs of other communities until all *young MSM living with HIV/AIDS* across *the state* were virally suppressed. How did you do it?

Time Table Four

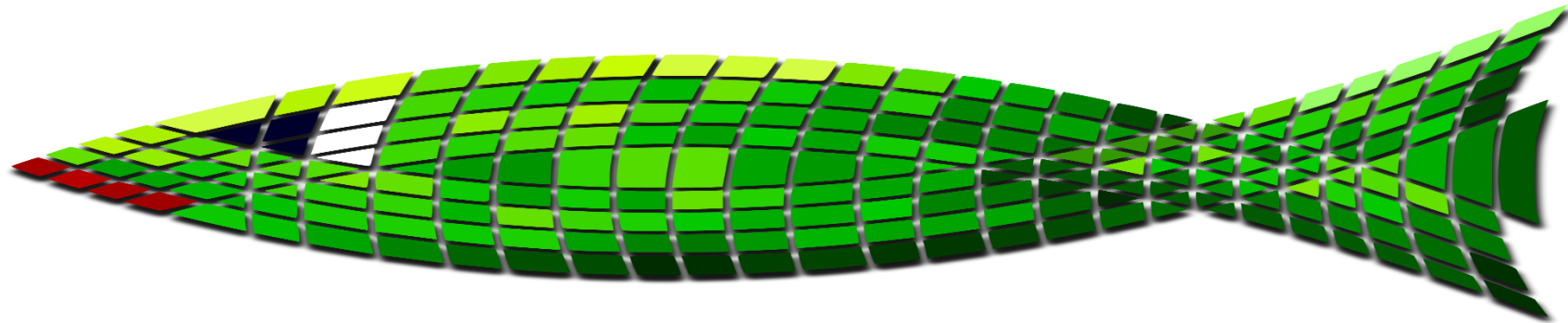


Your team successfully implemented process changes to help your unsuppressed *economically challenged patients of color* to viral suppression. Some things you considered in developing your breakthrough improvement were gender, age, culture, language, housing, socio-economic status, and interpersonal relationships. Your changes were shared, spread, and tailored to meet the needs of other communities until all *economically challenged people of color living with HIV/AIDS* across *the state* were virally suppressed. How did you do it?

Time Table Talking Points

- How did you measure changes to understand if they resulted in the desired outcomes?
- How many times did you tweak or refine your changes before implementing them?
- How many tests did you run? How did your team meet to discuss the tests in a timely manner so that you could refine and move on to the next test?
- How did you test your changes?
- Who implemented your process changes?
- What process changes did you make?
 - Each participant brainstorms as many possibilities and write them down on sticky notes, one idea per sticky.
 - How did you choose which change ideas to test?
- What QI tools did you use to investigate your current processes for areas of improvement and to think creatively about developing your improvement activity?
- How did you drill down your data to understand impacted group of patients?

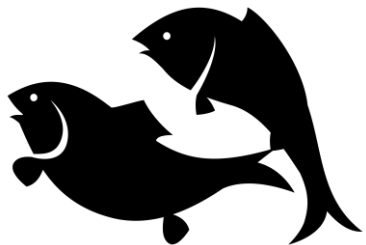
Part two:



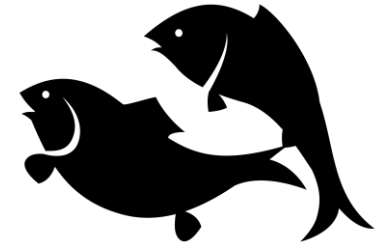
Affinity Fishbone

Affinity Fishbone (i.e. Cause and Effect Diagram)

- Gather together the ideas that each participant brainstormed and wrote down on sticky notes to improve viral load suppression amongst your patient group
- Using the cause and effect diagram template provided, group the improvement ideas in the appropriate cause area
- As a group, discuss the improvement ideas and come to a consensus as to the top idea for each cause area.

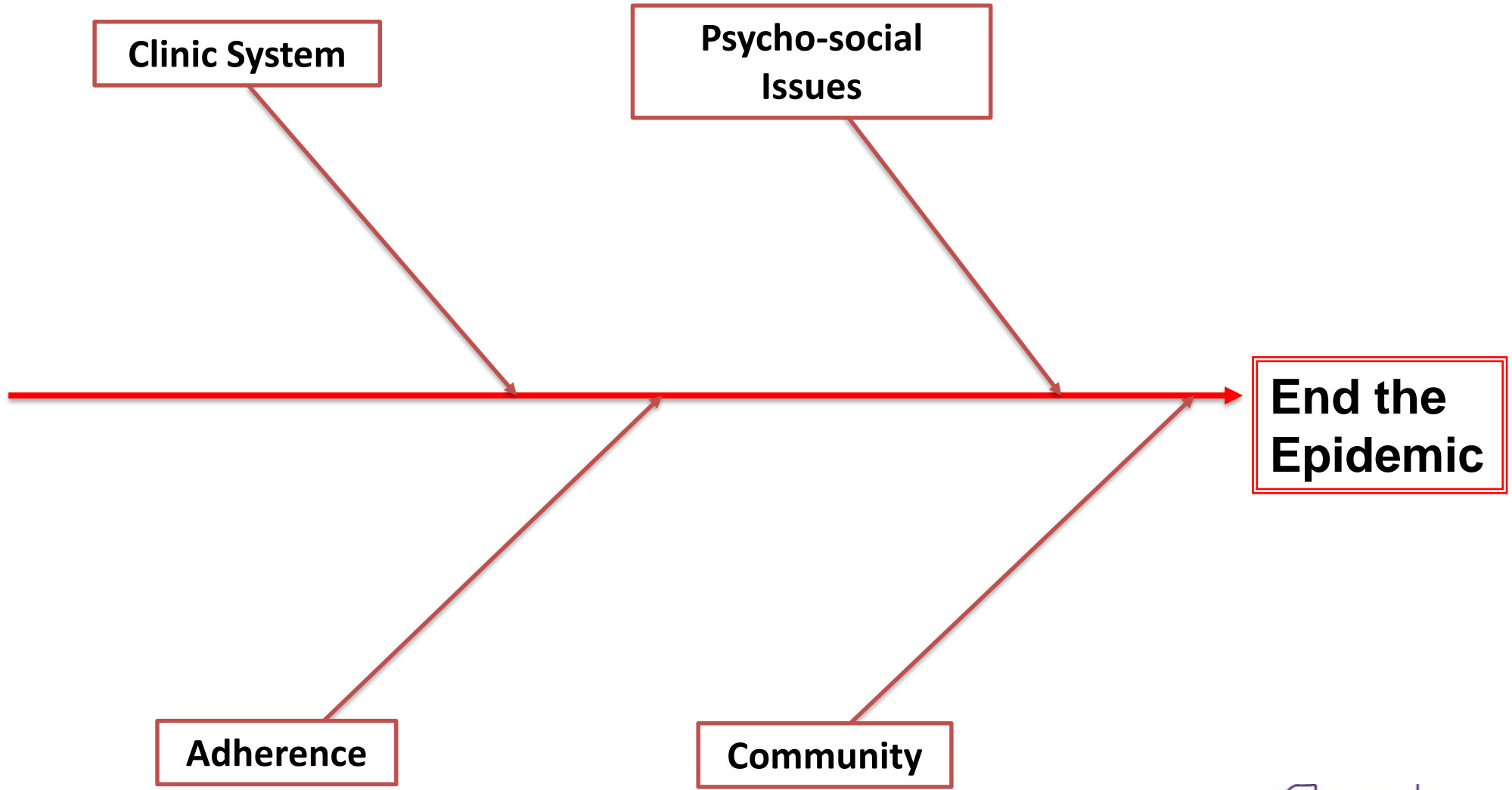


Uses of Cause-and-Effect Diagram



- Organizes and displays all causes and sub-causes that may influence a problem, outcome, or effect
- Helps push people to think beyond the obvious causes, (money, time) to find some causes that they can fix/improve
- Helps organize potential solutions and make clear who should be involved in solutions
- Encourages a balanced view
- Demonstrates complexity of the problem

Ending the AIDS Epidemic



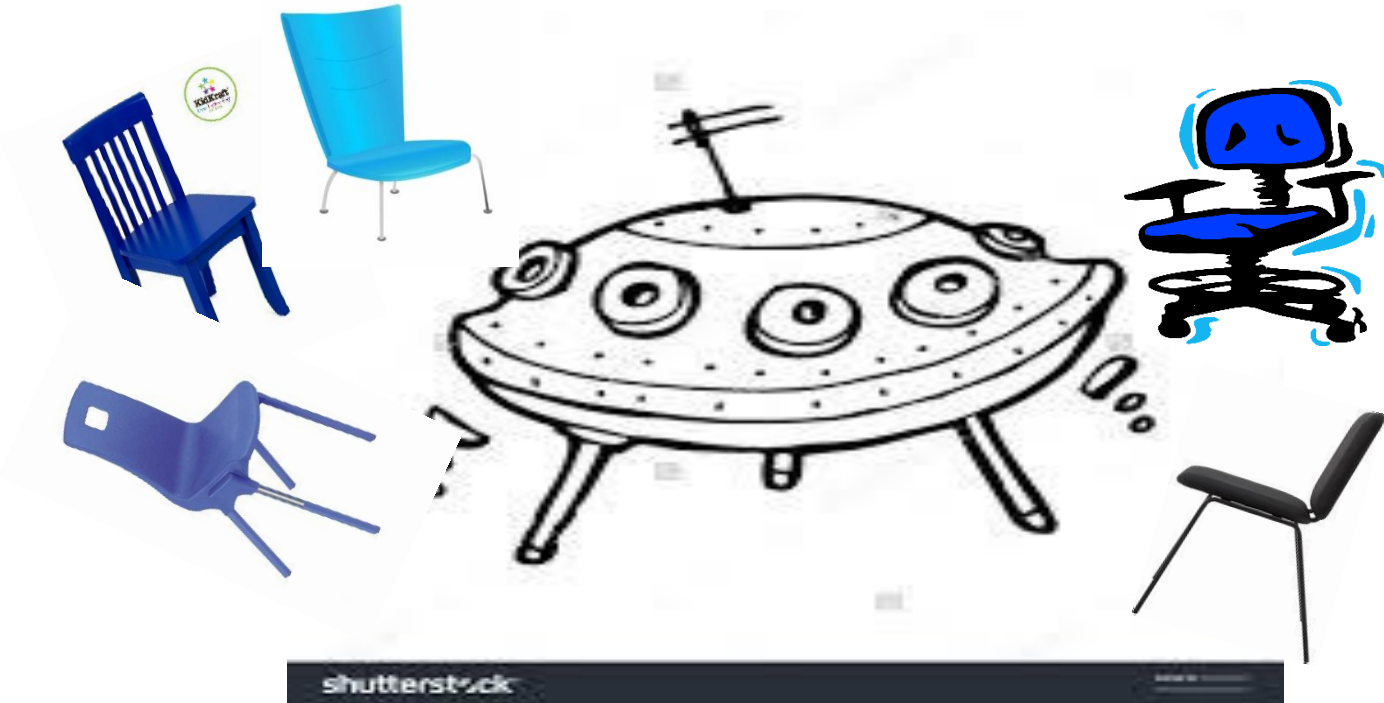
Part Three: S.W.O.T Analysis (Tables One and Four)

- What are the top ideas for each cause area that were generated during your discussion?
- Perform a S.W.O.T analysis, analyzing the strengths, weaknesses, opportunities and threats to implementing one or more of these changes to improve VLS for your patient group.
- What are the details of your strongest improvement ideas?

Part Three: Force-Field Analysis (Tables Two and Three)

- What are the top ideas for each cause area that were generated during your discussion?
- Perform a Force-Field Analysis on implementing one or more of your top improvement ideas for ending the epidemic.
- What are the opportunities? What are the challenges?
- How can you use the opportunities to overcome the challenges and improve VLS for your patient group?
- What are the details of your strongest improvement ideas?

Time Tables spin us back...



...back, back...



...and back to (insert date here)



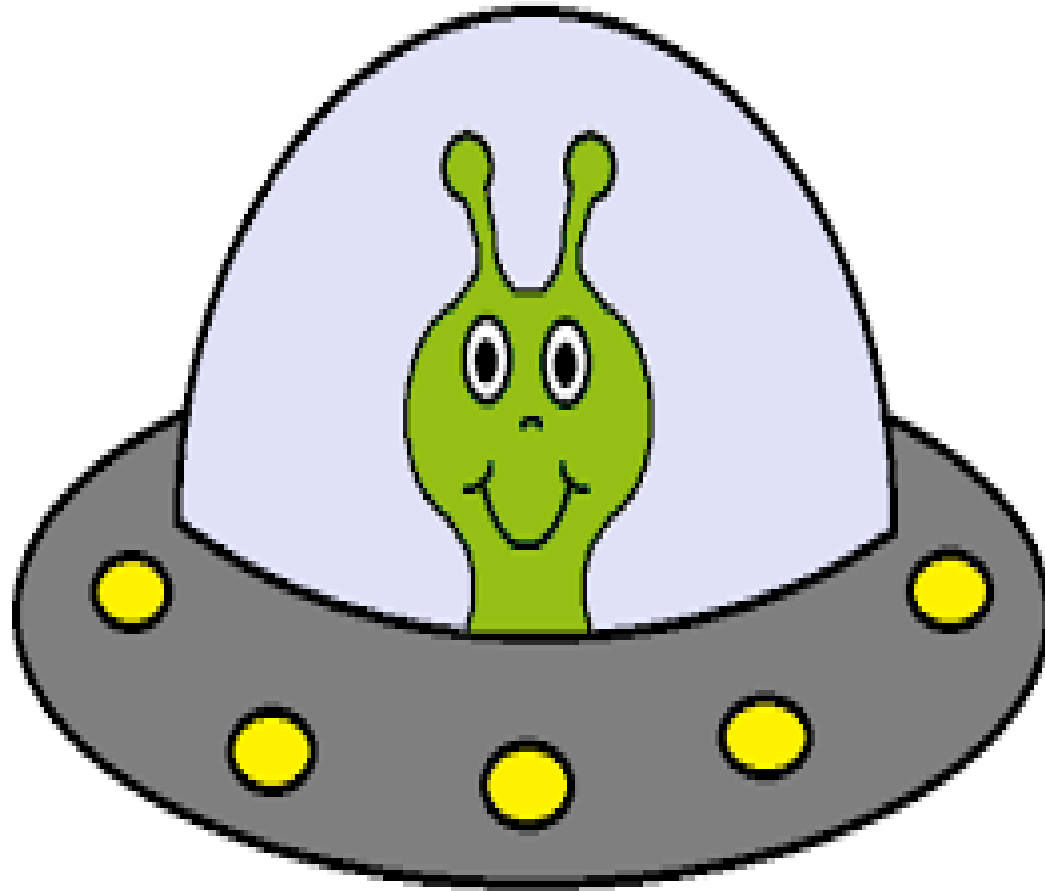
Welcome back and report back!



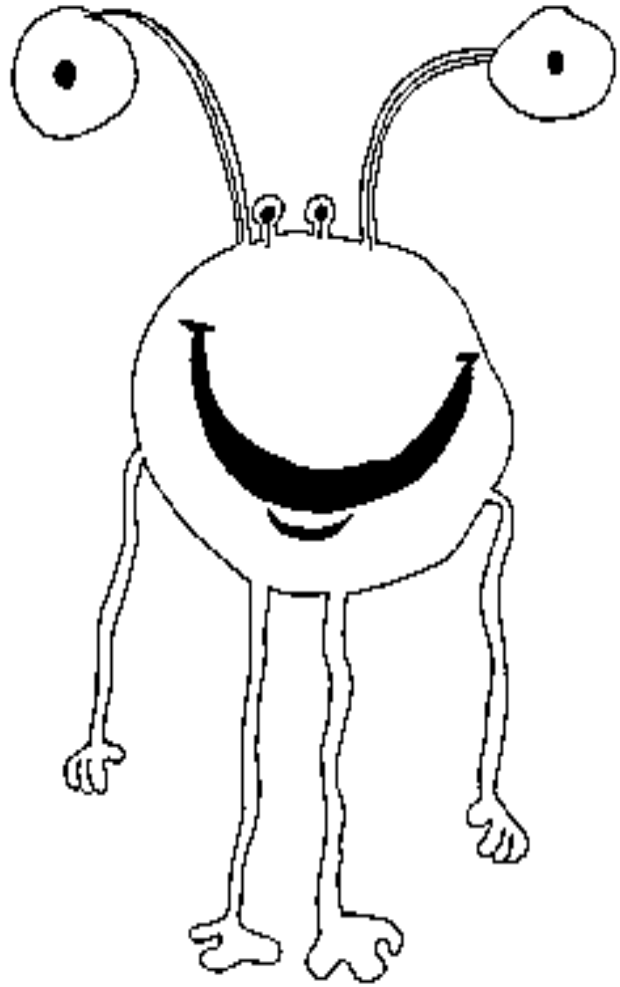
- Now that you've journeyed into the future and learned what we did to end the epidemic in 2020, what have you learned that you can implement today or by next Tuesday?
- What changes can you make to the way you provide care today that will get the ball rolling to end the epidemic on schedule?

We want to thank

- Stephen Hawking
- Stephen Spielberg
- Michael J. Fox
- Will Smith
- Rod Serlin
- Tony Rocky Horror
- Edward de Bono
- W. Edwards Deming



...and



Thank you!!!

References

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