My Improvement Project

Leading from the Frontlines

MY GOAL

The rest of this document will provide links and tools to help you plan an improvement project around your goal. There are always alternatives to any of these tools, and there may be better options for your project. Feel free to explore and customize!

Now that you have your goal, conduct your LITERATURE REVIEW.

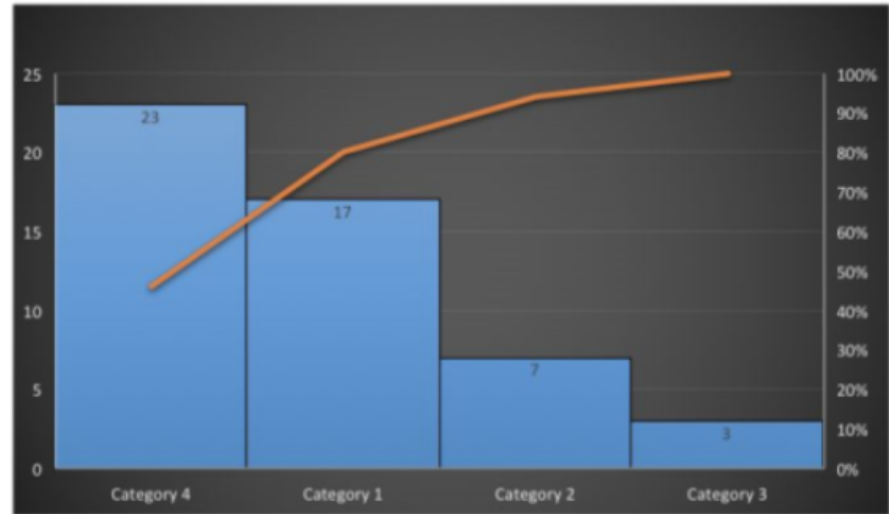Consider adding links to what you find and citations here.

To understand your problem, chart contributing factors in a FISHBONE DIAGRAM

1. Go to www.draw.io

2. Choose "Create New Diagram"

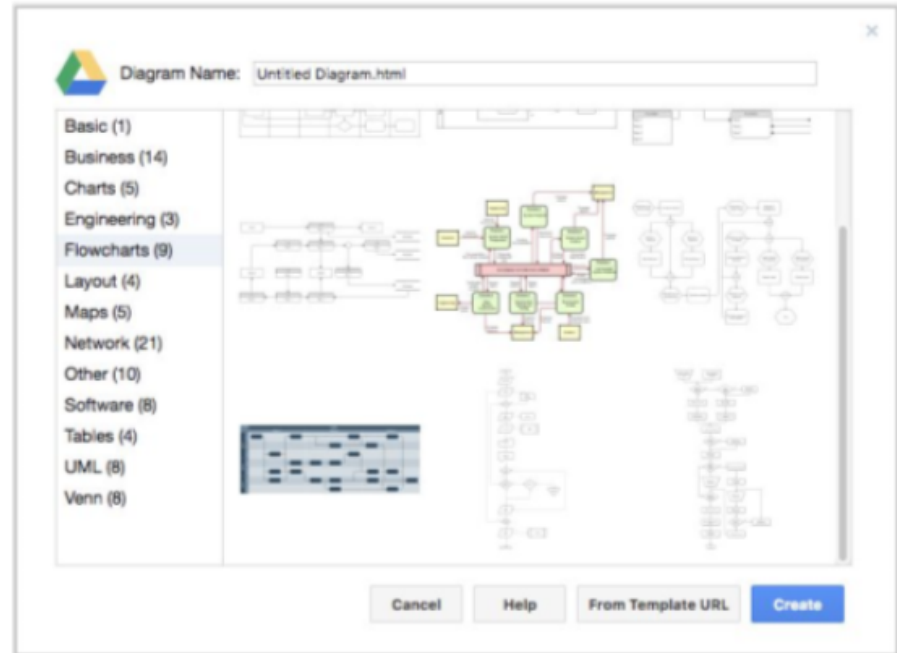3. Choose a fishbone template from the "Business" list

To understand which factors contribute the most to the issue, create a PARETO CHART

1. Go to https://mathcracker.com/ pareto-chart-maker.php

2. Enter in your data

3. Choose "Graph It"
   a. Programs like Excel, Word, FusionCharts, etc can also be used to create pareto charts

To locate where the problem is occurring and who is involved in the process, create a PROCESS MAP

1. Go to www.draw.io

2. Choose "Create New Diagram"

3. Choose a process map template "Flowcharts" list
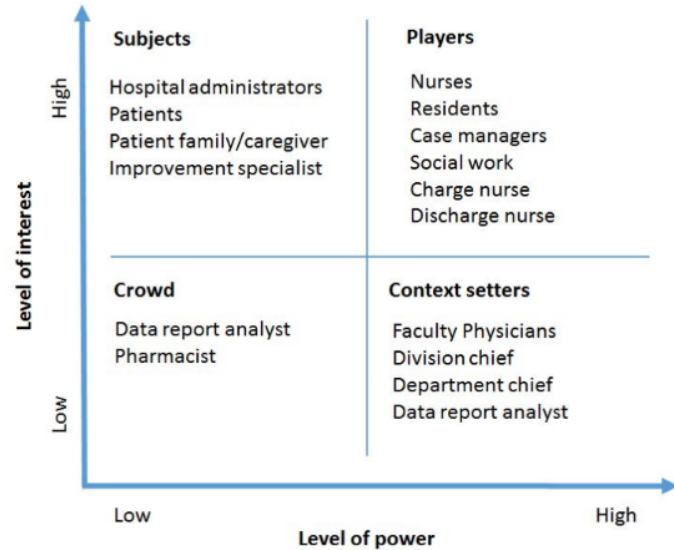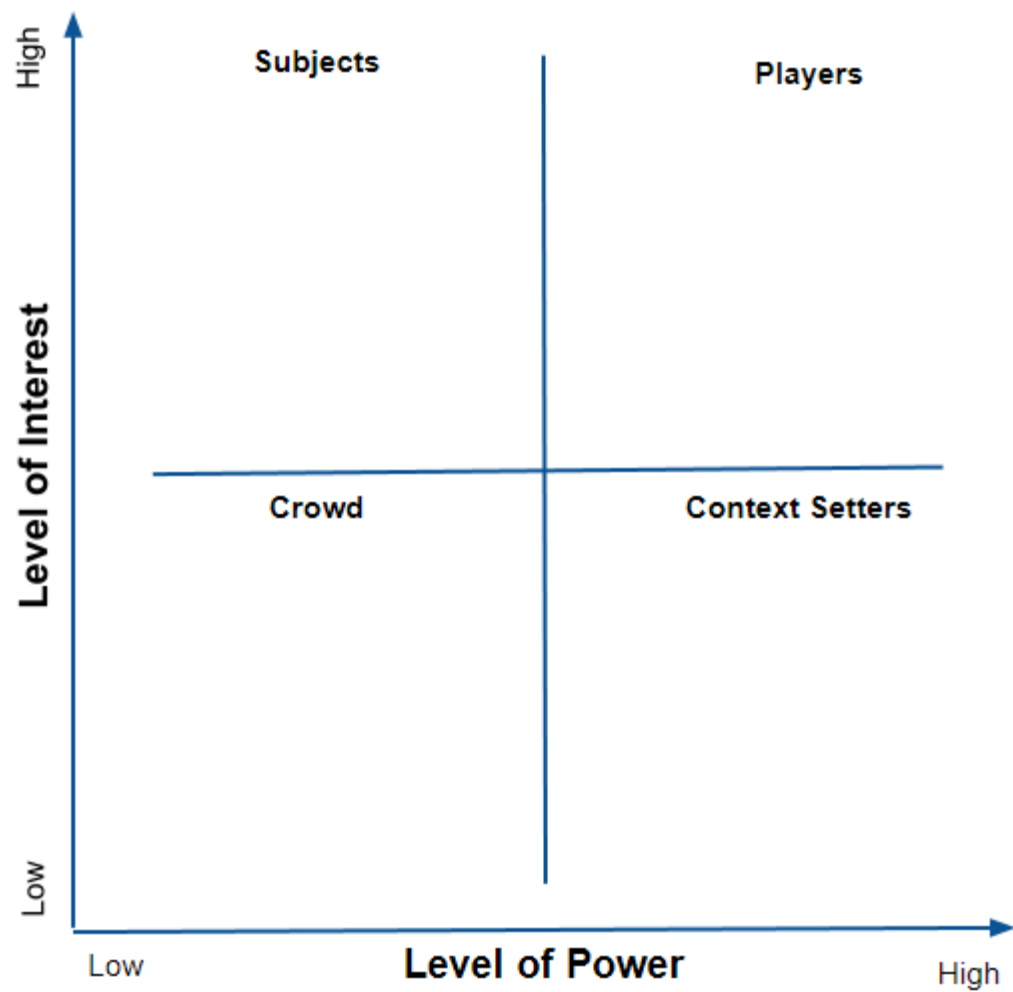   a. When you scroll down, the last 3 choices are swimlane, basic, and detailed as discussed in this module

Identify the barriers and assets to your intervention using the COST framework

	Interventions	Description	Example	Predisposing Factors (Barriers or Assets) in Your Local Clinical Environment	Potential Strategies to Apply in Your Local Clinical Environment
C	CULTURE	Valuing cost-consciousness and resource stewardship as practiced standards of medical professionalism at the individual and team level	Hospital-wide campaign led by peer-champions to raise awareness regarding overuse of lab tests	[ ] [ ] [ ] [ ]	[ ] [ ] [ ] [ ]
O	OVERSIGHT	Requiring accountability for cost-conscious decision-making at both a peer and organizational level	Requiring an attending to review the labs that residents order to promote better stewardship	[ ] [ ] [ ] [ ]	[ ] [ ] [ ] [ ]
S	SYSTEMS CHANGE	Creating supportive systems to make cost-conscious decisions using institutional policy, decision-support tools, and evidence-based clinical guidelines	Electronic health record displays costs of labs next to order for specific tests	[ ] [ ] [ ] [ ]	[ ] [ ] [ ] [ ]
T	TRAINING	Providing the knowledge, skills, and tools clinicians need to make cost-conscious decisions in their clinical environments	Lecture or workshop on ordering of lab tests	[ ] [ ] [ ] [ ]	[ ] [ ] [ ] [ ]

COSTS of CARE

Map your stakeholders according to level of interest in your project and level of power to impact your project to determine KEY STAKEHOLDERS

1. The subjects are those who have high interest but low power. They can help to secure understanding and buy-in

2. The players are those who have both high interest and high power. They will be your main collaborators

3. The crowd are stakeholders with both low interest and low power, but who should be kept informed of implementation or changes

4. The context setters have high power but not high interest. These are people who should be consulted and given a voice in proceedings as they influence success

Level of interest (High / Low)

Level of power (Low / High)

Subjects
Hospital administrators
Patients
Patient family/caregiver
Improvement specialist

Players
Nurses
Residents
Case managers
Social work
Charge nurse
Discharge nurse

Crowd
Data report analyst
Pharmacist

Context setters
Faculty Physicians
Division chief
Department chief
Data report analyst

Map the 'story' of your project

- Click here to download and edit an A3 Strategy Template

- Click here to download and edit the IHI's QI Project Charter Template

This step really hones in on what your project is, what it will accomplish, and how it will go about it. It gets everyone on the same page and identifies their roles and objectives.

Implement Your Project!