Publication and Dissemination of Quality Improvement Efforts

A Structured Problem Solving Approach

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Scientific Method (PDCA Cycle)

Plan
(Hypothesis/proposal)

Do
(Try)

Check
(Reflect)

Act
(Adjust)

 Applies to:

- Research
- Clinical care
- Care process: QI & safety
- Health care system

Linked Multiple Cycles

- Research: Program with projects
- Clinical care: Episode with visits
- Care process: Program with projects
- Health care system: Program with initiatives
Plan (Logic Diagram) for a Proposed Improvement Cycle

What are the problem, the general goal, and the specific aim?

Problem
(Baseline data show current performance related to problem)

General Goal
Specific Aim(s)
(Aim is measurable target in a timeframe)

What are the major causes of the problem? *

Cause #1

Intervention #1

Operational Steps #1

Cause #2

Intervention #2

Operational Steps #2

Cause #3

Intervention #3

What are interventions (countermeasures) that address major causes?

Cause #4

What are operational plans to implement the interventions?
Example of Plan (Logic Diagram) for a Proposed Improvement Cycle

What are the problem, the general goal, and the specific aim?

**Problem**
- Women with congenital heart disease often do not receive proper counseling about cardiovascular risks of pregnancy. (Baseline: CARPREG score is documented for only 3% of patients)

**General Goal**
- Improve communication of pregnancy risk.

**Specific Aim(s)**
- Score documented for ≥ 80% over next 4 months

What are the major causes of the problem?

- Pediatric cardiologists less aware of need
- Calculation of risk is difficult to remember
- Physician’s views differ in content of preconception counseling & in expected documentation

What are interventions (countermeasures) that address major causes?

- Education about need and CARPREG scoring
- Worksheet to simplify calculation
- Develop standard process for identifying patients, scoring, and recording scores

What are operational plans to implement the interventions?

- Team lead develops and presents educational program and worksheets
- Physicians, program assistants, and medical assistants jointly develop “standard work”
Facilitating Structured Problem Solving: Steps, Questions, Tools

When someone identifies a likely quality or safety problem in his/her everyday work, use this illustrative guide to consider and ask questions to help the person think through how to understand and address the problem.

Steps
What is the problem?
Is this a problem? For whom? Why?
What is current performance?
How do you know this is a problem?
Why is this problem a priority?

What is your goal?
What do you really want to happen?
Can you develop a SMART goal? (specific, measurable, attainable, relevant, time-bound)

Understand Primary Causes
Why is this problem occurring?
Why are those factors occurring?
Why do you think these are the important causes?
  - What do you actually know?
  - How can you find out more?
Consider Countermeasures

What ideas do you have to address the causes?
Who else would have ideas?
Who should be involved in selecting countermeasures?

Develop Operational Plans

Operationally what needs to be done?
Who is going to do what?
When is it going to be done?
Who should agree on operational plan?
Publication and Dissemination of Quality Improvement Efforts: Your Next Steps?

As a result of our discussion, what will you do?

Write your answer(s) on a piece of paper (for yourself).

Discussion – What will you do?