Enhancing CMV Programs and Services:
Tools and Techniques of the Quality Improvement Process

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Learning Objectives

• Learning Objective 1:
  Participants will be able to describe the fundamental principles of the quality improvement process

• Learning Objective 2:
  Participants will be able to apply three quality improvement tool
TYPES OF PROCESSES

CORE

"A process that provides a service to communities or populations."

SUPPORT

"A process that provides key services to enable an organization's core processes to perform."

Riley, Dinh, Upjohn, Halverson, 2017
Quality Improvement is the use of a deliberate and defined improvement process such as Plan-Do-Study-Act, which is focused on activities that are responsible to community needs and improving population health. It refers to a continuous and ongoing effort to achieve measurable improvement in the efficiency, effectiveness, performance accountability, outcomes, and other indicators of quality in services or processes which achieve equity and improve the health of the community.

Quality Improvement Tools
PUBLIC HEALTH QUALITY IMPROVEMENT ENCYCLOPEDIA

www.phf.org -- $32
QUALITY IMPROVEMENT TOOLS

Process Map
QUALITY IMPROVEMENT TOOLS
Process Map

Clinically deteriorating patient

- CODE BLUE? YES → Code Blue Protocol
  NO → Rapid Response Team?
    YES → Activate RRT button
    NO → Activate ICU consult button? and fill out basic information online

- ICU calls Med/Surg within 15 minutes of activating consult icon
  Immediate ICU transfer?
    YES → Transfer to ICU
    NO → ICU U.P. comes to Med/Surg Unit for consultation within 30 minutes after call

- Transfer to ICU?
  YES → ICU
  NO → MED/SURG
Resource

Lucidchart.com

Our flowchart maker works the way you do
Effect
Support
that this
is the
cause

Cause-and-Effect Diagram

QUALITY IMPROVEMENT TOOLS
# Quality Improvement Tools

## Pareto Charts

<table>
<thead>
<tr>
<th>Day of Week</th>
<th>Number of Muffins Sold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>200</td>
</tr>
<tr>
<td>Friday</td>
<td>150</td>
</tr>
<tr>
<td>Wednesday</td>
<td>100</td>
</tr>
<tr>
<td>Thursday</td>
<td>50</td>
</tr>
<tr>
<td>Tuesday</td>
<td>25</td>
</tr>
</tbody>
</table>

*Number of Muffins Sold*
QUALITY IMPROVEMENT TOOLS

- Standardize process
- Adjust process
- Start over

- Evaluate results
- Implement solution
- Gather data

- What is problem?
- Why the problem?

Plan-Do-Study-Act Cycle
Cards

• **Objective**
  • Divide the cards in your group as fast as possible so that every member of the group has the same numerical sum.

• **Values**
  • Aces = 1
  • 2-10 are the amount shown

• **Time**
  • 30 seconds
• **Do**
  
  • GO – raise your hand when you are done.

• **Plan**
  
  • How to divide the cards

• **Do**
  
  • GO – raise your hand when you are done.

• **Study/Check:**
  
  • Did you meet your goal?

**DO NOT TOUCH YOUR CARDS**
• **Act:**
  • Start over

• **Plan**
  • Revise plan

**DO NOT TOUCH YOUR CARDS**

• **Do**
  • GO – Raise your hand when you are done.

• **Study/Check:**
  • Did you meet your goals?