

INSTRUCTIONS FOR USING THIS TOOL

DELETE THIS SLIDE BEFORE PRESENTATION

- *Use these PowerPoint slides for any presentations for which they may be useful.*
- *These slides may be useful earlier on in the process than during implementation; feel free to use them at any point in your QI process.*
- *Modify as needed to suit your hospital – you may wish to delete sections of slides, and/or add material relevant to your hospital.*

Improvement Methods Overview

Prior to Action Planning

- Use Assessment of Organizational Readiness for Change related to the Inpatient Quality Indicators, Patient Safety Indicators, and/or Pediatric Quality Indicators (Section A tools or AHRQ Survey on Patient Safety Culture)
- Review current performance on each of the metrics (Section B tools)
- Determine priorities for performance improvement (Section C tool)

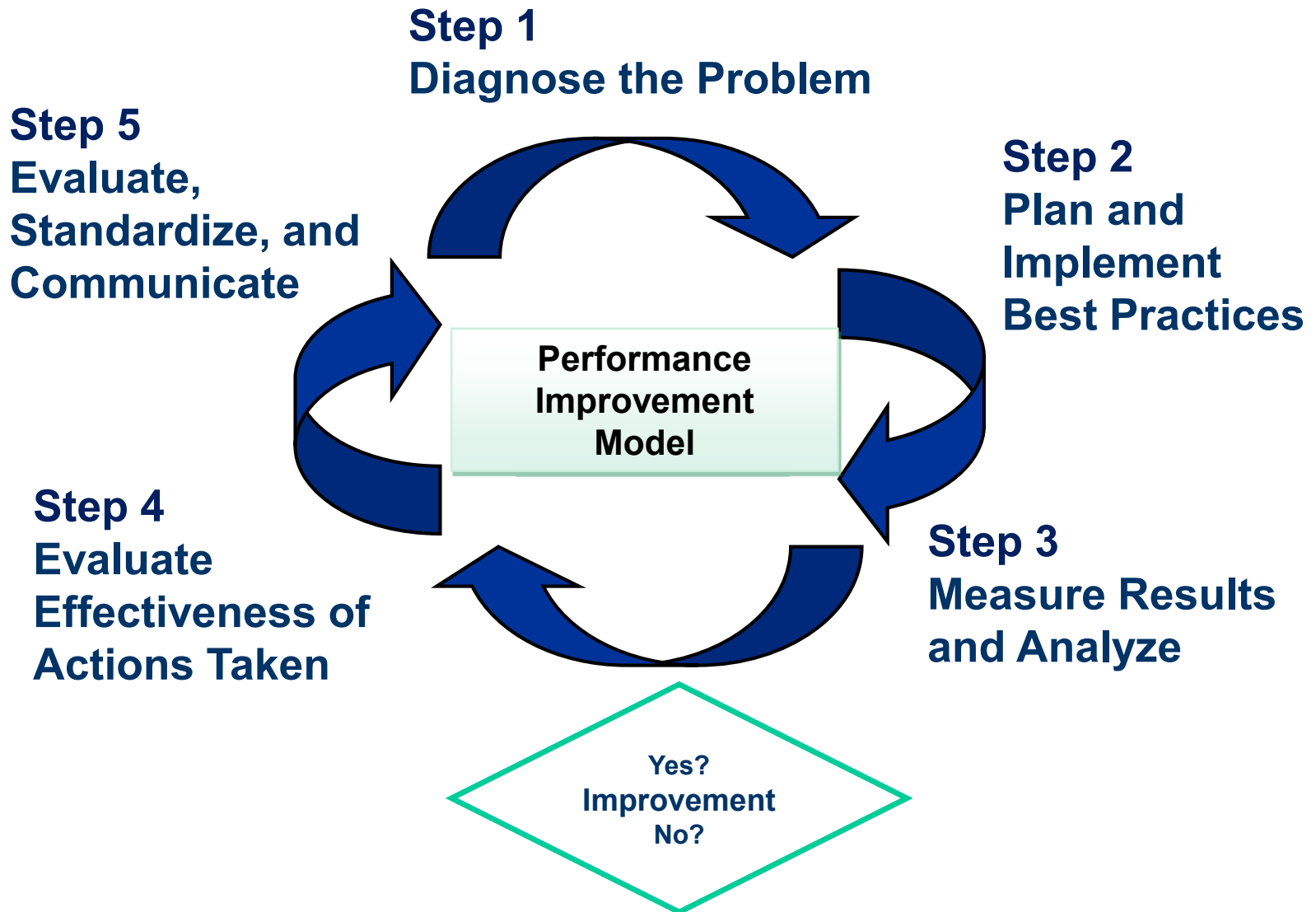
Preparation/Action Planning

- Designate staff who will work as a project team throughout the performance improvement initiative
- Have the team review the output from the tools in sections A, B, and C
- Have the team review list of other resources in case they may be helpful (Section G tools)

Performance Improvement Model

1. Diagnose the problem
2. Plan and implement best practices
3. Measure results and analyze
4. Evaluate effectiveness of actions taken
5. Evaluate, standardize, and communicate

Source: Langley GJ, Nolan KM, Nolan TW, et al. The improvement guide: a practice approach to enhancing organizational performance. San Francisco: Jossey-Bass; 1996.



Source: Langley GJ, Nolan KM, Nolan TW, et al. The improvement guide: a practice approach to enhancing organizational performance. San Francisco: Jossey-Bass; 1996.

Step 1
Diagnose the Problem

- Describe Improvement Initiative – Project Charter (Tool D.2)
- Review and Select Best Practices (Tools D.3, D.4)
- Conduct a Gap Analysis (Tool D.5)
- Select Best Practices on Gap Analysis

Step 5
Evaluate, Standardize, and Communicate

- Project Evaluation (Tool D.8)
 - Focus on lessons learned
 - Future planning
 - Standardization of best practices

Step 2
Plan and Implement Best Practices

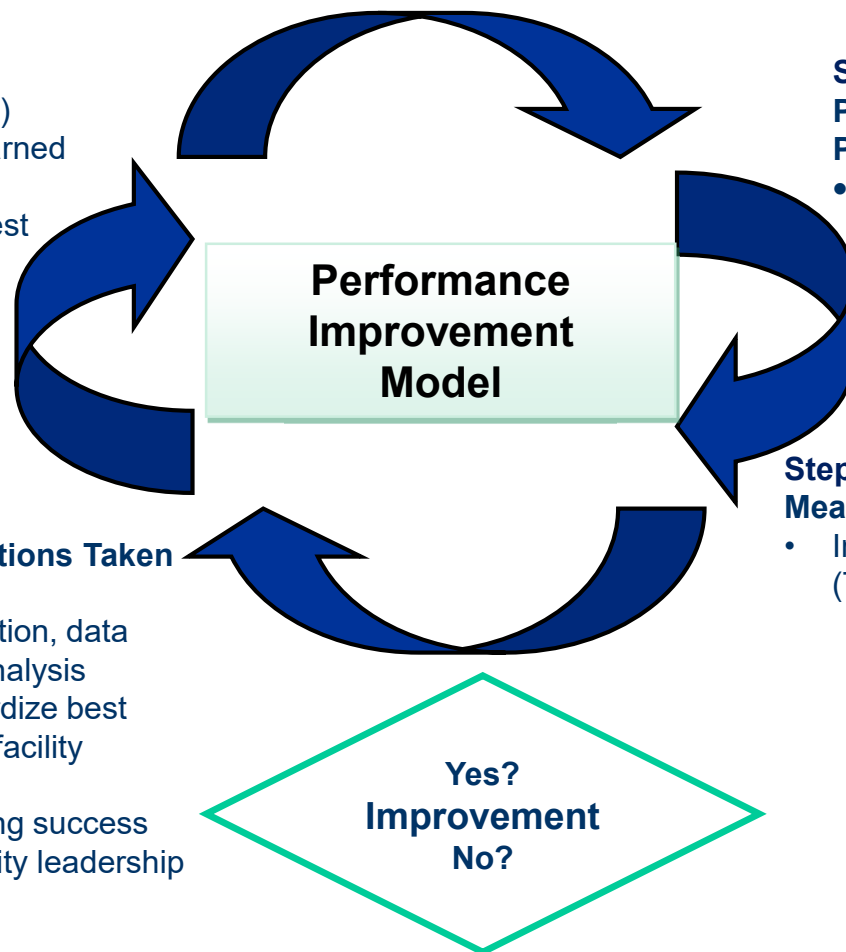
- Develop Implementation Plan (Tool D.6)

Step 3
Measure Results and Analyze

- Implementation Measurement (Tool D.7)
 - Collect data on key process measures related to each best practice
 - Review data to determine effectiveness

Step 4
Evaluate Effectiveness of Actions Taken

- Results satisfactory:
 - Continue implementation, data measurement, and analysis
 - Integrate and standardize best practices throughout facility
- Results not satisfactory:
 - Identify issues blocking success
 - Report results to facility leadership



Source: Langley GJ, Nolan KM, Nolan TW, et al. The improvement guide: a practice approach to enhancing organizational performance. San Francisco: Jossey-Bass; 1996.