

Clinical Quality

What Can You Do To Improve?

EvidenceNOW Southwest
Peer Learning Workshop

Quality Healthcare

Getting the RIGHT care

To the RIGHT patient

At the RIGHT time

In the RIGHT way

Ultimate Concern:

Did the patient (population) get better?



What is Quality?

- Quality is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge
- Six dimensions:

Safe
Timely

Effective
Efficient

Patient-Centered
Equitable

IOM 1990

How Do You Know if You're Improving?

- First you have to know where you are

- Baseline data



- You have to know where you want to go

- Have a goal
 - Plan how you will get there



Let's Look at ENSW Clinical Quality Measures

ENSW CQMs

Measure	Site Results	Benchmark
Aspirin Use	74%	75%
Blood Pressure In Control	50%	61%
Cholesterol Management	85%	70%
Smoking Cessation Support	93%	80%

ENSW CQMs

Measure	Site Results	Benchmark
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What does this tell you?

Does it tell you WHY?

Figure Out “Why”

- Validate data report
- Make sure staff are properly trained to
 - Document information in the EHR
 - Take blood pressures correctly
 - Follow the hypertension guidelines for treatment
- Get input from staff about why they think the numbers are low
 - Think about one change that might make a difference and test that change (PDSA)

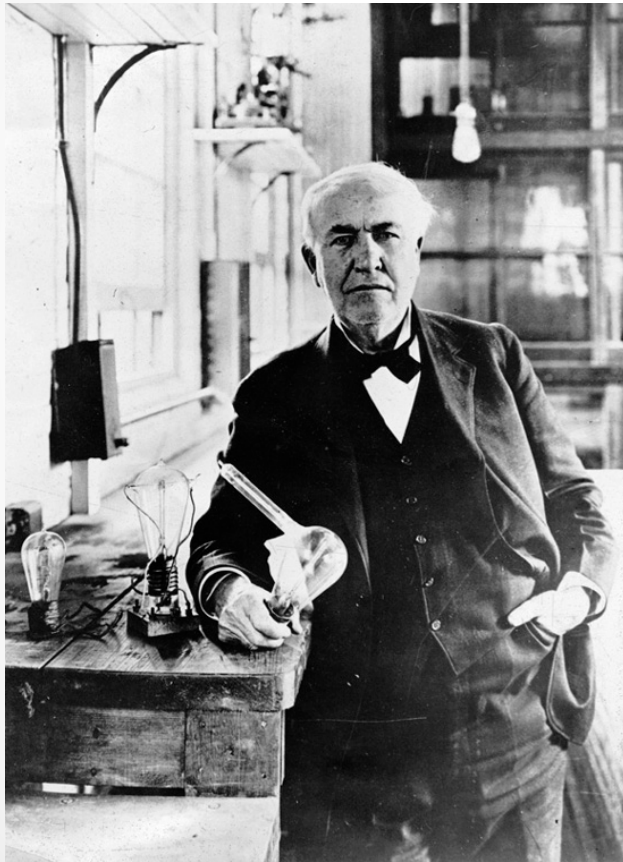
PDSA



Example

- XYZ is a large inner city medical practice
- Staff want to get BPs to 70% in control (from 50%)
- Staff think stressful travel to the practice & “White Coat” syndrome contribute to higher BP measurements
- **PLAN:** Have patients rest in dark room for 5 min. before taking BP
- **DO:** Record BPs on a paper grid with previous BP documented, also. Implement in Gold Team for 2 sessions.
- **STUDY:** BP's went up (when compared to the previous BP). Staff made calls to patients the next day to find out their feelings about the dark room and the wait. Some were afraid of the dark; others upset about having to wait
- **ACT:** Start new Plan (cycle) – more brainstorming

Was This a Failure?



“I have not failed.
I’ve just found 10,000
ways that won’t
work”

“Never get
discouraged if you
fail. Learn from it.
Keep trying.” T. Edison

Peer Learning

- Sharing helps us learn what's worked in other settings (and what hasn't worked).
- It gives us ideas about how to approach our own changes/challenges.
 - Share if you've used the PDSA model for improvement, and if it helped you improve. Give an example.
 - Share if you've used another model for improvement (Six Sigma, Lean, etc.), and if it worked. Give an example.
 - How does your practice view "failure". Will there need to be a culture change?