

Make Improvement Stick

How to Set Up Your Initiatives for Success



Informational Call

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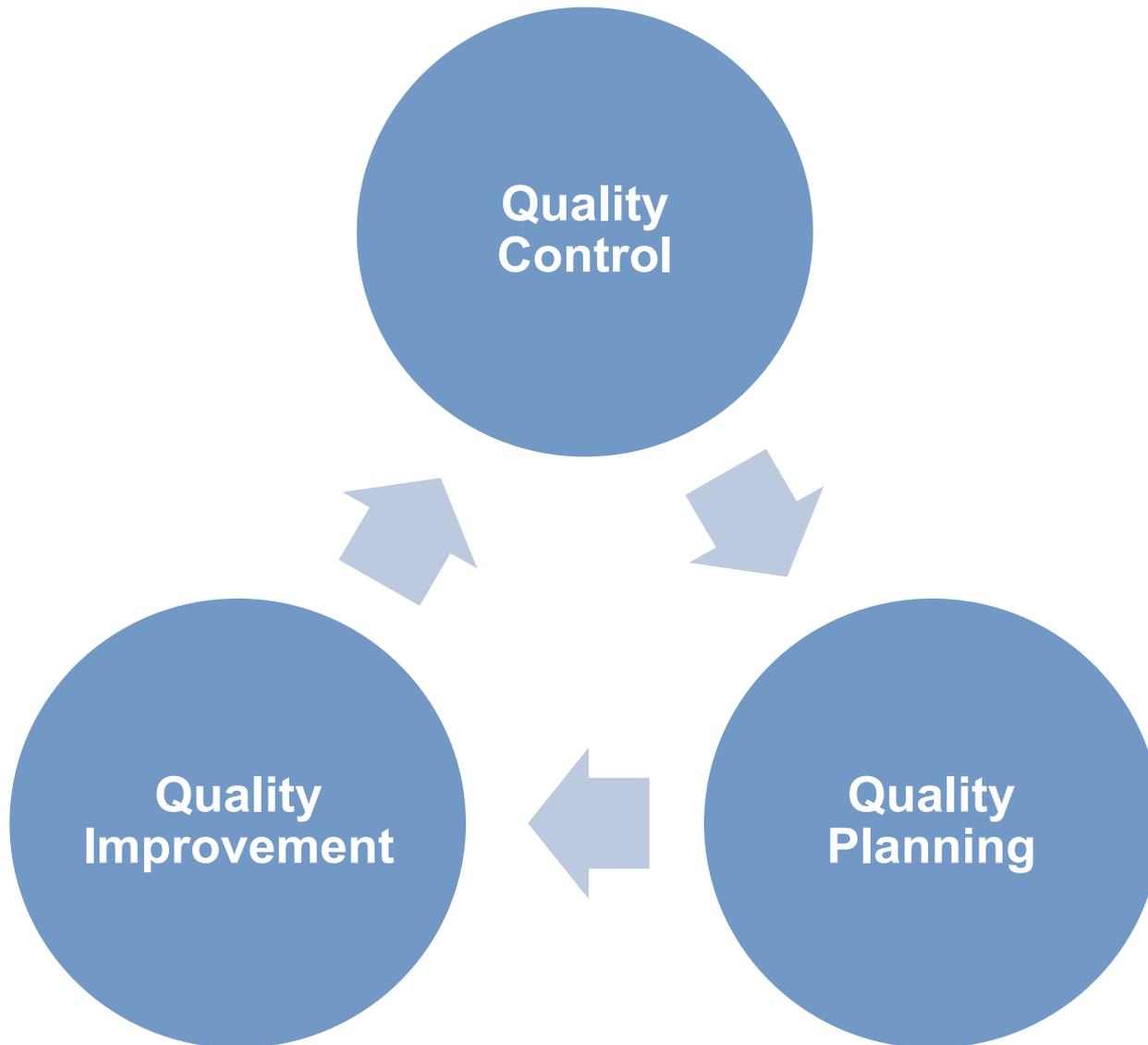


Why this, why now?

- What we heard from customers like you:
 - Why initiatives fail: lack of planning, insufficient content, no learning system, no evaluation plan
 - Resources for QI are scarce
 - Improvement fatigue is real
 - Sustainability is critical
- Formative evaluation within IHI
- IHI White Paper “Sustaining Improvement”

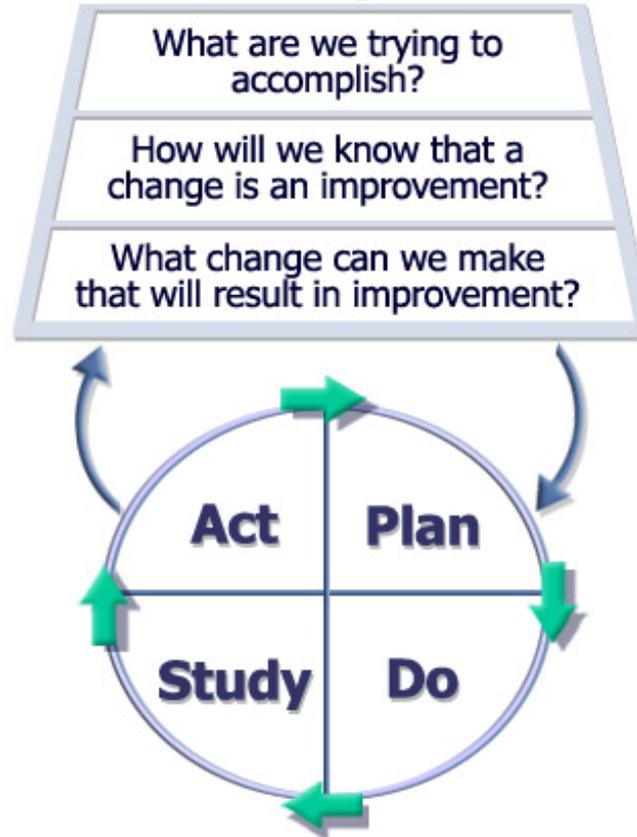


The Juran Trilogy

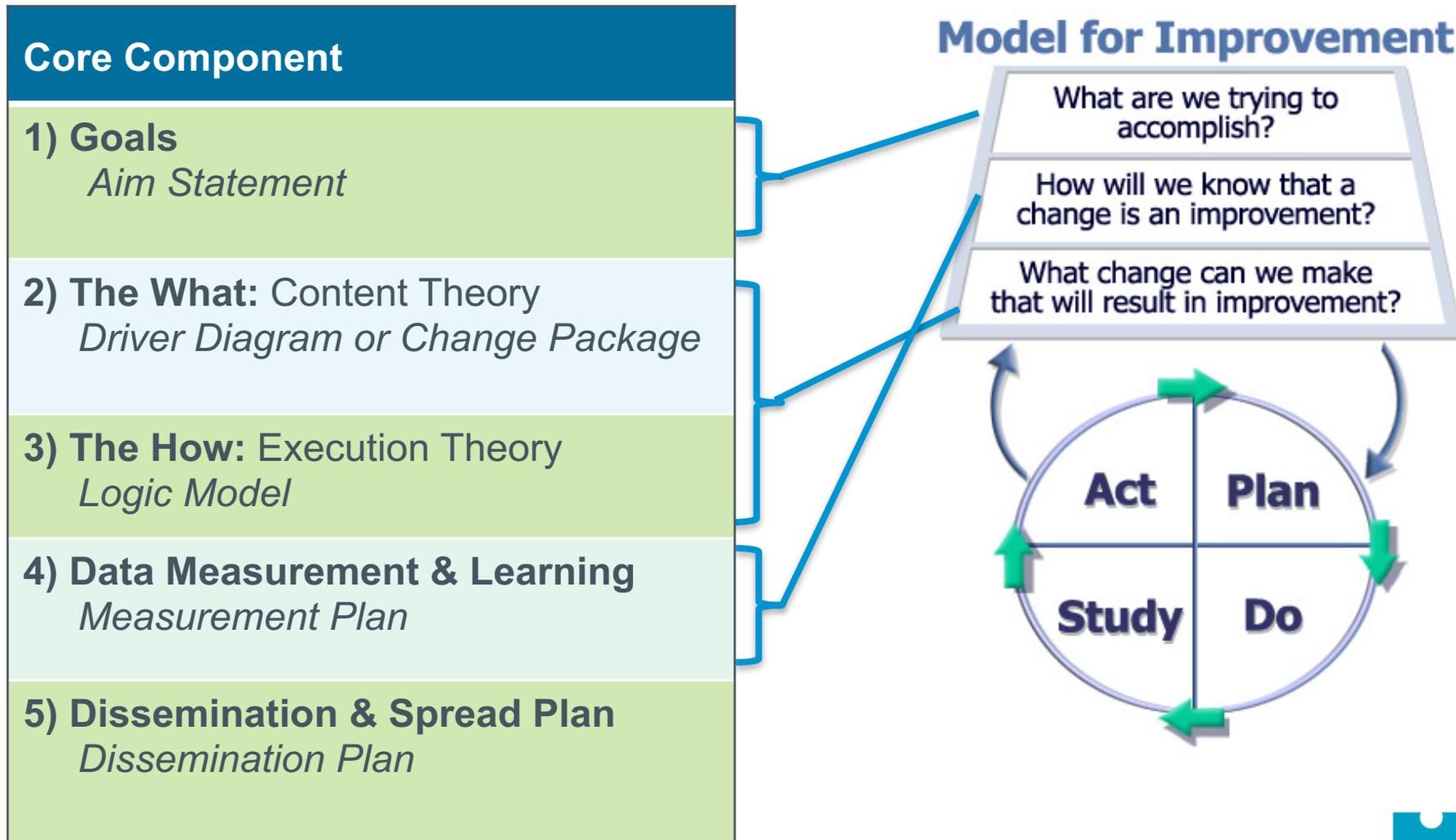


A Model for Learning and Change

Model for Improvement



Five Core Components: The Model for Improvement



1) Goals: Aims in Practice

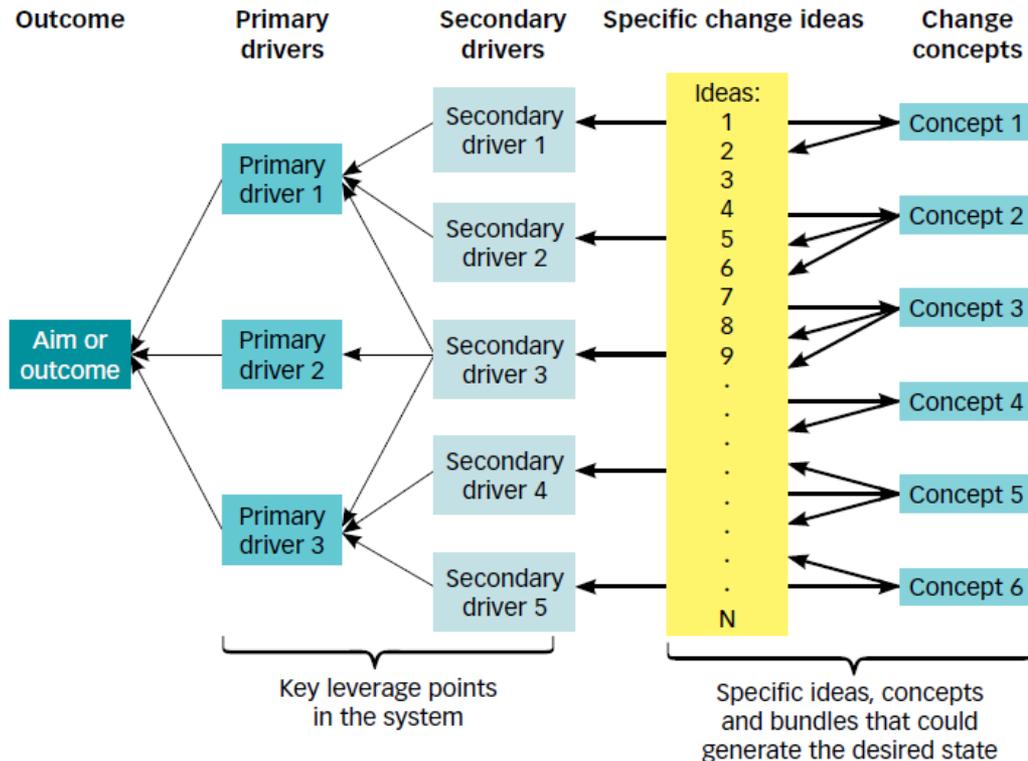


We know what we are doing (and not doing)



1) The What: Aims in Practice

Conceptual view of a driver diagram / FIGURE 2



3) The How

Improvement
Team
Meetings

Reporting

Production of Stuff

Milestone Review

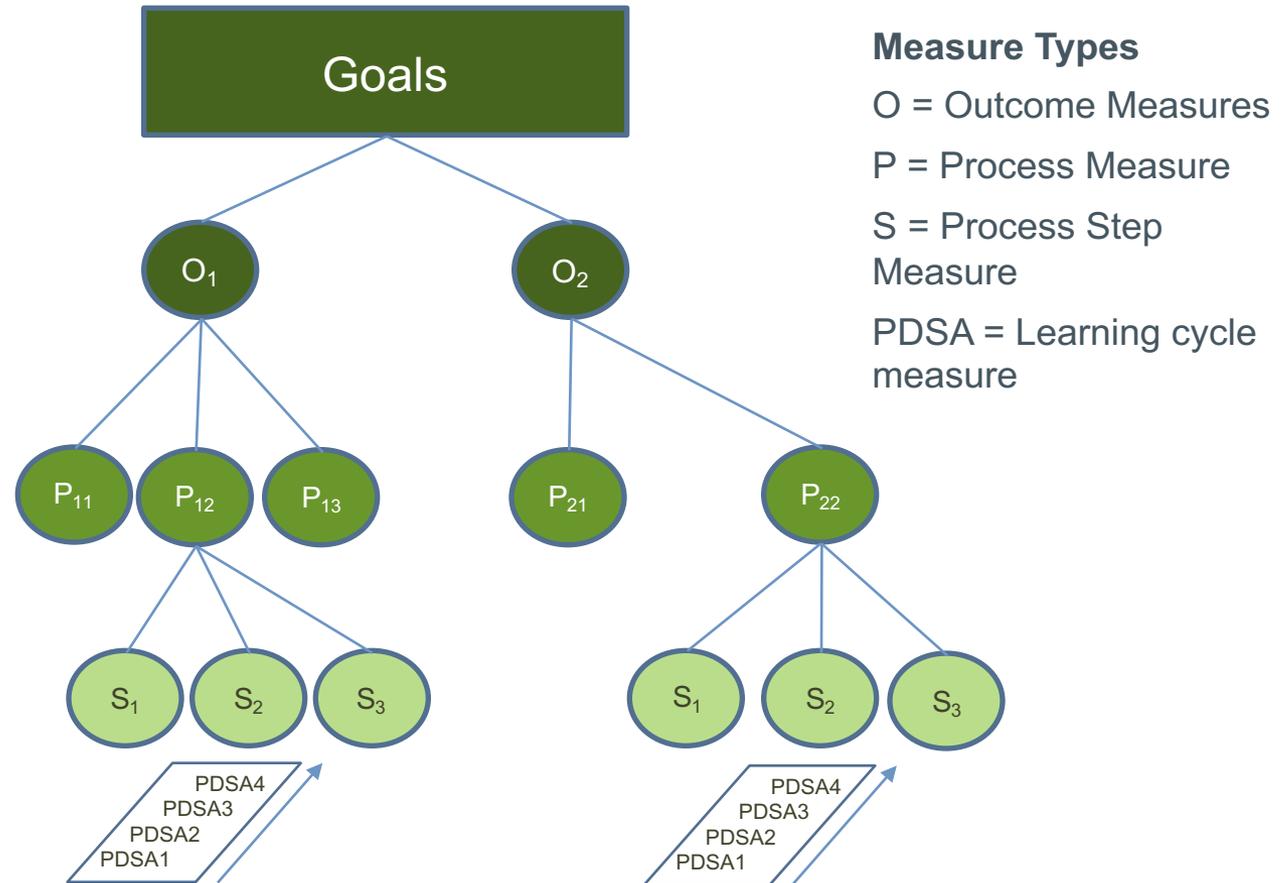
Learning Events

Coaching

Planning for
Spread & Scale



4) Data Measurement & Learning

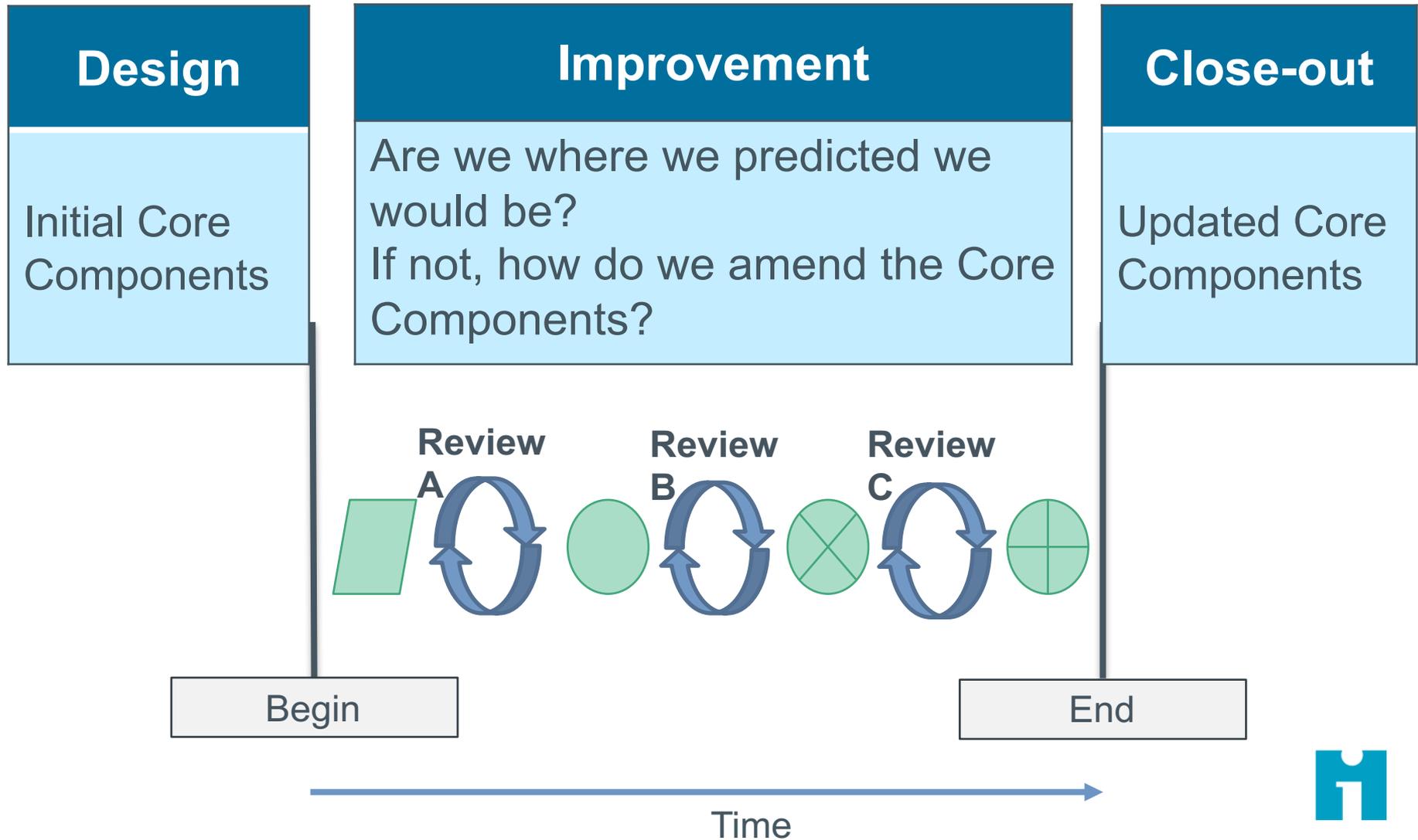


5) Dissemination & Spread Plan

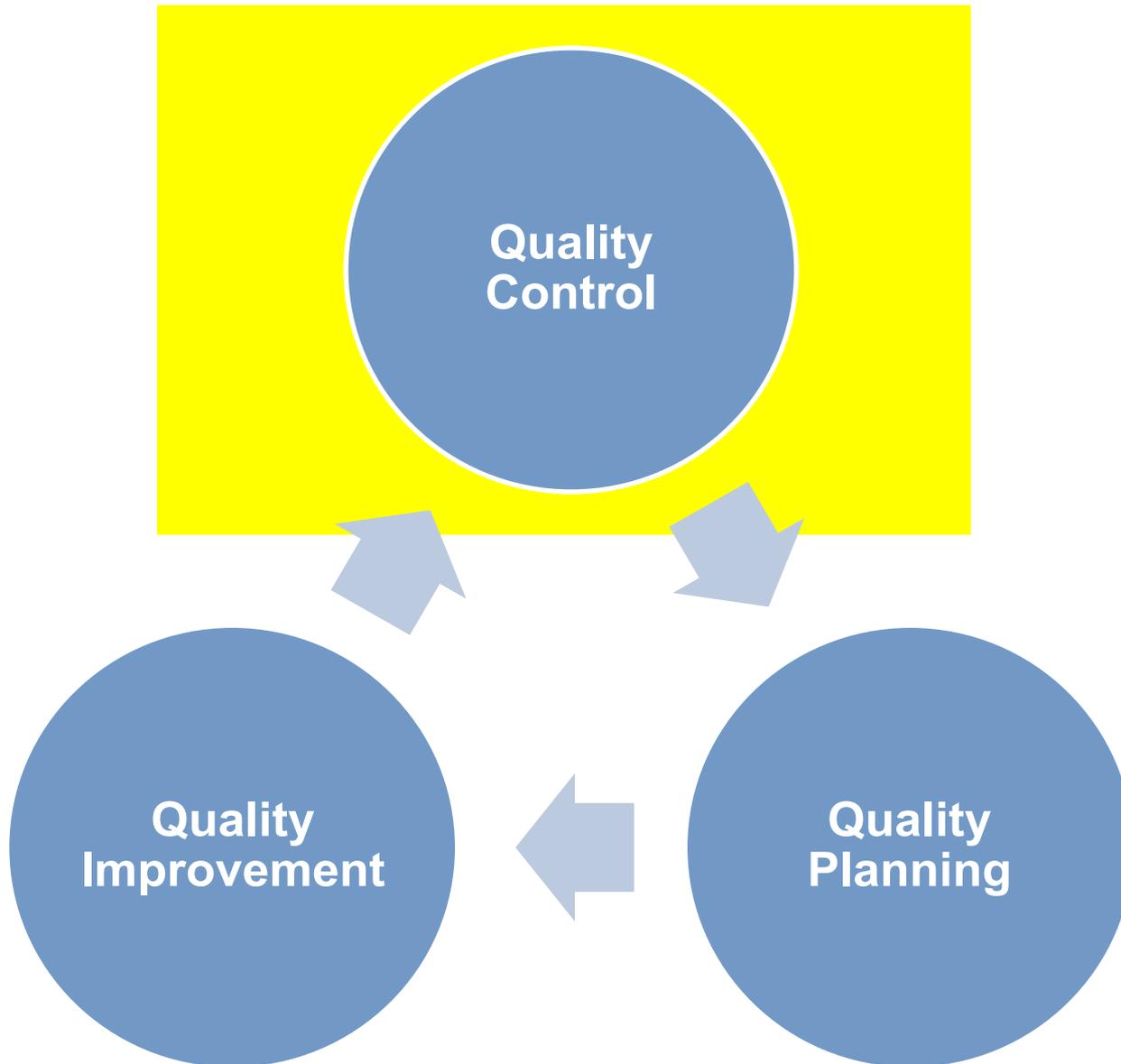
“It depends. If I am to speak ten minutes, I need a week for preparation; if fifteen minutes, three days; if half an hour, two days; if an hour, I am ready now.”



A Learning System



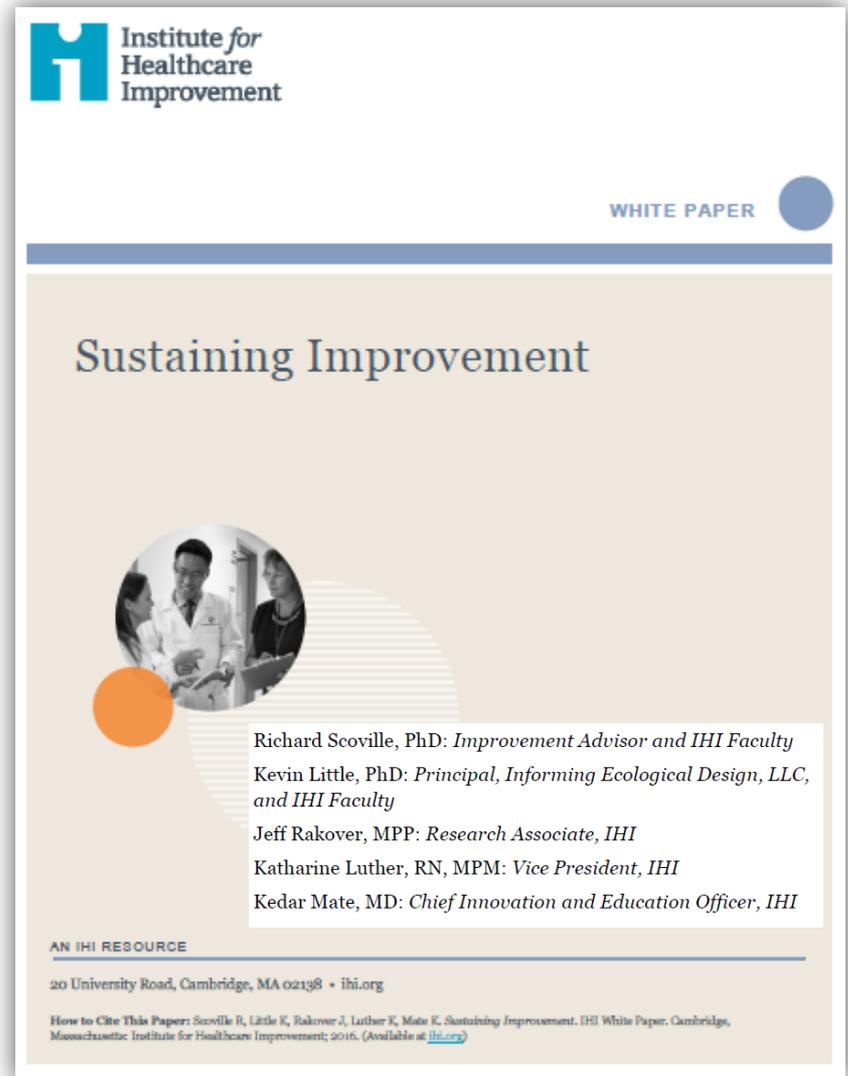
The Juran Trilogy



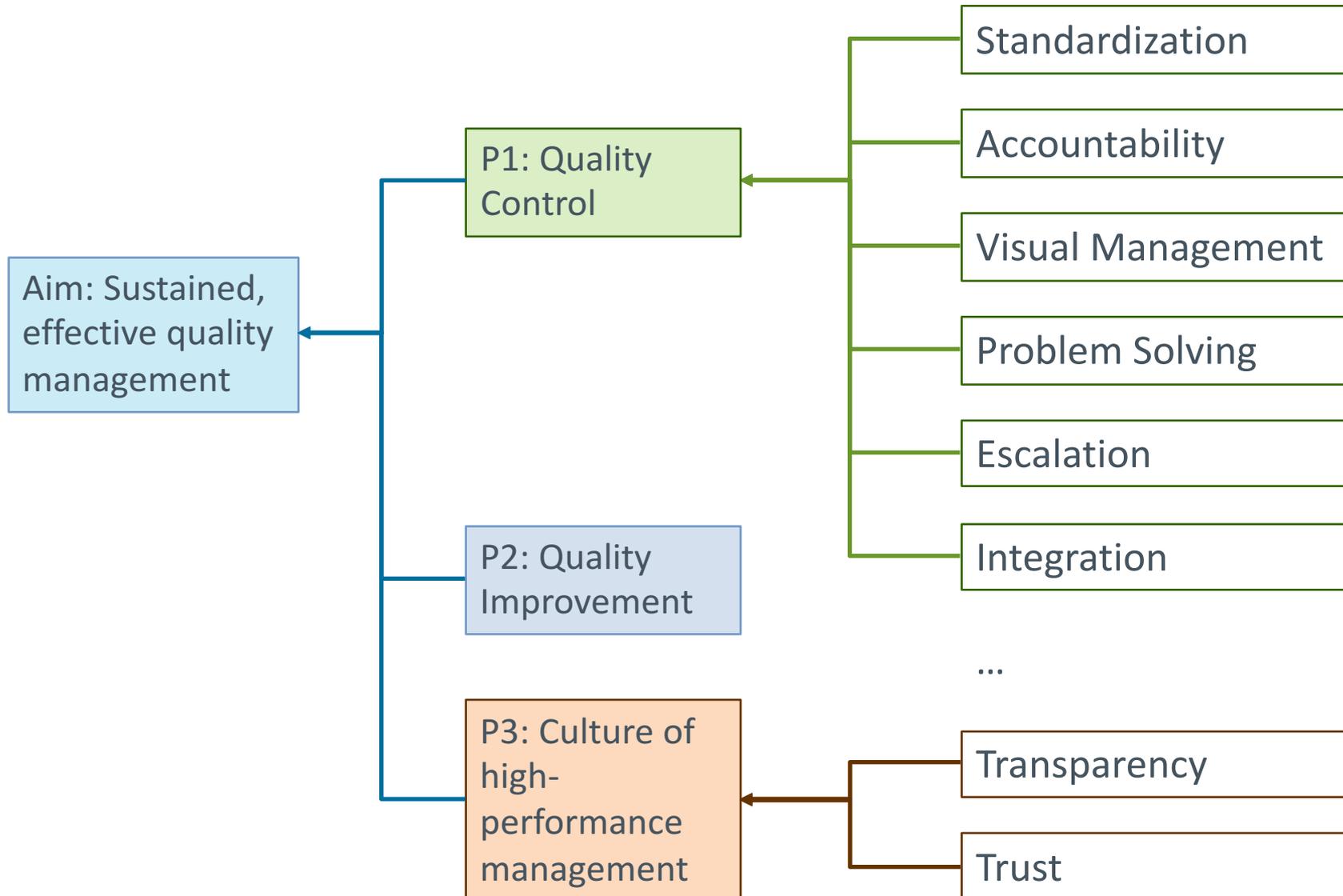
How Do Leading Organizations Sustain?

- Interviews with 10 leading North American healthcare organizations.
- Three in-depth case studies
- Literature review

“By focusing first on implementing ***standard work with frontline clinical units and managers***, such as a charge nurse or team lead, organizations can build a solid ‘bottom-up’ foundation for Quality Control and Quality Improvement that then supports more robust high-performance management at the system level.”



Drivers of QC: A 'Sustainability Model'



- Standard work for managers → Anchored by daily huddles
- Accountability → Regular review of safety standard work
- Visual management → Visual management boards
- Problem-solving & escalation → Introducing standard problem-solving policies and education
- Integration → Tracking standard work across the organization and engaging top-level leadership

