

# Phase I: Implementing Foundations for Improvement

## DOMAIN 5: ADOPT A QUALITY IMPROVEMENT METHODOLOGY AND TOOLS

### Activities

July - Oct 2016

Oct 2016 -  
Feb 2017

Feb - July 2017

Jul 2017 -  
Feb 2018\*

### Change Areas

Develop and spread use of QI as core organizational improvement strategy.

- HCO leaders ensure protected time/resources necessary for team members to conduct improvement activities.
- Train HCO teams in use of Model for Improvement methods and tools (including PDSAs)
- Support/coach Team to use PDSAs to improve workflows and care practices, including documenting testing with PDSA worksheet

- Refine use of QI methods (including PDSAs) to test and implement practice improvements
- Teach/refine use of PDSA ramps to manage multiple changes

- Train and support leaders (including team leaders) to use of QI methods for larger scale implementation and spread
- Develop and begin implementation of a spread plan within the clinic/site and to other HCO sites

- HCO implements ongoing improvement structure and process to sustain and spread practice changes or apply improvement processes to new initiatives

\*Through BHICCI end-point.

BHICCI Phases of Coaching



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### References

Mike Evans, MD, video on Model for Improvement

<https://www.youtube.com/watch?v=ZqirNGE8w3g>

Institute for Health Care Improvement (Note: you will need to register) <http://www.ihl.org/Topics/ImprovementCapability/Pages/default.aspx>

Berwick, Donald, MD, "The Moral Test" IHI National Forum, (Dec. 2011) <http://www.ihl.org/resources/Pages/Presentations/TheMoralTestBerwickForum2011Keynote.aspx>

*The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* by Gerald J. Langley, Ronald Moen, Kevin M. Nolan, Thomas W. Nolan, Clifford L. Norman, Lloyd P. Provost, Jossey-Bass Publishers; 2009

Scoville R, Little K., *Comparing Lean and Quality Improvement*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2014. (Available at [ihl.org](http://www.ihl.org))