



THE QI PROCESS



IDENTIFY AREAS FOR IMPROVEMENT

This is the starting point for your QI team.

What needs to change to improve care delivery for your clients?

You get to decide!

Is it foot care visits?
Improved kidney disease screening?

You are in charge!



DEVELOP IDEAS FOR CHANGE

This is the space for creativity!

The QI team can generate different ideas to test.

From using social media to spread awareness to changing the telephone script to book appointments.

Feel free to think outside the box!



MOVE FROM IDEAS TO ACTION

This is the testing ground for new ideas!

Test out each idea using the PDSA cycle.

Some will work and some will not.

Decide which ideas to keep and discard the rest.

PDSA CYCLES

ACT

Decide if any ideas need to be tweaked for testing again, or if they should be discarded

PLAN

Identify areas for improvement and create ideas to test



STUDY

Review together what happened during the test to see if the ideas worked to solve the problem

DO

Test out different ideas and observe what happens

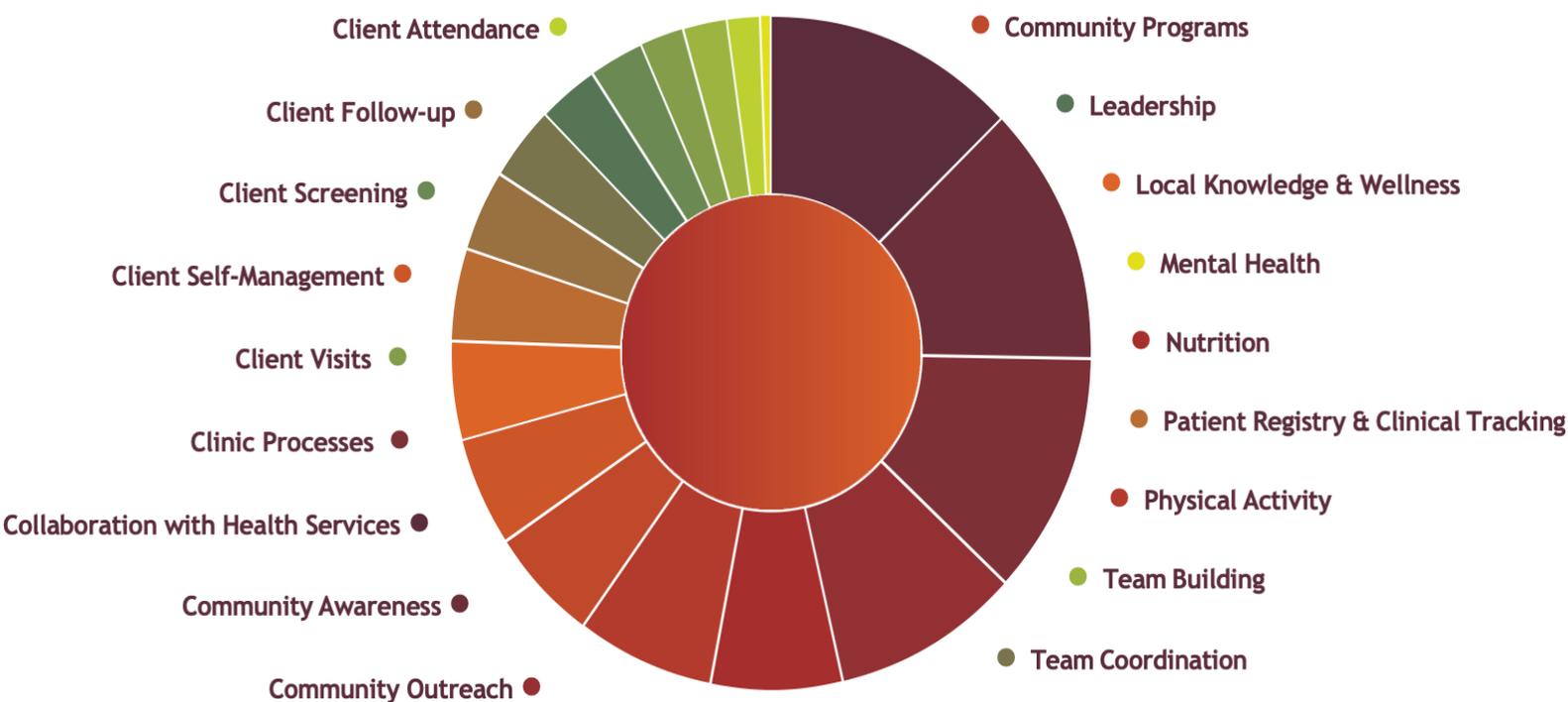
THE STRENGTHS OF THIS APPROACH

- Quick testing reveals what works and what does not
- Small bite-sized approach
- Developing QI solutions that work for your context
- Creating stronger team collaboration
- Improving care for clients with tested solutions
- Making problem-solving efficient and easy

QI PROCESS IN ACTION

Partnering Indigenous communities made improvements in 18 different areas of diabetes prevention and clinical management.

This is a distribution of where they focused their attention and tested out different ideas using PDSA cycles.



PDSA INITIATIVE EXAMPLES

Here are some of the PDSA initiatives that were implemented by partnering Indigenous communities.

CLIENT ATTENDANCE

- Half-Day Diabetes Clinic
- Improve Attendance Using Reminders
- Improve Foot care Clinic Attendance

CLIENT FOLLOW-UP

- Decrease No-Show Rates
- Develop Appointment Follow-Up System
- Text Younger Clients about Appointments

CLIENT SCREENING

- Screening at Powwows and Health Fairs
- Increase Foot Screening
- Target Pregnant Clients for Screening

CLIENT SELF-CARE

- Create Education Program for Clients
- Diabetes Goal Setting
- Diabetes Welcome Kit

CLIENT VISITS

- 'Meet the Team' Event
- Booking Joint Appointments
- Streamline Prenatal Checklist

CLINIC PROCESSES

- Enhancing Mobility of the Diabetes Clinic
- Hold a Regular Clinic Day
- Cultural Sensitivity Training for Staff

COLLABORATION WITH HEALTH SERVICES

- Incorporating Traditional Medicine
- Create a Community Resource Directory
- Traditional Food Recipes

COMMUNITY AWARENESS

- "How to read labels" workshop
- Social Media to Engage Youth
- Community Resources Pamphlet

COMMUNITY OUTREACH

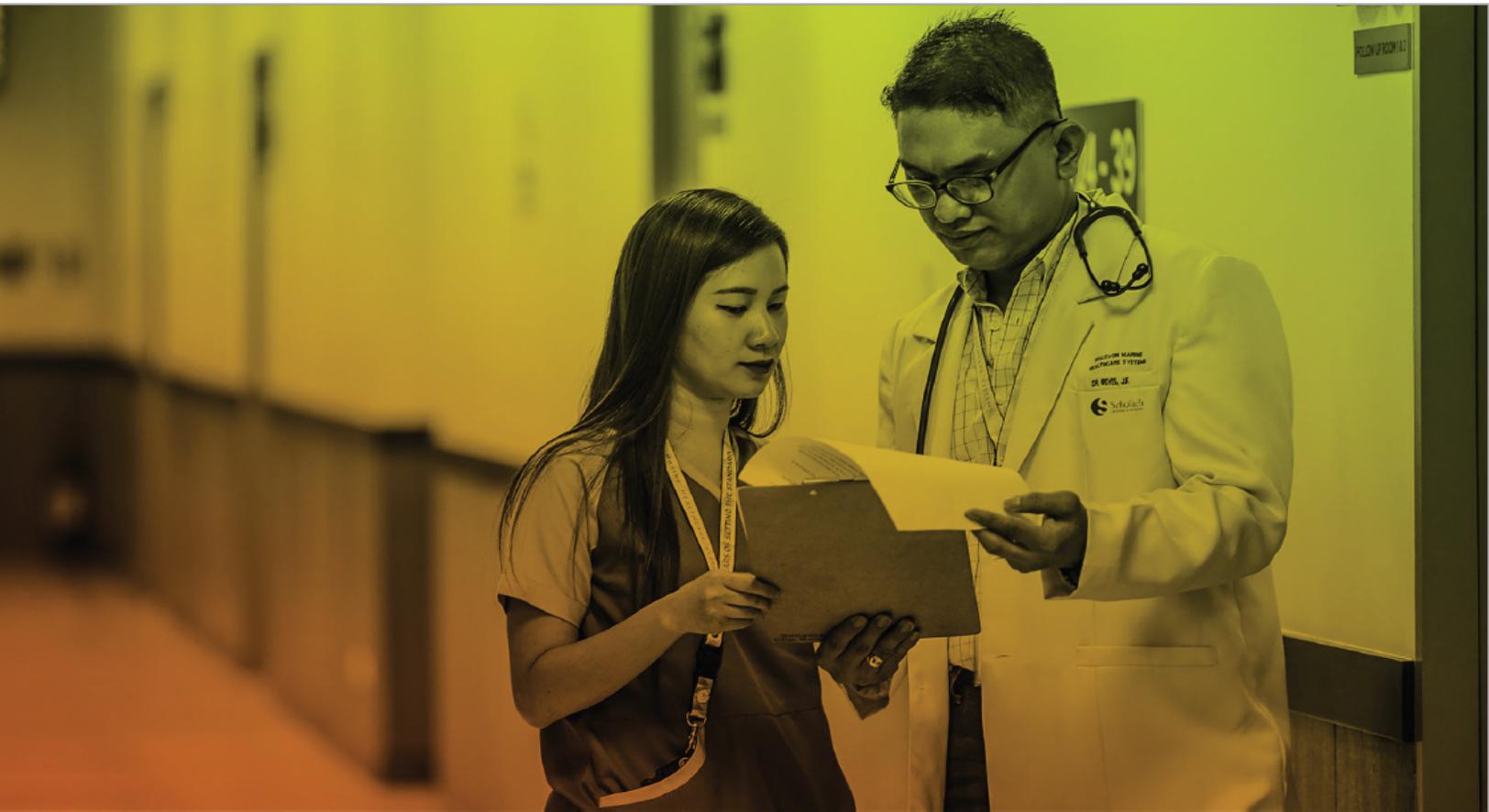
- Create Diabetes Support Group
- Support Group on Diabetes and Depression
- Use Facebook page or Newsletter

COMMUNITY PROGRAMS

- Create Partnership with Daycare Program
- Improve Health Centre Administration
- Smoking Cessation Program

LEADERSHIP

- General assembly with the Band
- Identifying local health leadership
- Engagement with Chief and Council



LOCAL KNOWLEDGE

- Create a 'Sharing Circle'
- Hunting and Gardening Traditional Food
- Integrate western and traditional approaches

MENTAL HEALTH

- Develop & Test Health Assessment Tool
- Engage with men experiencing diabetes

NUTRITION

- Community Garden
- Cooking Classes
- Diabetes-friendly food for the food bank

PATIENT REGISTRY & CLINICAL TRACKING

- Improve EMR processes
- Linking diabetes registries
- Test and Record A1c for All Clients

PHYSICAL ACTIVITY

- Community Diabetes Walk
- Gym sessions for people with diabetes
- Youth-Targeted Physical Activities

TEAM BUILDING

- Community QI Team Meeting Coordination
- Diabetes specific training for staff
- Engage Homecare staff

TEAM COORDINATION

- Care Planning Assessments for New Clients
- Creation of a Diabetes Team
- Hold Regular Staff Meetings & Huddles

PDSA CYCLE WORKSHEET EXAMPLE

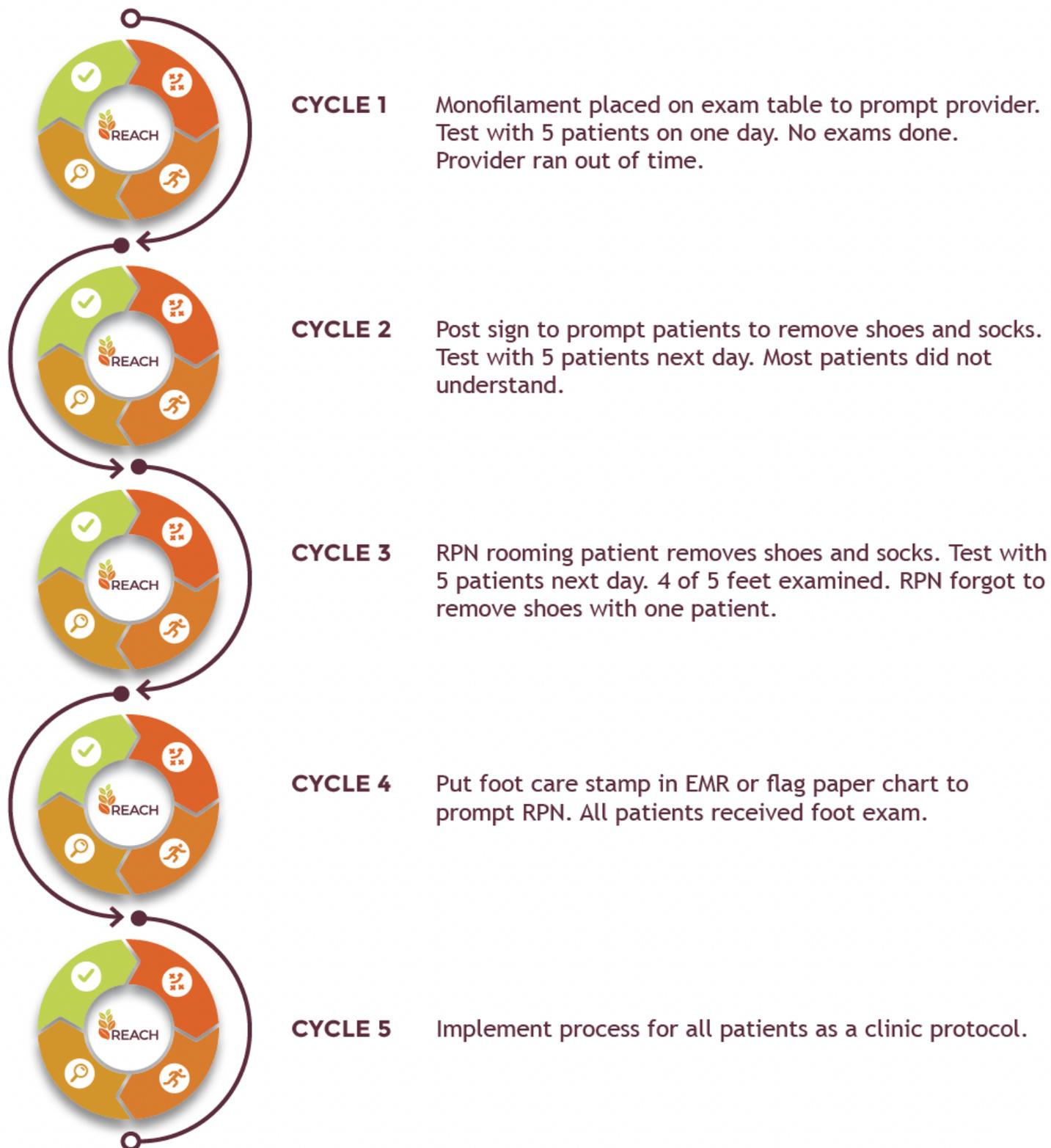
AREA FOR IMPROVEMENT:	Improve new patient experience through better information
QI IDEA:	Develop a Diabetes Welcome Kit
START DATE:	July 31 2019

PDSA CYCLE TRACKING

	CYCLE 1	CYCLE 2	CYCLE 3
 <p>PLAN Objective questions and predictions (why) plan to carry out the cycle (who, what, when, where)</p>	<p>Develop a Diabetes Welcome Kit</p> <p>Amy to develop first draft of the kit</p> <p>Sarah to test the draft with healthcare professionals and patients</p>	<p>John to test the new draft of the Diabetes Welcome Kit with physicians</p>	<p>John and Sarah to test the new draft of the Diabetes Kit with physicians and patients</p>
 <p>DO Carry out the plan, document problems and unexpected observations, begin data analysis</p>	<p>Amy develops the first draft</p> <p>Sarah tests the first draft with 5 patients</p>	<p>John develops 4 questions and meets with 1 physician for feedback</p>	<p>John meets with 3 physicians</p> <p>Sarah meets with 4 patients</p>
 <p>STUDY Complete the analysis of the data, compare data to predictions, summarize what was learned</p>	<p>Patients provide recommendations to make the content more culturally appropriate</p>	<p>Physician provides recommendations to explain clinical indicators in simpler language</p>	<p>Both physicians and patients give final feedback.</p> <p>The Diabetes Welcome Kit requires two separate sections</p>
 <p>ACT What changes are to be made? Next cycle?</p>	<p>Amy develops a new draft</p> <p>QI team decides to test this new draft with another PDSA cycle</p>	<p>Amy develops a new draft</p> <p>QI team decides to test this new draft with another PDSA cycle</p>	<p>Amy develops final draft of the Diabetes Welcome Kit.</p> <p>The clinic receptionist hands it out to all new patients during their first appointment</p>

REAL PDSA SUMMARY EXAMPLE

The following is a summary of how PDSA cycles can build upon each other until an appropriate solution is reached.



PDSA CYCLE WORKSHEET

AREA FOR IMPROVEMENT:	
QI IDEA:	
START DATE:	

PDSA CYCLE TRACKING

	CYCLE 1	CYCLE 2	CYCLE 3	CYCLE 4	CYCLE 5
 <p>PLAN Objective questions and predictions (why) plan to carry out the cycle (who, what, when, where)</p>					
 <p>DO Carry out the plan, document problems and unexpected observations, begin data analysis</p>					
 <p>STUDY Complete the analysis of the data, compare data to predictions, summarize what was learned</p>					
 <p>ACT What changes are to be made? Next cycle?</p>					

FOR MORE INFORMATION

REACH Community

General Inquiries (519)-858-5028
Toll Free 1-855-858-6872

Fax (519)-858-5028
Toll Free 1-877-809-5108

EMAIL reachcommunity@uwo.ca

WWW.REACHCOMMUNITY.CA

