Session 4 QI Presentation by Sherry Longacre
Let's Chat: Share your response to question 1, 2 or 3

Respond to one question:

Last week, we suggested you speak to 5 staff members and ask them some version of the questions below:

1. What concerns do you have for patients, yourself, or the team?
2. Are there steps we can take right now as a team?
3. What good thing happened today?

What new ideas occurred or what surprised you?

http://www.ihi.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx

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Let's Talk About Rounding!

▪ What are you intentional about when rounding?

▪ What are some of your challenges with rounding?

QI Spoiler Alert:
Rounding = Opportunities for Process Improvements

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Psychological Safety

Belief that we will be:

- Not humiliated or punished for speaking up

- Secure and capable of changing

- Free to focus on common goals and problem prevention not self-protection

Schein E. Organizational Culture and Leadership. San Francisco, CA: Jossey-Bass; 1985.
Edmondson A. Teaming: how organizations learn, innovate, and compete in the knowledge economy. San Francisco: Jossey-Bass; 2012.
Perlo J, Balik B, Swensen S, Kabcenell A, Landsman J, Feeley D. IHI Framework for Improving Joy in Work.
IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017. (Available at ihi.org)

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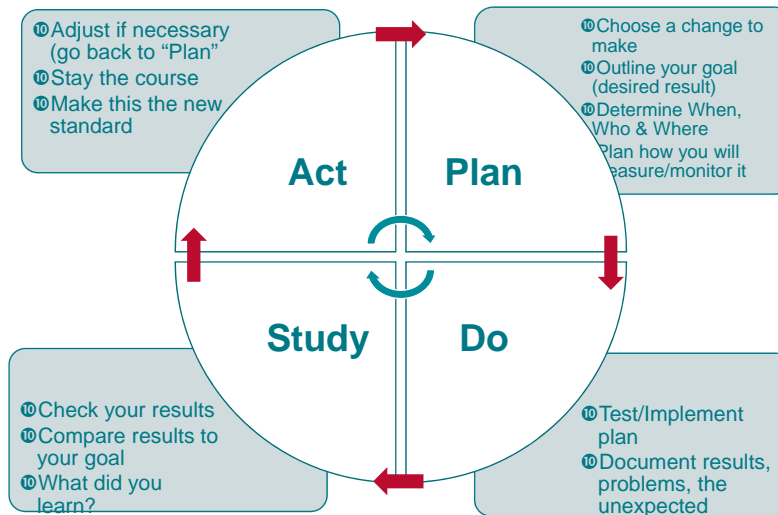

QI Questions

- What's working?
  - How do you know it's working?
  - Is it sustainable?

- What's not working? ➡ Root Cause Analysis
  - 5 Whys
  - Fishbone Diagram

- What would success look like? (Goal/Aim)

- How would you know it's successful? (Data)

- What can you try that would get you closer to success? (Change Ideas)

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Quality/Performance Improvement: **PDSA**

Act

- ⑩ Adjust if necessary (go back to "Plan"
- ⑩ Stay the course
- ⑩ Make this the new standard

Plan

- ⑩ Choose a change to make
- ⑩ Outline your goal (desired result)
- ⑩ Determine When, Who & Where
- ⑩ Plan how you will measure/monitor it

Study

- ⑩ Check your results
- ⑩ Compare results to your goal
- ⑩ What did you learn?

Do

- ⑩ Test/Implement plan
- ⑩ Document results, problems, the unexpected

1. What are we trying to accomplish?

2. How will we know a change is an improvement?

3. What changes can we test?

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Leaders (formal and informal) Set The Tone

- Share the purpose: "We are starting safety rounds because our work is complex; it involves many different people and we don't all know everything. We want to keep everyone safe."

- Model fallibility: "We all make mistakes"

- Invite participation: "What do you think we could do to make this better?

- Close the loop: Thank people for their input and tell them what you have done as a result

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Walking Rounds

Why
- Ensuring the basic infection prevention practices are in place to prevent bacterial and viral infections
- Maintaining a safe work environment, for the protection of all.
- Quality assurance and performance improvement is ALWAYS ONGOING.

Goals:
- Minimize the risk and protect the resident/staff from infection
- Identify safety, education, and compliance improvement opportunities
- Demonstrate the organization's safety commitment

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Leave in Action: Practice Rounding

Walk though one unit to observe all areas:

- Use a tool/checklist to guide your observations

- take pictures of both problem areas and bright spots

- Ask staff what they have noticed, in the past week, that looked unsafe to them in the physical environment

- Ask for their ideas, give thanks, avoid blame

- Share next week what came up that was surprising or what new ideas emerged from problem solving.

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