

# The Microsystem Improvement Ramp and Tools

### Global Aim Statement Template

Create an aim statement that will help keep your focus clear and your work productive:

We aim to improve: \_\_\_\_\_  
(Name the process)

In: \_\_\_\_\_  
(Clinical location in which process is embedded)

The process begins with: \_\_\_\_\_  
(Name where the process begins)

The process ends with: \_\_\_\_\_  
(Name the ending point of the process)

By working on the process, we expect: \_\_\_\_\_  
(List benefits)

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It is important to work on this now because: \_\_\_\_\_  
(List imperatives)

### How to do a Fishbone after specific aim

1. Review the specific aim you want to work on
2. Clarify the effect (head of the fish) – everyone needs to clear on this (could be specific aim)
3. Determine the major categories of causation – people, process, materials, equipment
4. Brainstorm to identify the detailed causes within these large categories (quiet brainstorm)
5. Refine the fishbone – review it consider whether causes should be re-sorted / aggregated
6. Share with others – all members of wider team get comments

### Brainstorming

Ground rules:

- No discussion during brainstorming - silent
- No criticism of ideas... not even a groan or a grimace!
- Build on each others ideas
- Write ALL ideas on post-its and flipchart for all to see

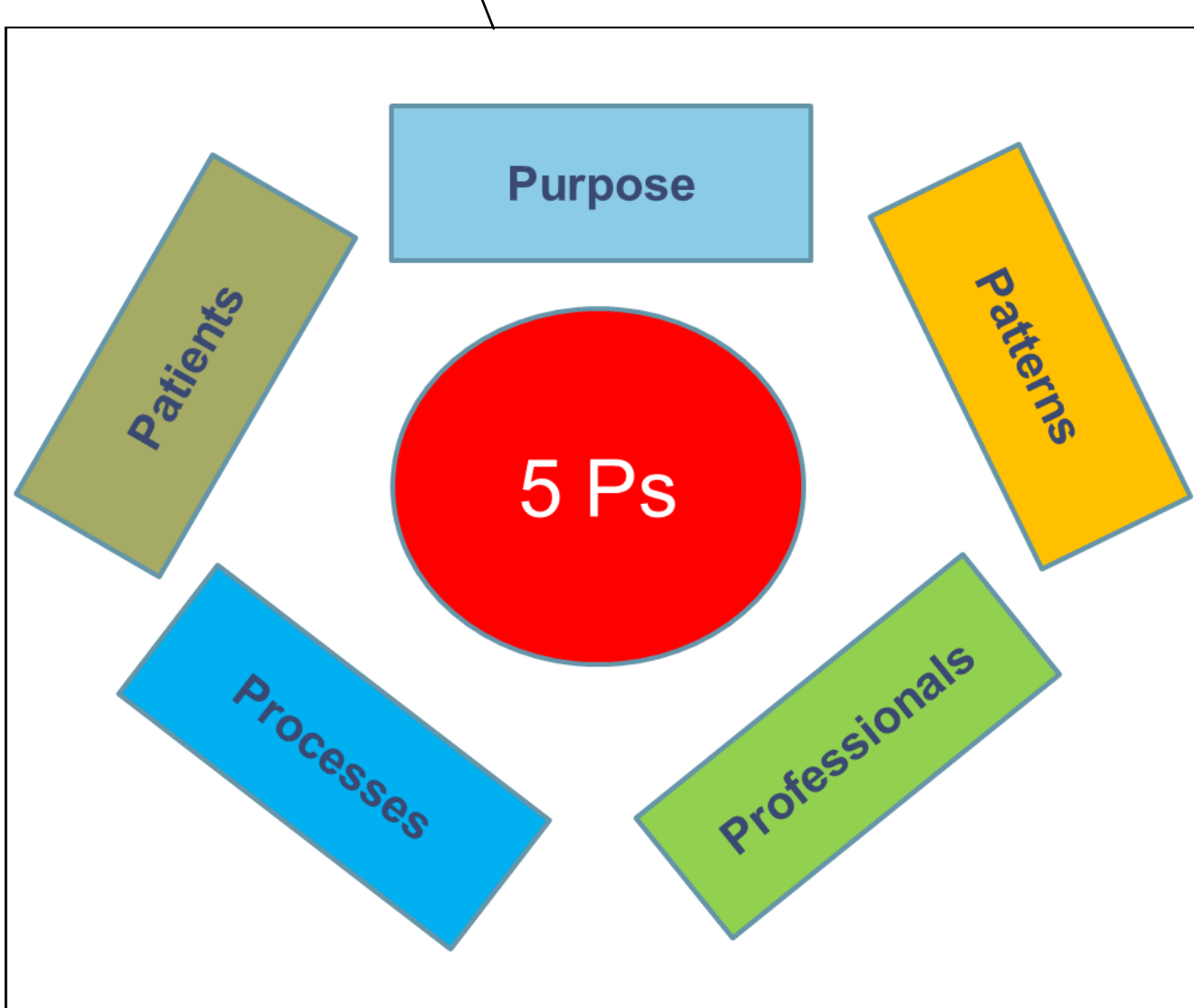
Process:

- Silent Phase – write on post-its
- Shout out – build on ideas
- Read out ideas and stick – up
- Group and multi-vote

### Multi Voting

1. Narrow the list
2. Decide some criteria
3. Vote as a team
4. No. of final ideas – halved = no. of votes

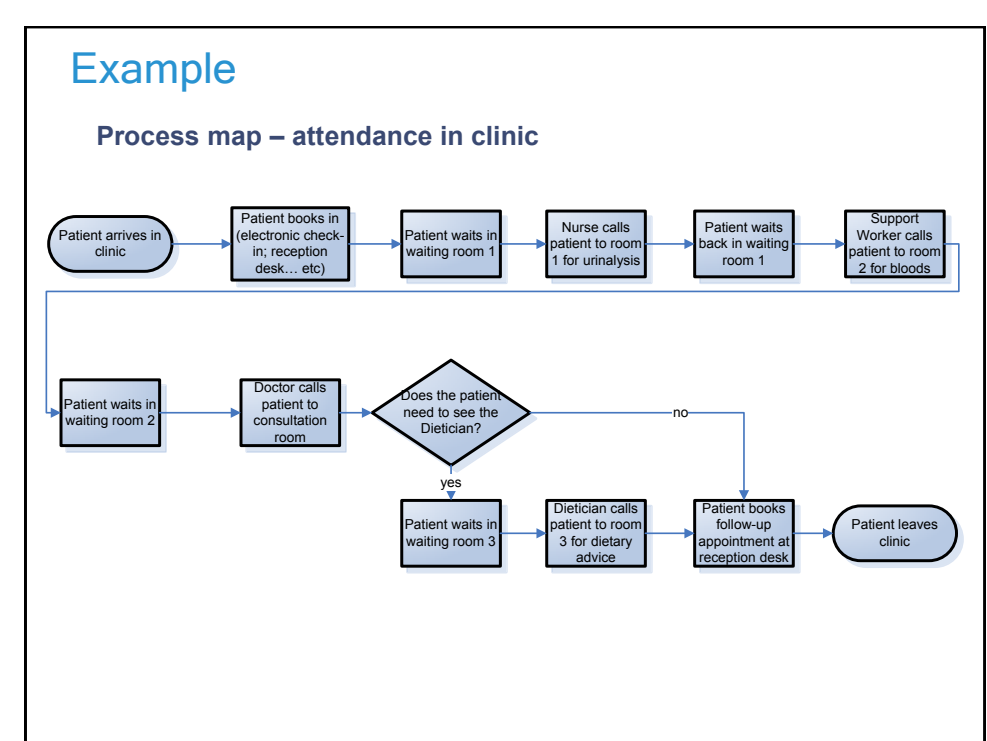
Assessment: collect and review 5P data



Define themes for Improvement

### Creating a process map

- Define and agree the process to be mapped – remember the 80% rule (the majority of time)
- Define the scope – agree first & last step in the process
- Map steps in between:
  - Who
  - What happens
  - Where
  - Why / what for
- Focus on the EXISTING process
- Start with high level (around 10 steps)



Agree Global Aim

Detailed process map based on the Global Aim

Agree Specific Aim

### Specific Aim Statement Template

We will:  improve  increase  decrease

The:  quality of  number/amount of  percentage of \_\_\_\_\_  
(process)

By: \_\_\_\_\_  
(percentage)

OR

From: \_\_\_\_\_  
(baseline state/number/amount/percentage)

To/By: \_\_\_\_\_  
(describe the change in quality or state the number/amount/percentage)

By: \_\_\_\_\_  
(date)

Identify Change ideas

Agree and test PDSA (Plan-Do-Study-Act)

|   |                            |                |
|---|----------------------------|----------------|
| Plan Do Study Act   | Cycle #:                   | Date: / / 2017 |
| <b>Specific Aim: What are we trying to accomplish?</b><br>We aim to (by how much):  |                            |                |
| By (When):  |                            |                |
| <b>PLAN</b>   |                            |                |
| Hunches of current practice   | Predictions with this test |                |
|   |                            |                |
|   |                            |                |
|   |                            |                |
| <b>Change idea</b> (describe your change idea and who will implement it)  |                            |                |
| Who:  |                            |                |
| What:   |                            |                |
| When:   |                            |                |
| Where:  |                            |                |
| <b>What will we measure?</b> (describe a measure (e.g. waiting time) that you will use to assess the effectiveness of the above idea) |                            |                |
| <b>Definitions</b> (define very precisely what you are measuring above e.g. waiting = time in clinic)                                 |                            |                |
| <b>Measurement plan</b> (define how you will collect the data described above)  |                            |                |
| Who:  |                            |                |
| What:   |                            |                |
| When:   |                            |                |
| Where:  |                            |                |
| How:  |                            |                |
| <b>DO the Action Plan</b>   |                            |                |
| What went wrong? What happened that was not part of the plan?   |                            |                |
| <b>STUDY</b>  |                            |                |
| Complete analysis of data. A summary what was learned include results of predictions.   |                            |                |
| 1.  |                            |                |
| 2.  |                            |                |
| 3.  |                            |                |
| <b>ACT</b>  |                            |                |
| What decisions were made from what was learned?   |                            |                |
| What will be the next cycle?  |                            |                |

### PDSA Cycle: Deciding on Scale of Test

Engagement, Readiness to Change →

| Current Situation   | Resistant (No commitment)                      | Indifferent (some commitment) | Ready (strong commitment) |
|---|--|-------------------------------|---------------------------|
| Low Degree of Belief that change idea will lead to improvement  | Cost of failure large<br>Very Small Scale Test | Very Small Scale Test         | Very Small Scale Test     |
|   | Cost of failure small<br>Very Small Scale Test | Very Small Scale Test         | Small Scale Test          |
| High Degree of Belief that change idea will lead to improvement | Cost of failure large<br>Very Small Scale Test | Small Scale Test              | Large Scale Test          |
|   | Cost of failure small<br>Small Scale Test      | Large Scale Test              | Implement                 |

Confidence ↓

Source - The Improvement Guide