



Let's PDSA!

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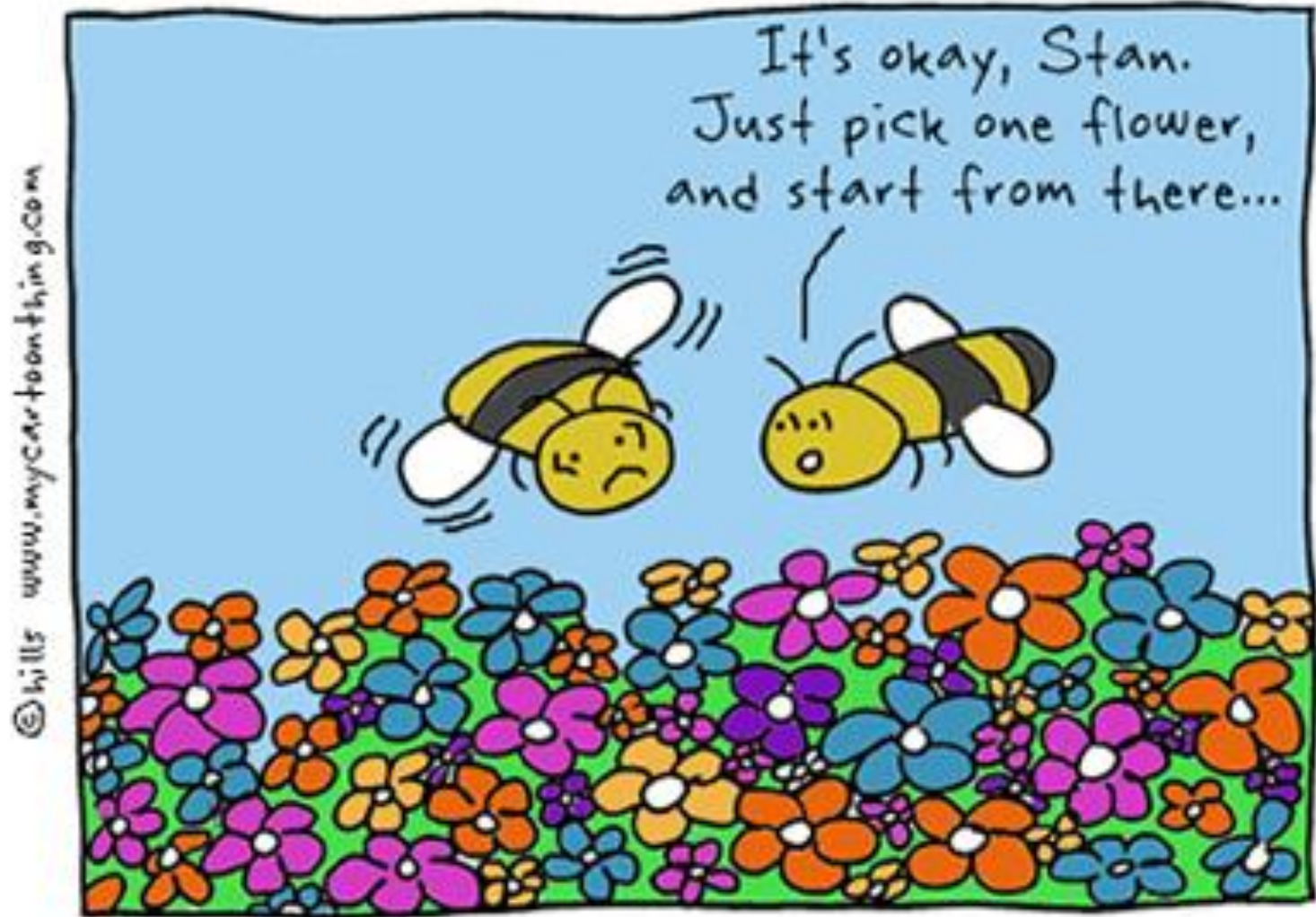
FPQC MOM Mid-project meeting

3/14/17

Partnering to Improve Health Care Quality
for Mothers and Babies



How many of you feel like Stan?



Today's healthcare environment

Resources

People

Funding

Time

Demands

Patient satisfaction

Patient safety

Quality of care

Penalties

Transparency

Prioritization matrix

- Sorts items based on **order of importance**
- **Numerical value** for priority of each item
- Ranks items (e.g., projects) based on **criteria** your team deems **important**



Benefits of Prioritization matrix

Find the “Sweet spot”

- Quick & easy
- Structured & objective
- Clarify complex issues
- Forecast project success
- Consensus on what to work on 1st
- Adapt to other priority-setting needs
 - Projects, Services, Personal...



Creating your Priority matrix

1. Determine interventions to be evaluated
2. Determine criteria & rating scale
3. Score each intervention using your criteria
4. Prioritize the list of potential interventions

Creating your Priority matrix

I. Determine interventions to be evaluated

- Left column: Potential interventions

Intervention						

Project Aim

Within 2 years of project start, $\geq 50\%$ of VLBW infants admitted to the NICU receive $\geq 60\%$ MOM at initial disposition

Project Aim

Primary Drivers

Intent

Mother intends to provide MOM

Establishing Supply

MOM pumped volume ≥ 500 ml/day at 7, 14, & 28

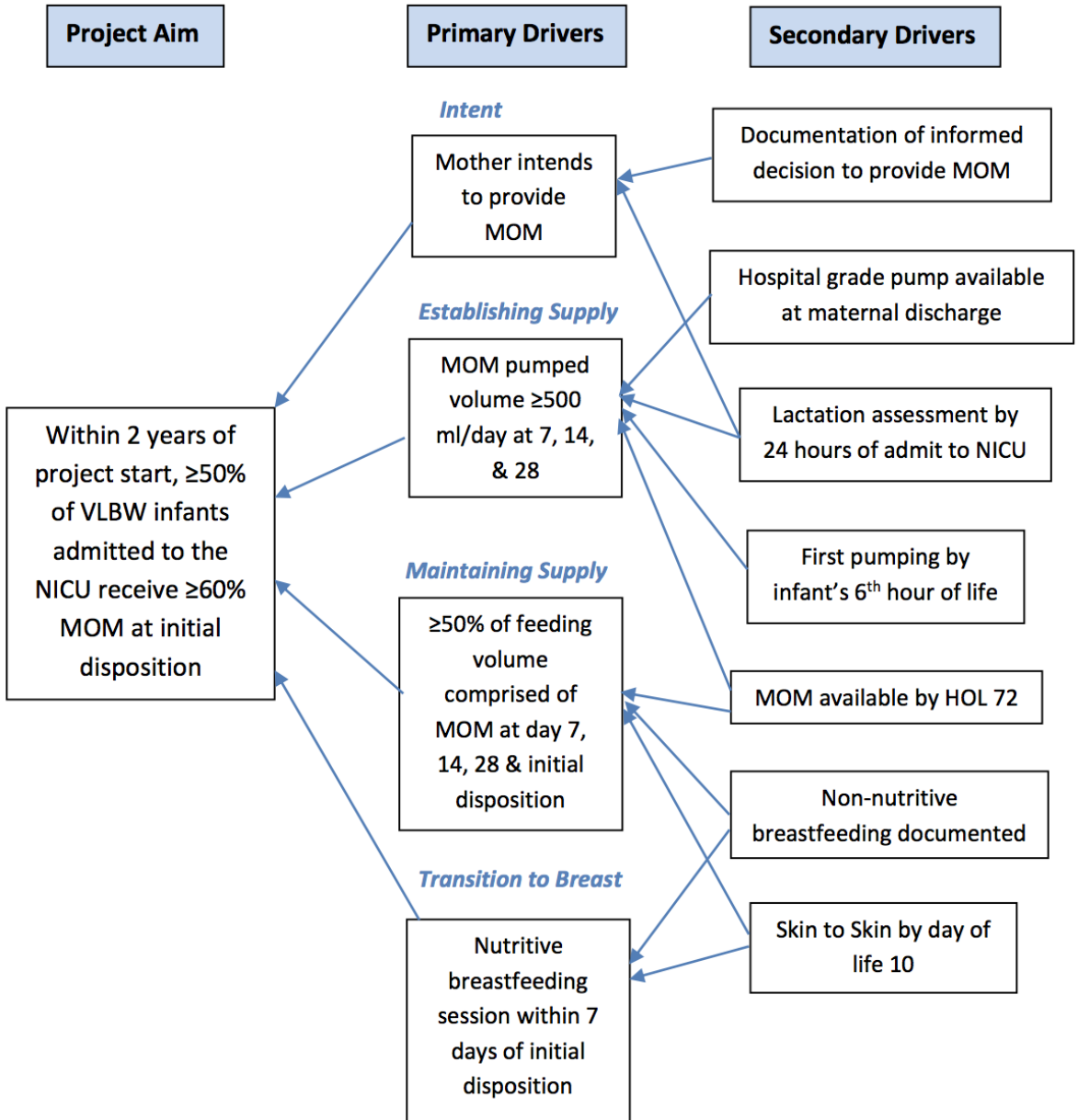
Maintaining Supply

$\geq 50\%$ of feeding volume comprised of MOM at day 7, 14, 28 & initial disposition

Transition to Breast

Nutritive breastfeeding session within 7 days of initial disposition

Within 2 years of project start, $\geq 50\%$ of VLBW infants admitted to the NICU receive $\geq 60\%$ MOM at initial disposition

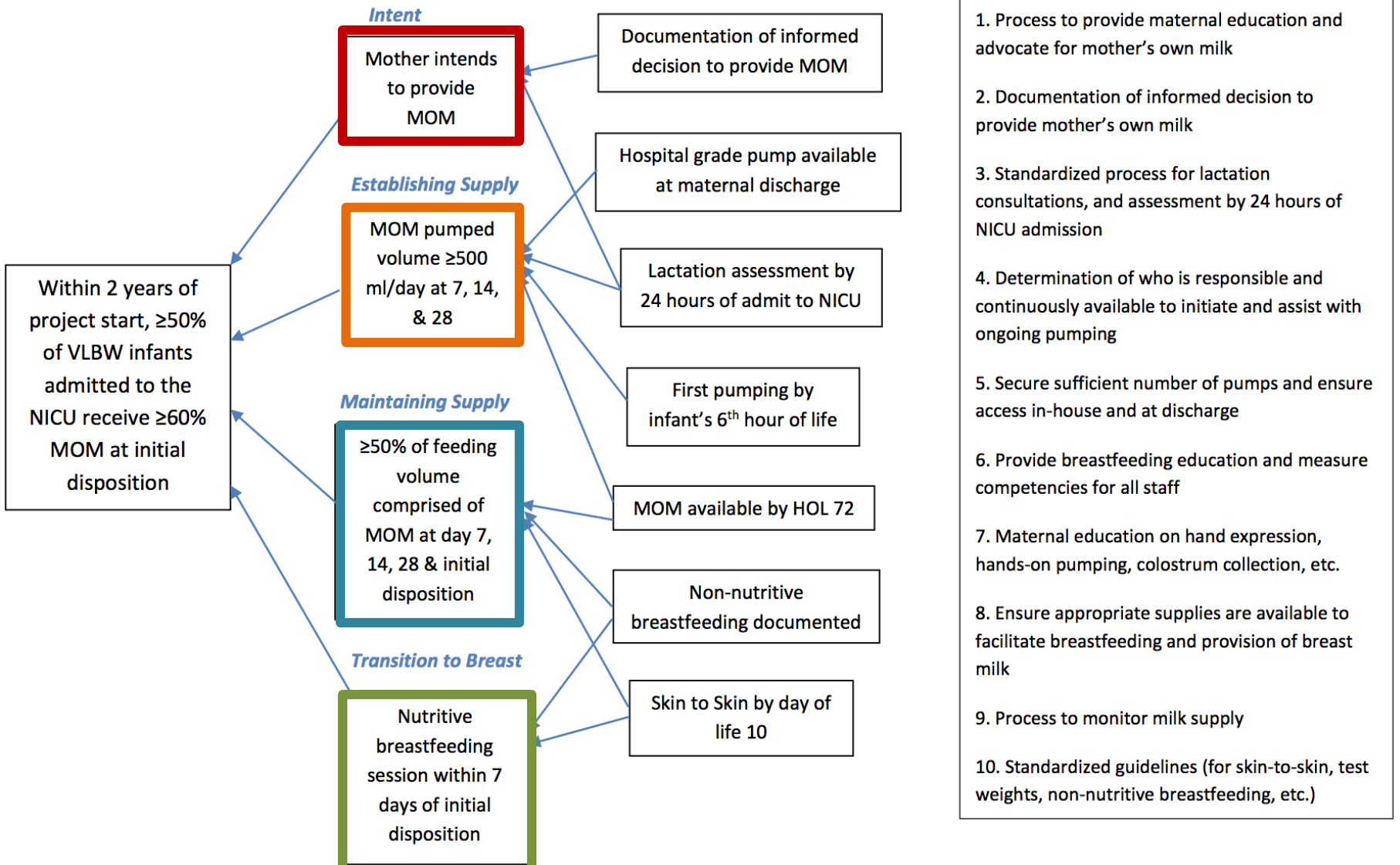


Project Aim

Primary Drivers

Secondary Drivers

Recommended Key Practices



Creating your Priority matrix

I. Determine interventions to be evaluated

- Left column: Potential interventions

Intervention						
Intent						
Establishing supply						
Maintaining supply						
Transition to breast						

Creating your Priority matrix

2. Determine your criteria & rating scale

- What is important to you? (Choose 2-6 criteria)

Importance	Resource intensity
Mandate	Resistance
Value to customer	Complexity
Strategic alignment	

Creating your Priority matrix

2. Determine your criteria & rating scale

- What is important to you? (Choose 2-6 criteria)
- How important is it? Assign a rating scale (e.g., 1-10)

Importance	Resource intensity
Mandate	Resistance
Value to customer	Complexity
Strategic alignment	

Creating your Priority matrix

2. Determine your criteria & rating scale

- What is important to you? (Choose 2-6 criteria)
- How important is it? Assign a rating scale (e.g., 1-10)
- Consider:
 - Should each value + or – from total numerical value?

Positive criteria	Negative criteria
Importance	Resource intensity
Mandate	Resistance
Value to customer	Complexity
Strategic alignment	

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Positive criteria	Negative criteria
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Intervention						
Intent						
Establishing supply						
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Transition to breast						

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- What is important to you? (Choose 2-6 criteria)
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Intervention	Importance Rank: 1-10	Customer Value Rank: 1-10	Resource Intensity Rank: 1-10	Resistance Rank: 1-10		
+ or -	+	+	-	-		
Intent						
Establishing supply						
Maintaining supply						
Transition to breast						

Creating your Priority matrix

3. Score each intervention using your criteria

- Complete this as a team – more perspectives, consensus
- Negative scores are possible

Intervention	Importance Rank: 1-10	Customer Value Rank: 1-10	Resource Intensity Rank: 1-10	Resistance Rank: 1-10		
+ or -	+	+	-	-		
Intent	+ 8	+ 4	+ 5	- 2		
Establishing supply						
Maintaining supply						
Transition to breast						

Creating your Priority matrix

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Intervention	Importance Rank: 1-10	Customer Value Rank: 1-10	Resource Intensity Rank: 1-10	Resistance Rank: 1-10		
+ or -	+	+	-	-		
Intent	+ 8	+ 4	+ 5	- 2		
Establishing supply	+ 10	+ 7	- 3	- 6		
Maintaining supply	+ 7	+ 5	- 6	- 8		
Transition to breast	+ 7	+ 10	- 8	- 5		

Creating your Priority matrix

3. Score each intervention using your criteria

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Intervention	Importance Rank: 1-10	Customer Value Rank: 1-10	Resource Intensity Rank: 1-10	Resistance Rank: 1-10	Score	Priority Rank
+ or -	+	+	-	-		
Intent	+ 8	+ 4	+ 5	- 2	+ 5	
Establishing supply	+ 10	+ 7	- 3	- 6	+ 8	
Maintaining supply	+ 7	+ 5	- 6	- 8	- 2	
Transition to breast	+ 7	+ 10	- 8	- 5	+ 4	

Creating your Priority matrix

4. Prioritize the list of potential interventions

Intervention	Importance Rank: 1-10	Customer Value Rank: 1-10	Resource Intensity Rank: 1-10	Resistance Rank: 1-10	Score	Priority Rank
+ or -	+	+	-	-		
Intent	+ 8	+ 4	+ 5	- 2	+ 5	2
Establishing supply	+ 10	+ 7	- 3	- 6	+ 8	1
Maintaining supply	+ 7	+ 5	- 6	- 8	- 2	4
Transition to breast	+ 7	+ 10	- 8	- 5	+ 4	3

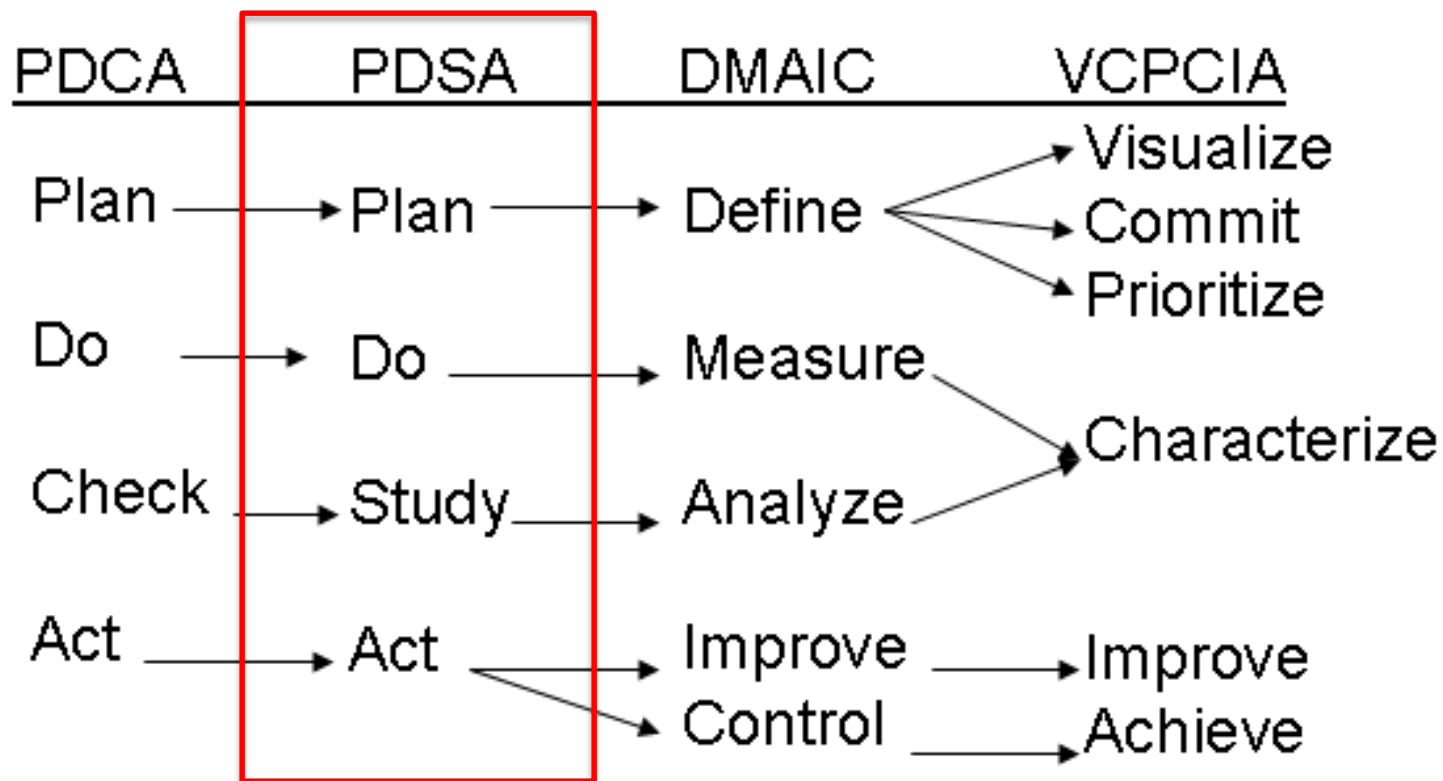
Use the Prioritization Matrix worksheet
to determine your
highest priority driver.

5 minutes



QI Acronyms

Goal of improving the quality of a process



PDSA cycles

- Tool to develop & document tests of change

Plan a test

Do a test

Study & learn from results of your test of change

Act on results from your test of change

Plan-Do-Study-Act



Benefits of using PDSA cycles

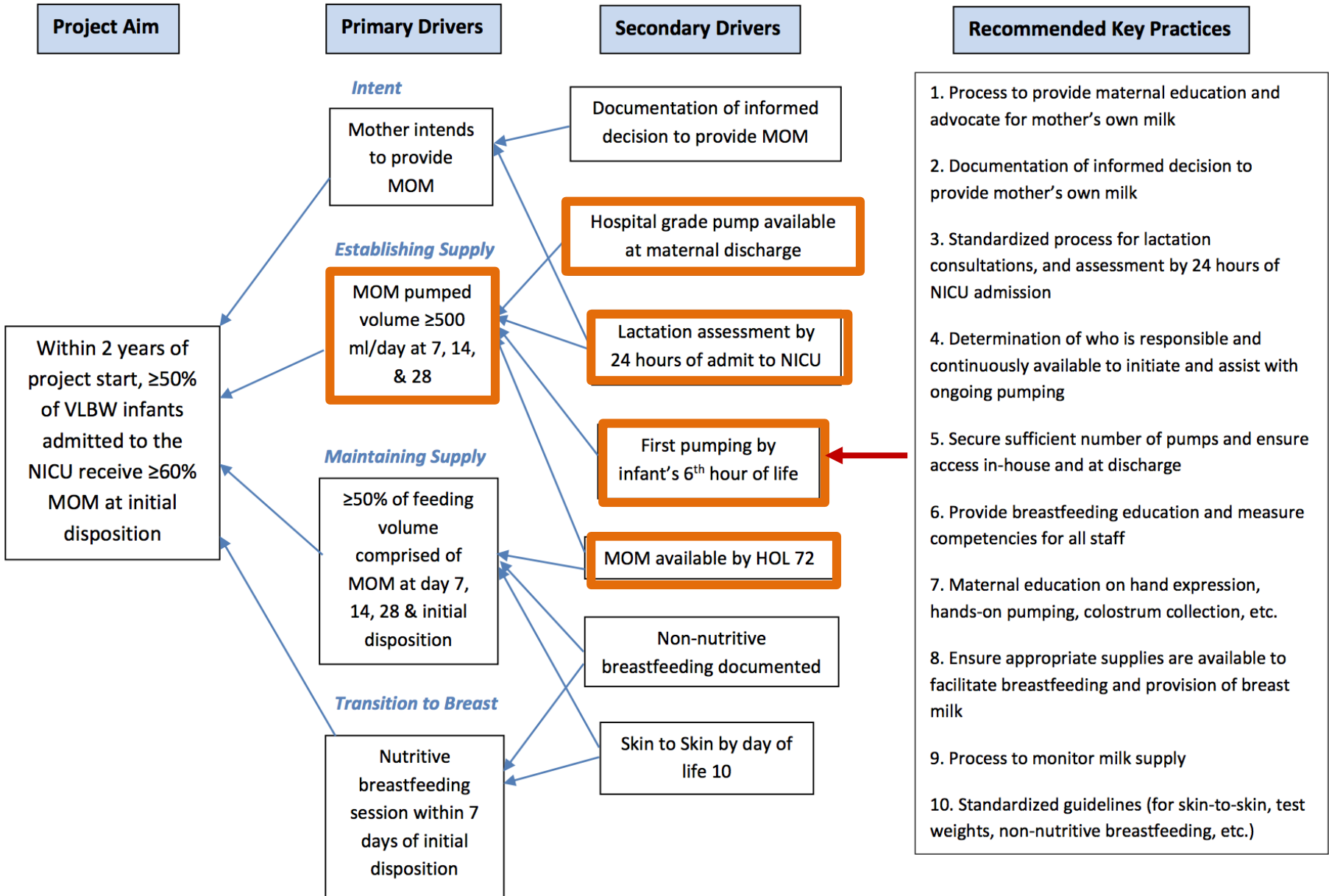
- Determine if proposed changes → improvement
- Expected amount of improvement from change
- Effect of change in practice environment
- Prove that change → improvement

Minimizes resistance at implementation

Plan

- Objective for test
- Predict what will happen
- Develop a plan to test the change





PDSA Cycle #1

Expected time frame: 1 month

Objective: Increase % with 1st pumping w/in 6 hours of life

Test of change:

- Any postpartum mother in L&D (prior to transfer to postpartum) who intends to provide breast milk
- PCT responsible for:
 - Pumping supplies & pump available in room prior to delivery
 - Assist with 1st pumping session postpartum ASAP

Key driver impacted: Establishing supply

Tasks to complete:

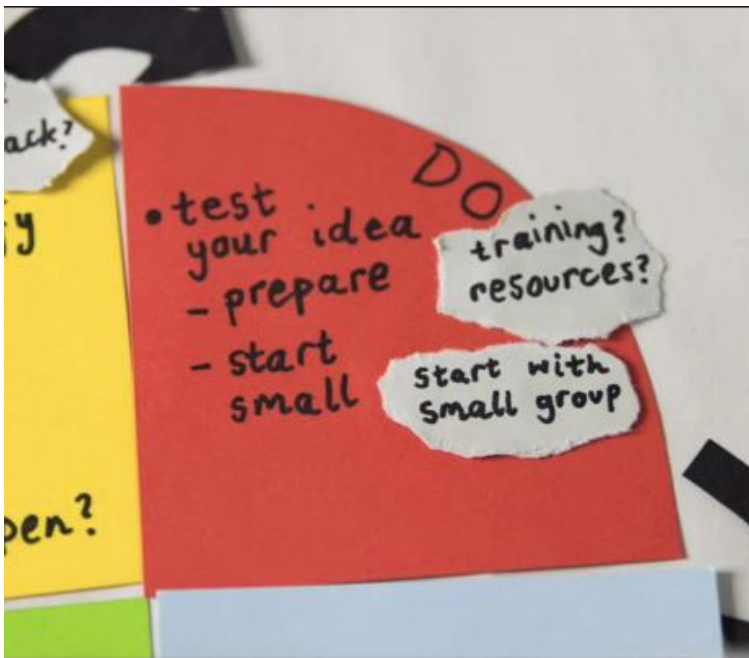
- Educate PCTs on importance of breast milk, pump, & process of pumping
- PCT to document time of 1st pumping in EMR/paper charting

Prediction:

- 50% of mothers intending to provide breast milk will have 1st pumping session within 6 hours of life

Do

- Try test of change on small scale
- Carry out the test
- Take notes on problems & observations



- Education
- EMR/Paper documentation available

Start small

- 1 PCT
- 1 week

Carefully consider your testing conditions

Study

- Complete analysis of data
- Compare results to previous performance
 - Summarize & reflect on *positive & negative* aspects of what was learned

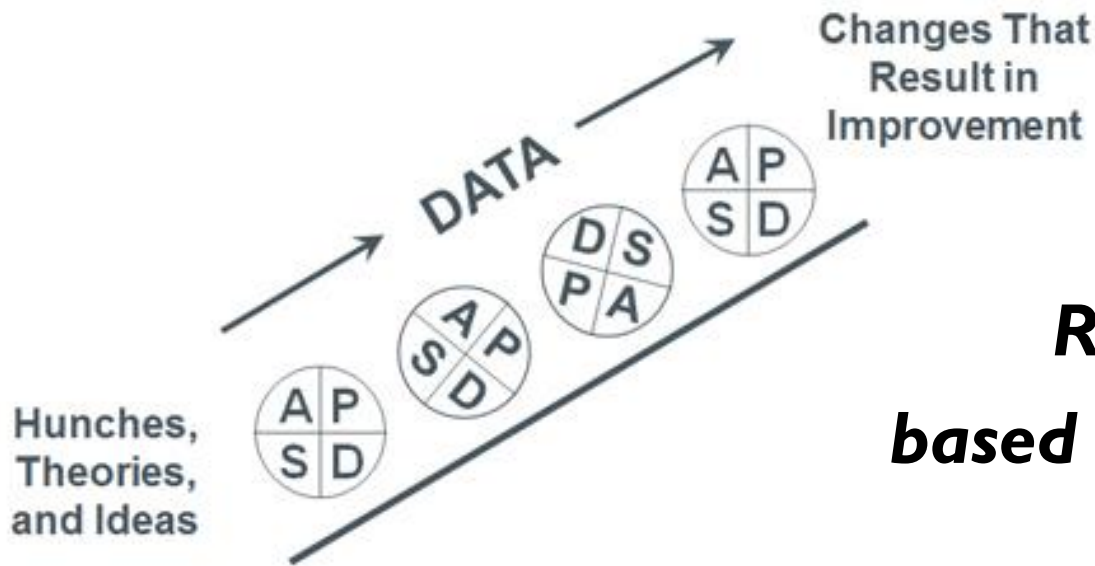


Prediction: 50% of mothers intending to provide breast milk will have 1st pumping session within 6 hours of life

Did the results match your prediction?

- Previous performance 0% documentation
- Test performance: 10% (n=10)

What worked? What didn't work? Why?



Act

**Refine next cycle
based on what was learned**

Source: *The Improvement Guide*, p. 103

Abandon (discard idea & try a new idea)

Adapt (improve the idea & continue testing)

Adopt (implement changes on larger scale & develop a sustainability plan)

Prepare & plan for next PDSA cycle

Some suggestions...

- Pick willing volunteers (“cheerleaders”)
- Tests of change:
 - Don’t reinvent the wheel (Steal shamelessly)
 - Start with a small scope, but with good yield
 - Initially opt for change that doesn’t require a lengthy approval process
 - Avoid technical slow downs
- Reflect on results of EVERY change – even failures
- Don’t be afraid to end a test if there isn’t improvement

Use your Prioritization Matrix &
determine your 1st PDSA cycle using
this PDSA worksheet.

20 minutes activity



Let's debrief...

- What was useful?
- What was not useful?
- What could have been explained better?
- Any other thoughts?