

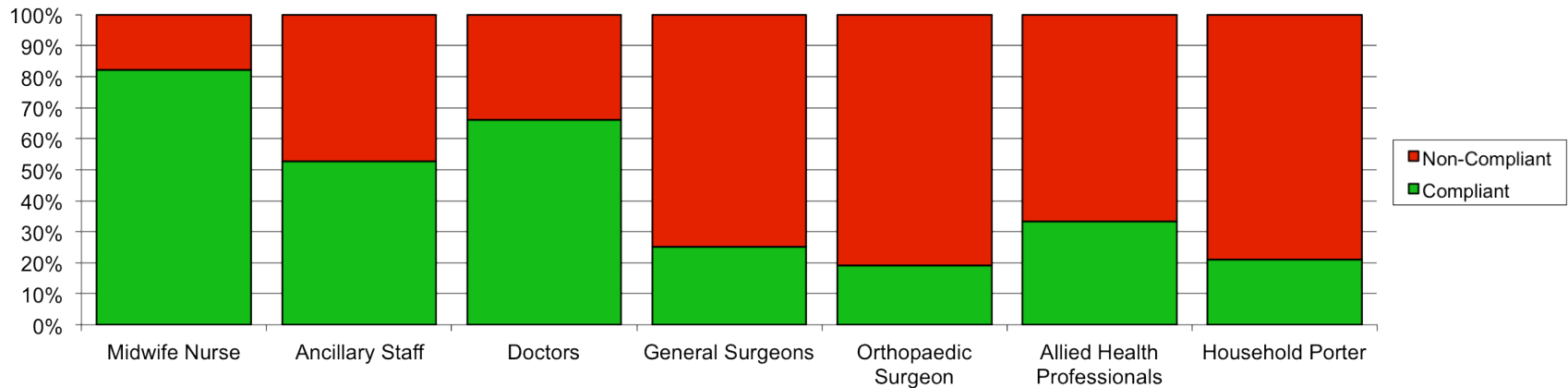
How to implement and continuously improve

Quality Improvement vs. Quality
Assurance

David Vaughan

E: david.vaughan1@hse.ie

Handwashing



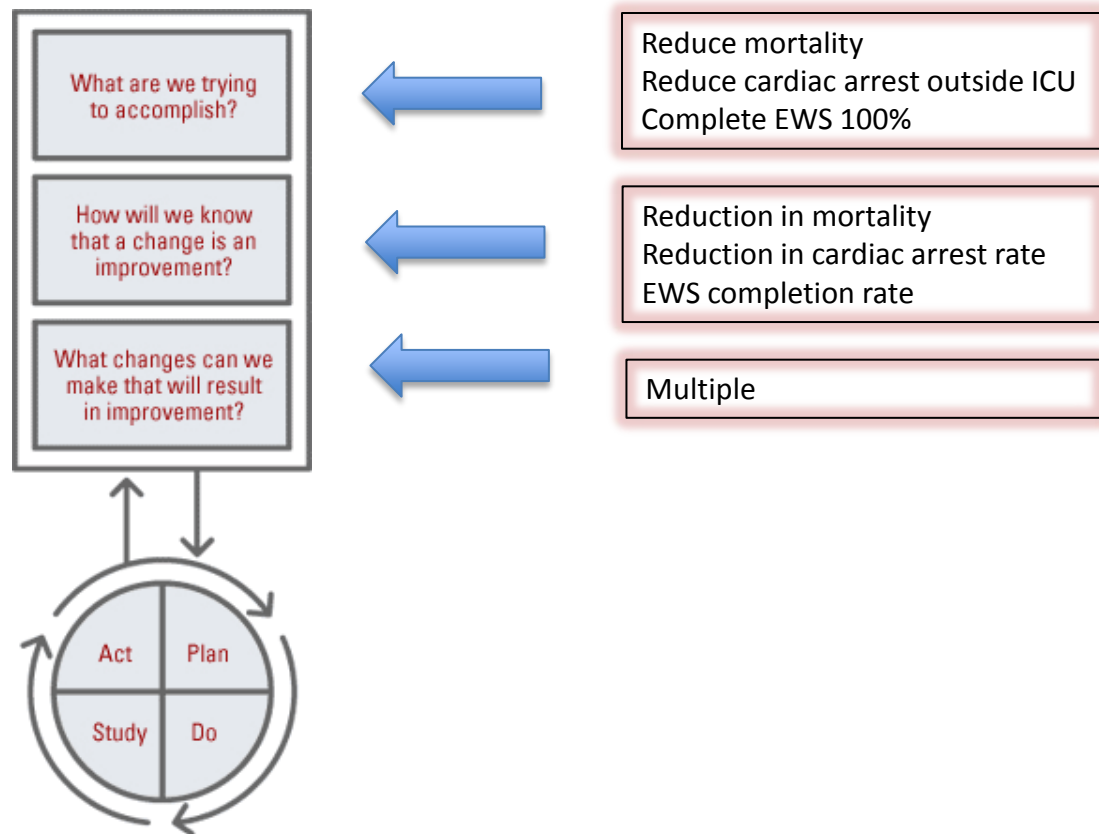
People don't resist change; they resist being changed

- “The new leaders focus on outcomes and use performance measurement as a motivating tool to organize their colleagues and drive improvements.”
- “Rather than make a frontal attack on physicians’ autonomy, Brent James wears down their resistance to change by showing them how their practice varies from the norm.”

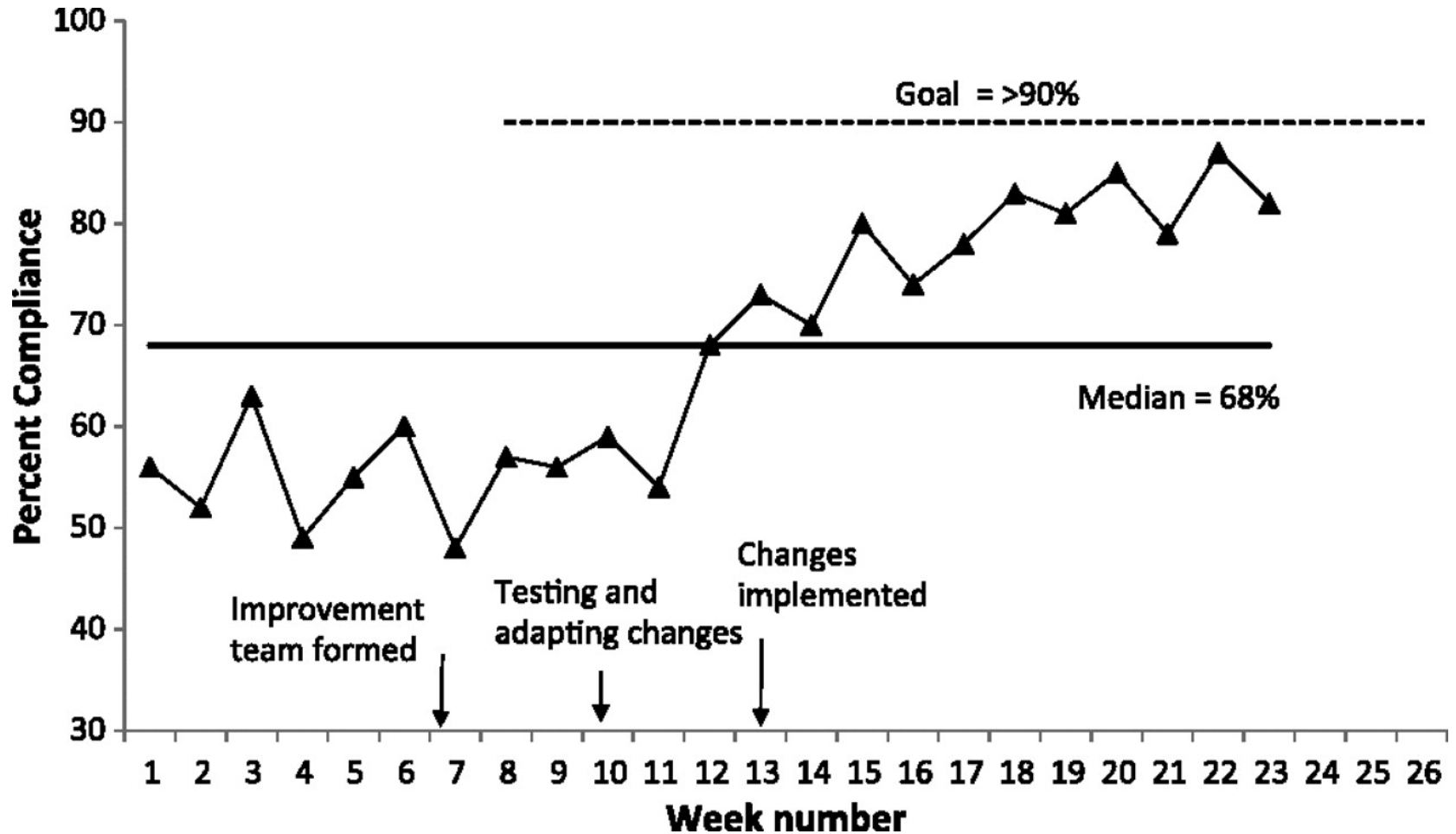
How do we tell a change is an improvement?

- Hunch
- Anecdote
- Get some data, somehow, somewhere, when I have time
- Data may be “massaged”

Model for Improvement

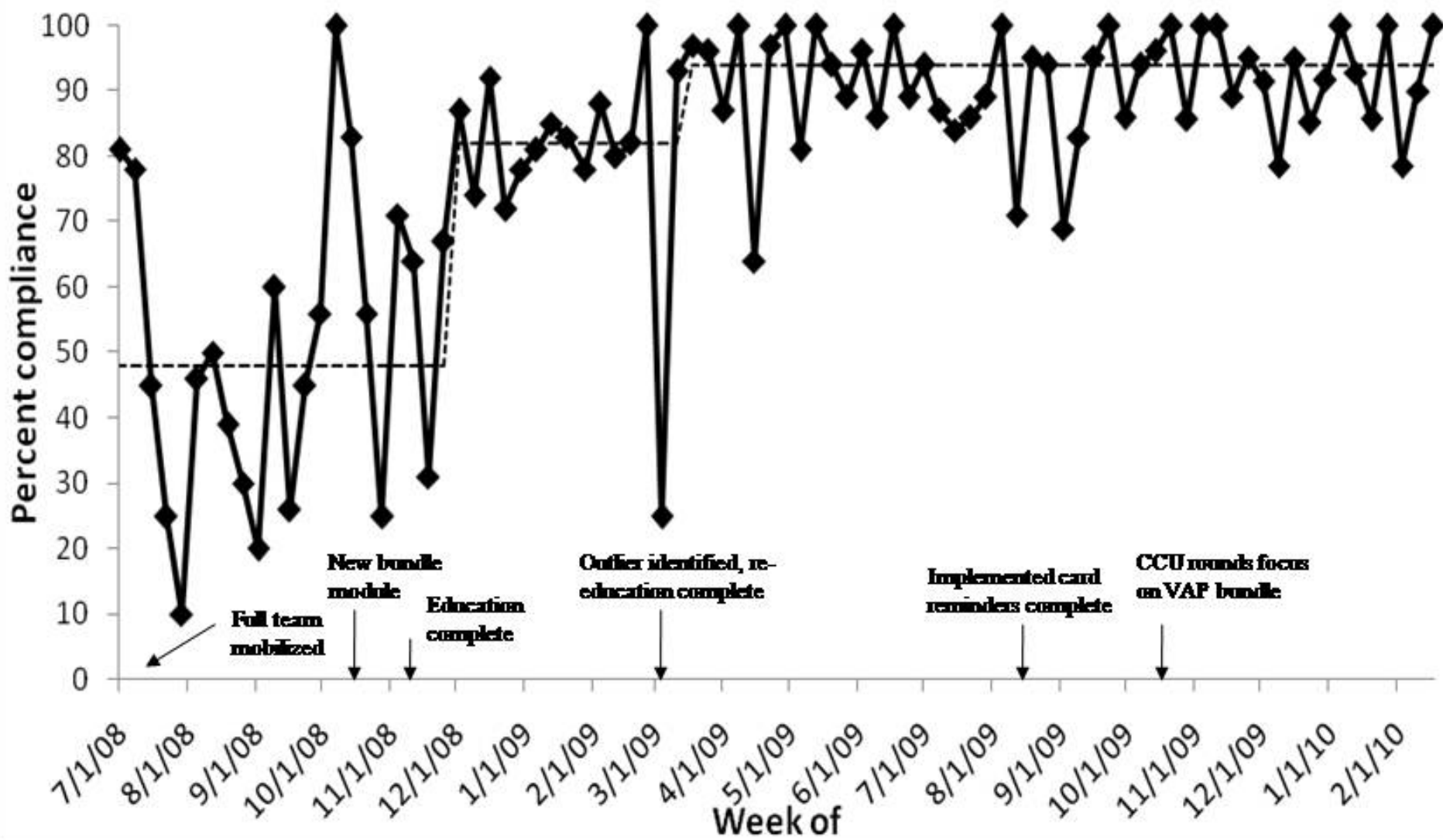


Run Charts

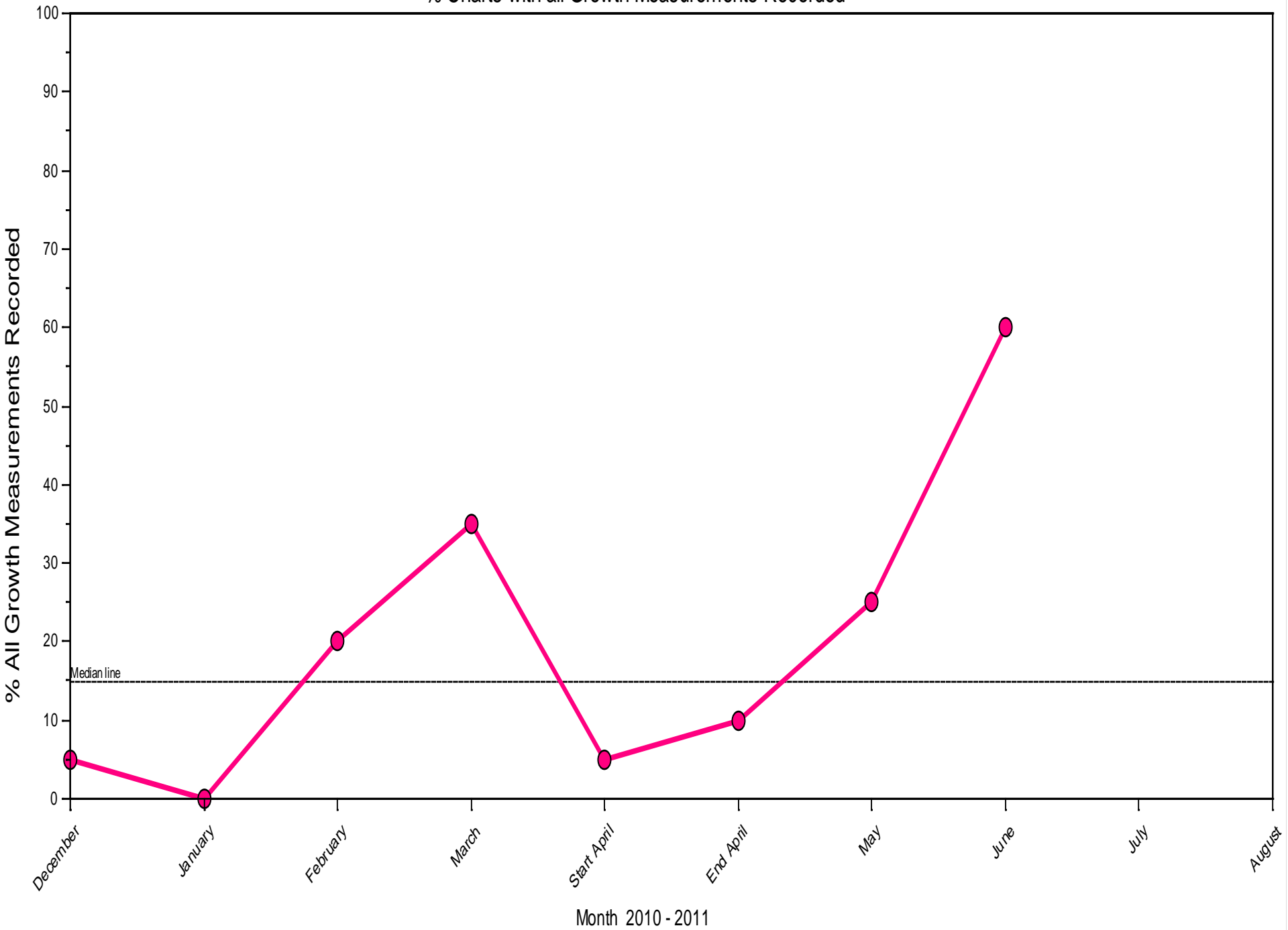


line is the median)

CCU VAP Bundle Compliance Run Chart



% Charts with all Growth Measurements Recorded



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50

HEIGHT

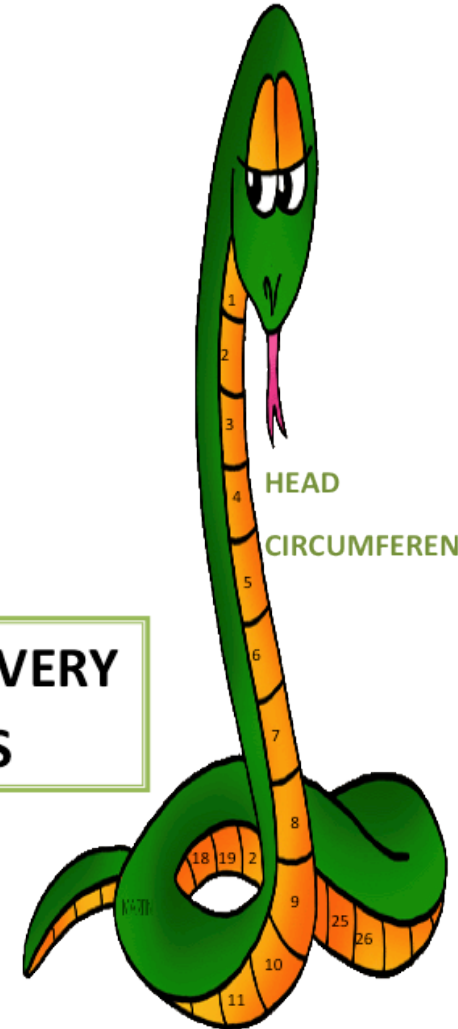


WEIGHT

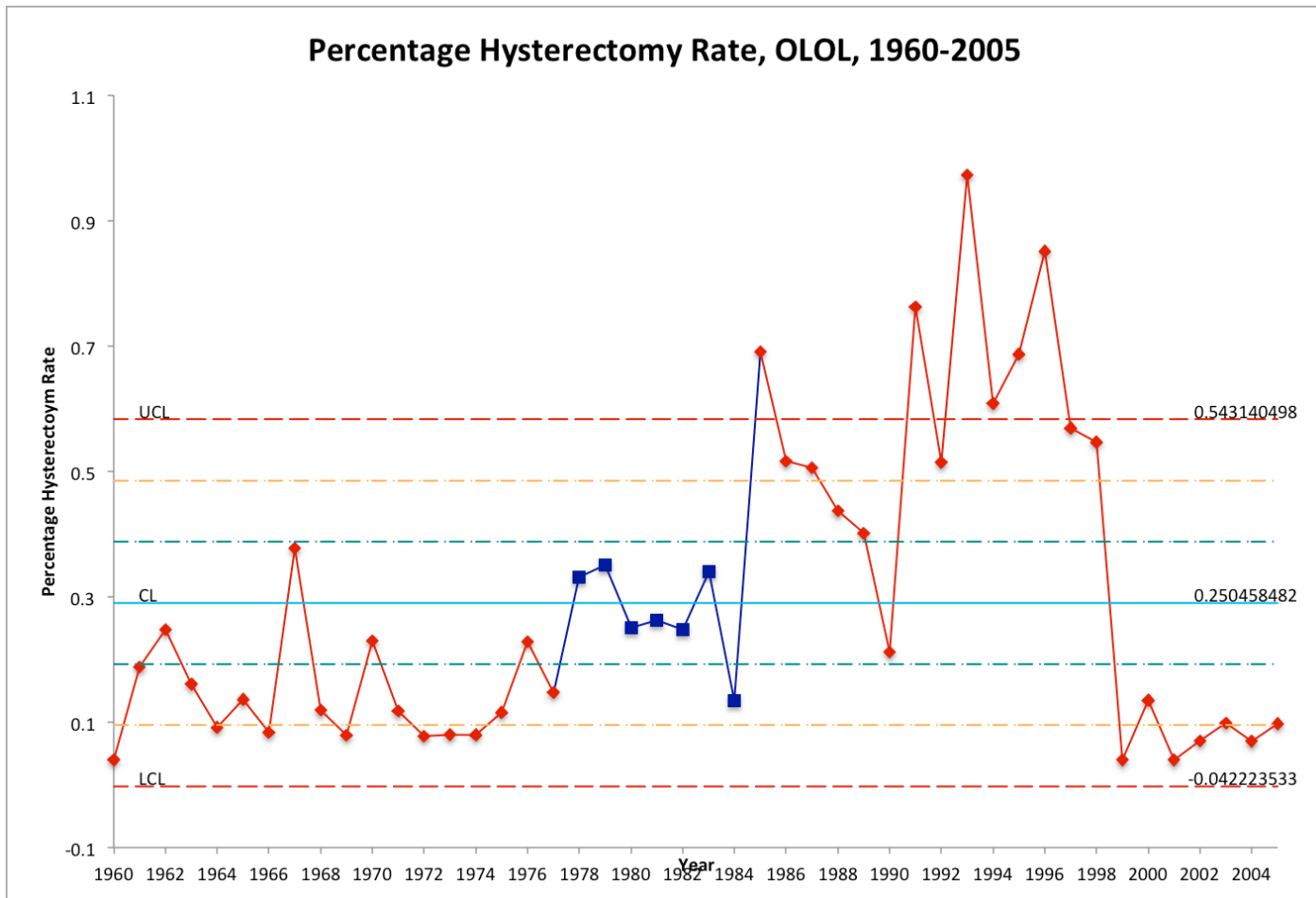


PLEASE DONT FORGET TO DO MY VERY IMPORTANT MEASUREMENTS

HEAD CIRCUMFERENCE



Audit?



“Knowing is not enough; we must apply.
Willing is not enough; we must do.”

Goethe

