# Quality & Safety Academy

# QI Tools, Tips, and Tricks Playbook

## Step 0: Identify the Problem

**Please provide a one-liner of the problem you identified in your clinical environment.**

How do you know this is a problem?

*Who is impacted?*

*What is the scale?*

*What other data do you have to support this?*

## Step 1: Understand the Problem

Create a Process Map

*If unable with current knowledge of the problem, create what you THINK is the current process. BE AS SPECFIC AS YOU CAN!*

Create a Cause & Effect Analysis (Fishbone Diagram) THEN – Use “5-why’s” to further understand one contributing factor.

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## Step 2: Identify Areas for Improvement

**Quick Wins**

**Major Projects**

**Thankless Tasks**

**Fill-in Jobs**

**Impact**

**Effort**

## Step 3: State your Goals

What is your AIM statement? Make it SMART (“How much, of what, by when?”).

***S****pecific*

***M****easurable*

***A****chievable*

***R****elevant*

***T****imely*

## Step 4: Measure your Progress

What are you measuring? List potential measures below in each category.

***Process measures*** *(the steps of doing the work—e.g., what % of patients get a lactate drawn when we think they have sepsis):*

***Outcome measures*** *(the impact on the patient/population of interest—e.g., how many patients die each year from sepsis?):*

***Balancing measures*** *(negative side effects we hope not to cause, and thus should watch for—e.g., % patients who get aggressive fluids for presumed sepsis, and then develop pulmonary edema and end up on the ventilator):*

What are your data sources?

## Step 5: Create Impactful, Sustainable Solutions

Which contributing factors are most actionable? Are they high impact?

Who is your support team? Will there be people to help implement these changes?

## Step 6: Build Upon Success & Sustain

Plan for quick wins:

*What will you celebrate?*

*How will you celebrate?*

*How will you show that your project makes lives better? What’s the return-on-investment?*

*How will you ensure leaders are aware of your success, and can take (some) credit for it?*