Quality Improvement Symposium Poster Template Table of Contents

Please review all slides in this slide deck

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If you have any questions or concerns, please contact Isamar Villarreal
lsamar.villarreal@childrenscolorado.org
Quality Improvement Symposium A3 Template Instructions

• Header and Formatting:
  • Title format: Name of project, PI Specialist: Name of PI, Date: A3 date should have month and four-digit year (i.e. April 2018)
  • Header fonts and color should remain the same; adjust size as needed
  • Use widescreen format (template size is set to printed size of 46.66” x 26.25” do not alter)
  • Bullet and summarize text for ease of readability

• Flow of A3:
  • Top to bottom
  • Left to right and no shift of order
  • Resizing of boxes is allowed
  • All sections in template are required

• Measures Table
  • Include and report on each of the 4 measure types. (If your project did not have a financial measure, please delete that row.)
  • Denominators (e.g. 20%, (n=100)) must be included for all percentages reported
  • Timeframes from which the data was pulled must be provided in the table for all baseline and progress data reported

• Project Results
  • Include data over time, ideally in control chart or run chart, clearly labeling axes and annotating key milestones or interventions
Quality Improvement Symposium A3 Poster Requirements

Project should be in the improvement or control/completion phase to be considered, with baseline and progress data to report

- **Title:** The title should briefly describe the project focus.
- **Background and Problem Statement:** Overall context of the situation is clear and concise. Provides the necessary information the audience needs to know, including historical data, dates or names that help with understanding the importance of the problem. This section should clearly state the problem and current state.
- **Project Aim Statement:** The aim should be stated in the SMART format, with a clear baseline and target for improvement by a defined timeframe.
  - **Example:** Increase Orthopedic Surgery providers’ compliance with the recommendation to limit discharge opioid prescriptions for acute pain to 7 days or less from 57% to 90% by 7/31/19.
- **Key Drivers and Interventions:** This section should include the root cause(s) of the problem(s) identified, as well as a summary of interventions applied to directly address the root cause(s). Please bullet text for ease of readability.
- **Measures Table:** The measures table should include outcome, process and balancing measures, as well as a financial measure if available. If you do not have a finance measure, please delete that row.
  - Baseline, target and progress data must be included for each of the 3-4 measures
  - Clearly identify the timeframe from which each data element was pulled
  - List the denominators for all rates reported
- **Project Results / Performance:** This section requires presentation of data over time using a control or run chart. (If you need assistance with development of your control chart, reach out to Isamar Villarreal.) This section should communicate the effectiveness of outcome measure.
- **Challenges and Barriers:** Include a high-level, bulleted summary of challenges or barriers.
- **Lessons Learned and Next Steps:** Include a high-level, bulleted summary of lessons learned and next steps.
Poster Submission Directions

1. Save your poster using the standard naming convention: “Poster Title_Last Name of Presenting Author(s)”
   • Example: Discharge Opioid Prescribing Practices_Nickels

2. Attach your saved poster and answer the following questions in the body of the email:
   1. Poster Title
   2. List of Authors
   3. Presenting author(s)
   4. Do the presenting authors have any requests to have multiple posters grouped together at the poster session? If yes, please list the poster titles.
   5. Is the poster save using the standard naming convention? Please list your document title.

3. Send email to Isamar Villarreal at 2021QISymposiumSubmissions@childrenscolorado.org
Top Poster Criteria

Top posters will be selected by the CCOE co-chairs based on the following criteria.

Criteria:

• Inclusion of all pertinent elements of an A3, (including outcome, process, and balancing measures), presentation of objective and convincing data over time and meets all poster requirements.
• Applicability and significance to the organization or field
• Uniqueness
• Cross departmental collaboration
• Interprofessional collaboration
FAQ

Q: My poster has already been printed for another conference; do I need to convert it to this template?
A: No, since your poster is already printed, please proceed to the submission instructions on slide 5. Please note QI Symposium 2021 will be virtual.

Q: What is the timeline for QI Symposium Poster Submissions?
A:
• Poster Submission Deadline: 8/15/2021
• Feedback due from co-chairs and presenters notified: 9/17/2021
• Poster Edits Deadline: 10/11/2021

Q: When is the QI Symposium?
A: October 27, 2021, time is to be determined but typically is from 10a-2p.
What type of project do you have?

- A DMAIC project is one that reduces variation or defects in an existing process against current performance.
- A Lean project is one that minimizes waste and maximizes customer value.
- A Design project is one that develops a new process or business model to meet the customers’ requirements. Design methods are used when a process does not exist or is so broken it cannot be fixed using the DMAIC or Lean models.
Use these questions as a guide to determining if a project is better suited to DMAIC or DFSS.
# Background and Problem Statement:
Use this space to provide brief context into the history and motivation for project initiation. Start at top of the funnel. Go back 5, 10 or 20 years, include detail that helps audience understand, then narrow focus to the recent time frame over which the problem has been occurring and its impact. Assume the audience is learning about problem for the first time.

# Project AIM (goal statement)
Must be in SMART format, Answers 1) what trying to accomplish, 2) how will know that a change is an improvement
Example: Improve {metric} from {baseline level} to {goal level} by {date}.

# Key Drivers and Interventions
This section should include the key drivers of problem(s) identified, as well as a summary of interventions applied to directly address the drivers. (Bullet text for ease of readability)

### Key Measures

<table>
<thead>
<tr>
<th>Key Measures</th>
<th>Definitions</th>
<th>Baseline</th>
<th>Goal</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcome</strong></td>
<td>Demonstrates accomplishment of aim&lt;br&gt;Voice of customer/patient&lt;br&gt;Tells if the change is leading to improvement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Process</strong></td>
<td>Process improvement will result in outcome improvement&lt;br&gt;Voice of the workings of the system&lt;br&gt;Tells whether a cycle/process was carried out</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Balancing</strong></td>
<td>Makes sure that changes to one part of the system don’t negatively impact other parts of the system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Financial</strong></td>
<td>Cost of project Vs outcome benefit(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

# Project Results / Performance:
This section requires presentation of data over time using a control or run chart and at a minimum should communicate the effectiveness of interventions on outcome measure. (Space permitting, include data over time for other key measures)

# Challenges and Barriers:
Include a high-level, bulleted summary of challenges or barriers

# Lessons Learned and Next Steps:
Include a high-level, bulleted summary of lessons learned and next steps
Background and Problem Statement (What happened?):
Use this space to provide brief context into the history and motivation for project initiation. Start at the top of the funnel. Go back 5, 10 or 20 years, include detail that helps audience understand. Previous interventions, attempts to address the issue. Then narrow focus to the recent time frame over which the problem has been occurring and its impact. Assume the audience is learning about problem for the first time.

Current Conditions: (What is happening?)
Use Visuals (pictures, graphs, and charts) are encouraged. And the tool used to identify gaps and wastes
- Voice of Customer, Process, Business, Team Member?
- Current state Process Map, VSM, Percent VA/NVA/VE
- VSM, Spaghetti Diagram, Process map with VA vs NVA identified,
- Throughput Yield,
- T&T Time
- 5S Pre-photos and/or 5S scores
- Gemba walk (even if virtual)

Cause Analysis: (Why did it happen?)
Use Visuals (pictures, graphs, and charts) are encouraged. And the tool used to identify gaps and wastes
- Use tools above, and...
- Ishikawa diagram, fishbone diagram
- 5 WHYS
- Cause mapping

Improved State: (How did we change?)
Use Visuals (pictures, graphs, and charts) are encouraged
Tools:
- Brainstorming tools, Affinity Diagram, Effort/Impact matrix
- PDSA form and cycles
- Future state Process Map, VSM, Percent VA/NVA/VE
- Include data showing confirmation of effects

Standardize/Sustain Strategy (How do we keep it from happening again?)
How are we going to maintain our improvements.
Include: handoff strategy/plan, owners, SOPs, controls, etc.

Challenges and Barriers:
Include terms that need to be defined to support project clarity / scope and keeps stakeholders on the same page

Lessons Learned:
Include a high-level, bulleted summary of lessons learned and next steps
**Background and Problem Statement:**
Use this space to provide brief context into the history and motivation for project initiation.
Start at top of the funnel. Go back 5, 10 or 20 years, include detail that helps audience understand.
Previous interventions, attempts to address the issue
Then narrow focus to the recent time frame over which the problem has been occurring and it’s impact.
Assume the audience is learning about problem for the first time.

**Project AIM (goal statement):**
Answers 1) what trying to accomplish, 2) how will know that a change is an improvement
Must be in SMART format,
Example: Improve [metric] from [baseline level] to [goal level] by [date].
Even a picture of the future state “the healthy family”

**Baseline Conditions: (What is happening?)**
Use Visuals (pictures, graphs, and charts) are encouraged.
Use to emphasis the need for DFSS

**Final Design**
High level process map
Annotate key details

**Current Condition / Results**
Table and/or graphs showing requirements have been met by new design
Financial results, if applicable

**Design Requirements:**
Requirement of new process (what), including CTS metric (How’s), and Metric Goal /Specification
Could use QFD / House of Quality or a PUGH matrix

<table>
<thead>
<tr>
<th>Customer Requirement (What)</th>
<th>CTS Metric (How’s)</th>
<th>Goal, Spec</th>
<th>Rank</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

**Challenges and Barriers:**
Include terms that need to be defined to support project clarity / scope and keeps stakeholders on the same page

**Lessons Learned:**
- Ideally, do not implement new processes during key leadership absences/transitions.
- Implementing processes that do not occur frequently, or that individuals encounter infrequently take longer to perfect; training, re-training, and metrics/accountability are key!
- Set leaders up for successful by ensuring they understand their role before, during, and after implementation.