

Using Science of QI NRHI Learning Lab

Assess Your Practice Using the “5P’s as Your Guide

Introduction:

The 5P’s provides a guide for making a path forward towards higher performance. Just as you can assess, diagnose and treat patients; you can assess, diagnose and treat your clinical practice. This is designed to guide your clinical practice on a journey to develop better performance. Each one of these “P’s” has worksheets available to assess current state:

Purpose: Why does your practice exist?
Patients: Know Your Patients
Professionals: Creating a joyful work environment starts with a basic understanding of staff perceptions
Processes: Staff to evaluate the CURRENT state of processes
Patterns: Patterns can offer hints and clues to our work that inform us of possible improvement ideas

Focus on Processes and use of the Worksheet:

For the purpose of this first NRHI Learning Lab, “Using the Science of QI”, we are going to focus on “Process”. Please review the attached Specialty Care Practice Know Your Processes Worksheet. This tool is used to help the Care Team evaluate the current state of processes. It also can be used by the Practice Coach in observing the Care Team with the Coach completing the assessment.

Steps for Improvement:

- Explore improvements for each process based on the outcomes of this assessment tool/worksheet.
- Each of the processes should be flowcharted in its’ current state.
- Once you have flowcharted the current state of your processes and determined your Change Ideas, use the PDSA Cycle Worksheet to run tests of change and to measure.
- What you may find, is a rich data source for the cost of care discussion.