



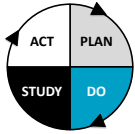
Common QI Pitfalls and How To Manage Them

Jumping to Interventions



- Remind learners of the process (PDSA or DMAIC)
- UNDERSTAND THE PROBLEM FIRST!
- "Expand the universe" to other options and problems

Predetermined PDSA Cycles/Interventions



- Refer to the process – new interventions determined by results of the prior
- OK to plan ahead with flexibility – better framed as different interventions, each with its own set of iterative cycles
- Remind about the importance of process measures: was it the wrong intervention or a failure of execution?

Survey = Intervention



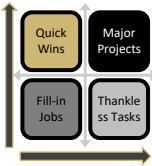
- Celebrate the effort
- Humble inquiry to ask how a survey might change behavior
- IF paired with feedback on the survey, it *might* be an intervention

Missing or No Data



- "How will we know that change was an improvement?" (HINT: Data!)
- Don't forget about basic stats: mean, median, mode, standard deviation
- ~~Manual chart review~~ except for data validation or finding reports
- Consider non-EHR sources: time-motion studies, process steps

Over-reliance on EHR based interventions



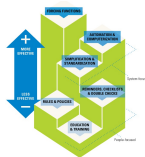
- UNDERSTAND THE PROBLEM FIRST! Are you certain EHR is the solution?
- Emphasize the investment – NOTE: institution dependent
- Consider other interventions while waiting

Not tracking process measures



- Every outcomes is a result of a process
- "How do you know your intervention is happening?" (HINT: process measures!)

Jumping to Education as an Intervention



- Education can be *part* of an intervention but is a weak stand-alone
- "Expand the universe" to consider other higher-order interventions
- Refer to the Hierarchy of Intervention Effectiveness (*next page*)

Mismanaging or forgetting about stakeholders



- Identify stakeholders early
- Set ground rules with team about how and who will manage (Can use Power-Interest Grid to help determine engagement)

