# Quality & Safety Academy: QI Playbook

## Step 1: Define 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?

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.

Diagram, engineering drawing

Description automatically generated

## Step 2: Identify Areas for Improvement

**Major Projects**

**Quick Wins**

**Impact**

**Fill-in Jobs**

**Thankless Tasks**

**Effort**

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

Based on your understanding of the problem, where can you intervene?

## Step 3: State your Goals

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

Specific

Measurable

Achievable

Relevant

Timely

NOTE: the word “improve” should not be in your AIM statement as it does not give a direction.

## 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

Based on your understanding of the problem, list ideas for interventions:

Define when you will check in to see if you have made any change. How are you tracking your data?