

# Making the Case for Building Improvement Expertise

Jennifer Coldren, MPH, CPXP  
March 5, 2020



# **Disclosures**

---

Nothing to disclose

# Objectives



Understand the need for specific quality improvement expertise



Learn various methods to build quality improvement capacity in their facilities

# What Words Come to Mind When You Hear Quality Improvement?

Dashboards Outcomes

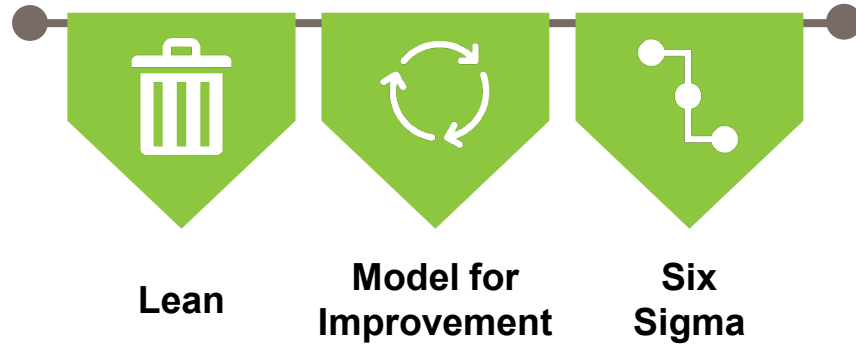
Reduce waste Data

Systems Process Safety

Human Factors



# What is Quality Improvement?

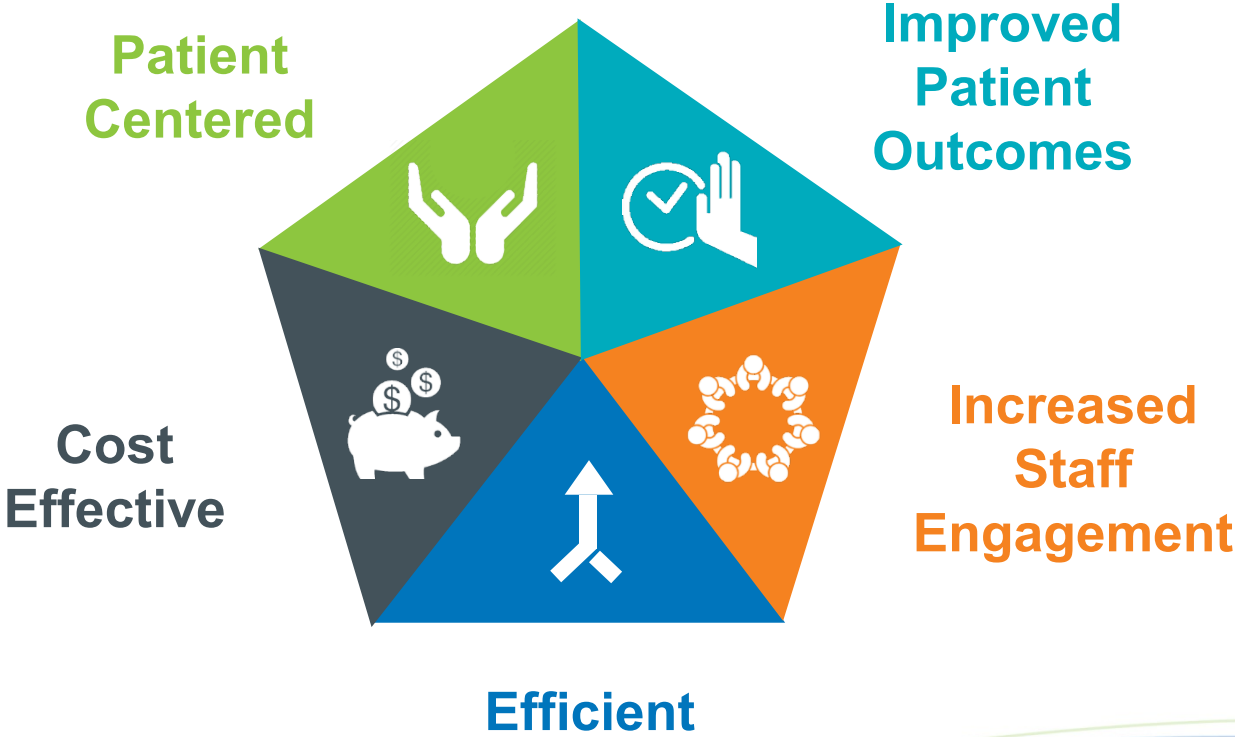


# Personal Story



Photo: Cathy Lyons  
Dayton Children's Hospital; Ohio

# Evidence to Support Quality Improvement



# Areas of Quality Improvement Work



National  
Collaboratives



State/Hospital  
Wide



Local Unit/Clinic  
Level



# Put Quality Improvement Into Practice


[Video](#)

# Creating a Culture of Quality Improvement

Different capacities in every organization:

- Organizational quality improvement goals
- Dedicated quality improvement teams
- Regular quality improvement meetings

One size does not fit all – start the QI journey no matter where your organization is on their quality journey

The bottom of the slide features decorative wavy lines in shades of light blue and green, creating a modern, flowing aesthetic.

# Barriers to Executing Quality Improvement



Small teams



Staff Turnover



Mandatory Reporting Metrics

# Importance of Data

## Strength of numbers

- Identify opportunities
- Trends

## Goals

- Achievable
- Shared mental model

## Metrics that matter

- Easy to access
- Track the change

# Stretch Capacity

- Viewpoint
- Constant curiosity
- Engage others
- Gain leadership support
- Steal shamelessly



# Quality Improvement Resources

IHI

- Institute for Healthcare Improvement
- Sign up for free toolkits and worksheets

CPHQ

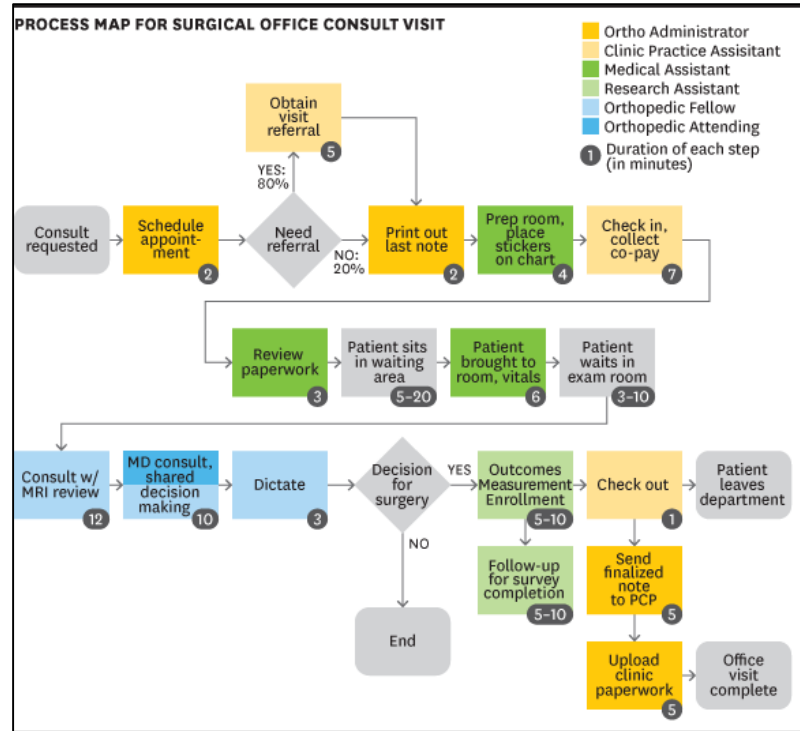
- Offered through National Association of Healthcare Quality
- Over 12,000 professionals

Colleagues

- Find others with QI expertise
- Identify champions in your organization

# Improvement Tools

- 5 Why's
- PDSA Cycles
- Process Mapping



# Application of Quality Improvement Work





# Activity

Get into groups of 6-7

Assign each person a role

- Quick registration
- Triage
- Registration
- Treatment
- Discharge
- Runner
- Quality Improvement

## Rules

- Do not switch seats
- Do not separate the stapled pages
- Runner will provide stickers when it is your turn to “treat” the patient

# Activity

## New Rules

- You can tear apart the packets
  - Split roles however you like
  - You can get out of your seats
- Gather any materials you need before starting

Be Creative – Think Differently





**Thank you!**

**Jennifer Coldren**

**[jennifer.coldren@childrenshospitals.org](mailto:jennifer.coldren@childrenshospitals.org)**

Children's Hospital Association

600 13th St., NW | Suite 500 | Washington, DC 20005 | 202-753-5500

16011 College Blvd. | Suite 250 | Lenexa, KS 66219 | 913-262-1436

[www.childrenshospitals.org](http://www.childrenshospitals.org)