Today’s Goals

Objectives:

- Increased knowledge of the Tennessee Initiative for Perinatal Quality Care (TIPQC) projects
- Greater understanding of the science of improvement
- Identify opportunities to join change teams

The Need for Change

- Cost containment
- Regulatory
- Competitive
- Patient expectation
- Technology impacts
- Poor outcomes

“Change is the only constant.”

Greek philosopher

The Aspects of Change

People

Process

Technology

And which do you think is the hardest to change?

The “Human Side” of Change

- Personal Experience
- Professional Autonomy
- Emotions
- Intellect
- Politics

“We cannot solve our problems with the same thinking we used when we created them.”

“Insanity: doing the same thing over and over again and expecting different results.”

The Primary Drivers of Improvement

Having the Will (desire) to change the current state to one that is better

Developing Ideas that will contribute to making processes and outcomes better

Having the capacity to apply CQI theories, tools, and techniques that enable the Execution of the Ideas

IHI 2012
How do we improve?

3 Key Questions then PDSA

- Aim
- Measures
- Hypothesis/Expertise

Toolkit, benchmarking, critical thinking, patient’s perspective, using technology, using change concepts, creative thinking

The Sequence of Improvement

1. Test under a variety of conditions
2. Implement a change
3. Develop a change
4. Embed in daily operations

TIPQC

IHI Collaborative Paradigm

Prework

- AIM
- Methods
- Goals

Support:

- Regional Meetings
- QI Consultant
- Monthly Huddles (WebEx)
- Improvement Advisor
- E-mail/website

LS – Learning Sessions
AP – Action Period
HTG—Hold The Gains

TIPQC

Spread of Innovations

COMMUNICATED
In a certain way

Happens over time

Thru a SOCIAL system

Why TIPQC?

National Landscape for Perinatal Quality in 2012

From Sarah W. Fraser

Adapted from Rogers, 1995

Hypothesis/Expertise

Prerequisites

• Case Studies
• Affinity Diagram
• Externalizing/Externalizing Tools
• National Group Technique
• Mind Mapping
• Brainstorming

AP1 AP2 AP3

LS 1 LS 2 LS 3 LS 4 HTG

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TIPQC

Spreadsheets of tabular data

Histogram (Frequency Distribution)

Confidence that change is effective

• Change Mgt
• Pilot Work

Table of Contents

Justice-In-Time (JIT) Training Modules

1. Leader’s Guide
2. Module: High Level Overview of QI Thought Process
   a. The Market for Improvement
   b. The PDSA Cycle
   c. The IHI Collaborative Paradigm
   d. Developing an Site Balanced Improvement System (SBI System)
   e. Assessing Your Current State
   f. Benchmarking
   g. Analyzing Operational Definitions
   h. Data Collection Plan
   i. Selecting a Quality Improvement Initiative
   j. Selecting and Implementing Changes
3. Tools
   a. Pareto Chart
   b. Cause and Effect Diagram
   c. Control Charts
   d. Affinity Diagram
   e. Externalizing/Externalizing Tools
   f. National Group Technique
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   h. Brainstorming
   i. Fishbone Diagram
   j. Time Diagram
   k. Scatter Diagrams
   l. Histogram (Frequency Distribution)
   m. Triangular Diagram
   n. Fishbone Diagram
   o. Speedometer
   p. Checklists
   q. Leadership Tools
   r. Resistance Tools

http://www.tipqc.org/jit
A local or state treasure?

Healthy Babies Are Worth the Wait

Projects Matrix

Middle Tennessee Teams (current)

- Baptist Hospital
- Centennial Hospital
- Gateway Medical Center
- Maury Regional Medical Center
- Nashville General at Meharry
- Northcrest Medical Center
- Summit Medical Center
- Vanderbilt & Monroe Carell Jr. Children’s Hospital
- & THA HENs

QI projects
- We do not have to do the research, it has been done!
- The Tools to put Knowledge into Practice
- Toolkits that are EBP
- Resources
- Trainings & Annual Meeting
- State & national expertise
- Networking & collaborating across the state

Project

Projects Matrix

Projects Matrix

*State Level Stakeholders Collaborating on Project

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Successful projects—teams working together across the state

– Prematurity Awareness Month
– Bus Wraps
– Collaborative Television Ads
– Website
Many projects, many opportunities, many wonderful people making a real difference....

- Projects:
  - Elective < 39 weeks gestation (EED)
  - BF Promotion: Prenatal
  - BF Promotion in the Delivery setting
  - CCHD
  - Family Involvement Team
  - Golden Hour
  - NICU FUN (pilot)
  - HM4NICU
  - Temperature (sustainment)

- New Opportunities:
  - NAS
  - Post-partum Hemorrhage
  - NCABSI 1.5
  - Postpartum Hemorrhage

Future Steps....

- Join TIPQC
- Receive...
- And Give...Join a Project!
- Make a difference!!

"Most people like the dynamic environment...the challenge is never boring...winning is fun, making a real contribution is pleasing to the soul." J. Kotter

2013 Annual Meeting

- Feb 25—NAS Statewide Kick Off
  - Maternal Dinner & NCABSI Dinner
- Feb 26—Patient & Family Training
  - Speakers: Gerald Joseph, Kerry Johnson, Brian Hale, Kat Shealy
  - Workshops
- Feb 27—Speakers: Neil Finer, Steven Patrick,
  - Workshops
  - Project Selection

Questions

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