

**Quality Improvement in Arizona CAHs—
System and Practice**

**Implementing and
Monitoring Your Process:
Tools & Techniques**

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Today's Objectives

- Introduce a systematic approach to the implementation process
- Introduce a systematic approach to the data monitoring process
- Discuss what Executive Leadership can do to facilitate implementation activities
- Plan for Learning Session 3

Review of Homework

- Finalize Team Charters
- Process Flow Charts (optional: Add Leverage Points)
- Develop at least two process measures based on AIM and new process

3

Tips for Developing an Effective Implementation Plan

- Clarify and communicate who does what by when and write it down
 - Make sure people know what they're supposed to do
 - And they know what others are supposed to do, too
- Make sure people know how to do what they are supposed to do
- Build in specific times to get input and feedback from those involved
- Use a proven approach manage the changes

4

Implementation Planning Tools

- Team Charter
- [Implementation Plan Template.doc](#)
- [Message from CEO](#)
- Process Flow chart
- Data Monitoring Plan

5

Tips for Developing an Effective Data Monitoring Plan

- Who will complete the data collection tool for each data element ?
- How often and when will the data be collected?
- Who will receive the completed data collection tools?
- How will the data be analyzed/tallied and by whom?
- How will the data be aggregated and tracked?
- Who will the data results be reported to, how, and by whom?
- How often will the data results be shared?
- How will the data results be displayed?

6

Data Monitoring Tools

- [Data Monitoring Plan Template.doc](#)
- [Data Monitoring Plan Example.doc](#)
- [Example Data Collection Tool.doc](#)

Take-Home Messages

- A well thought through Implementation Plan is one of the most important tools for successful execution of your process changes.
- A Data Monitoring Plan that uses concurrent data collection can save administrative time by eliminating after-the-fact-audits, and can save clinical time associated with rework.
- A formal announcement of the initiative by Executive Leadership can empower the QI team and facilitate cooperation for making the change successful.

Homework

- Obtain official approval for Team Charter including process measures
- Complete Data Monitoring Plan
- Complete Implementation Plan

9

Revised Meeting and WebEx Dates

Next Steps: Who Does What by When

Who	Does What	By When
Oscar	Sends out notices about details of next collaborative meeting.	
Dr. Silvey	Sends out information about telephone or WebEx availability for one-on-one consultation.	

11

Contact Information

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12

April 29, 2010
Implementing and Monitoring Your Process

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13