Jessamine County Quality Improvement

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Review of Projects

• Spend 30 minutes working with your team on your departmental QI Project or finishing flow charts and critical processes

• Report out to the entire team
  – Status of the project
  – Status of flow charts/critical processes
  – What data was collected for the project
Review of Projects

• Administrative: *Front Desk Efficiency*
• Clinical: *Internal Referral System*
• Environmental: *Communication*
• Community: *Marketing JCHD*
WHO AM I?

Ask YES or NO questions and try to collect data as to who you might be!
What is a Storyboard

- Storyboards surfaced at Walt Disney Studios during the 1920’s to “articulate a story in an embraceable way.”
- Having proved themselves in other fields and industries, storyboards are now being applied to a system development, web development, and quality improvement.
QI Tool: Storyboard

• A storyboard is a visual method for displaying your quality improvement project.
• Storyboards can “market” public health.
• They also share the QI process with others
  – Local health departments
  – Decision makers
  – Others in the public health field
  – Lessons Learned
QI Tool: Storyboard

• Helps communicate QI
• Serves as a planning tool
• Helps document the process
Why a Storyboard

• Tell your QI story in an organized way
• Harness the power of a visual
• Helps guide the work of your process improvement
• Give users real content that is easy to digest
• Highlight your accomplishments
• Aligned with the PDCA cycle
Organization and Composition

- Getting Started
- Assemble the Team
- Examine the Current Approach
- Identify Potential Solutions
- Develop Improvement Theory
- Test the Theory
- Study the Results
- Standardize the Improvement
- Establish Future Plans
Storyboard Must Haves

• AIM Statement
• Improvement Theory
• Data & Results
• QI Tools Used
• Learning
Storyboard Must Haves

• Be succinct and include critical information
• Design the storyboard with an ease of comprehension in mind
• Use visual images to display the data
• Avoid acronyms and jargon
Storyboard Components: PLAN

Problem Statement
• Background of the issue
• Describe the situation or the problem

AIM Statement
• SMART Objectives
• Ultimate goal or intention of the project
• Address the WHAT, WHEN, HOW MUCH, and FOR WHOM?
Storyboard Components: PLAN

Process Outline and Relevant Data:
• How was the problem identified?
• What are the root causes?
• What data exists/current process?
Storyboard Components: PLAN

Identify Potential Causes & Solutions
• What actions can be tested to address the situation or problem?

Improvement Theory
• IF...THEN...
Storyboard Components: DO

• **TEST THE THEORY:**
  – Implement the improvement.
  – Describe the actions or activities that have taken place to address the problem.
  – Collect data and documentation related to the implementation.
Storyboard Components: CHECK

• **Study the Results:**
  – What are the results of the activities that took place?
  – What measurements were taken to identify if there has been a change or improvement?
Storyboard Components: ACT

Standardize or Develop New Theory

- What adjustments were made?
- What will be done to sustain or standardize the solution?
- **TAKE ACTION**
  - Adopt
  - Adapt
  - Abandon

Future Plans

- What are the next steps?
- What worked?
- What would you do differently next time?
- How will you monitor and hold the gain?
- How will you share?
Lessons Learned

• QI Tools like fishbone diagrams, Pareto charts, or flow charts can be very helpful

• Building a storyboard throughout the improvement process may be more efficient than waiting until the end

• Graphic depictions and color add more interest
Plane Crash Survival!

Work together to create a list of 12 items in order of importance for your survival. You must also list their purpose.