

# Moving from ideas to operations

WEBINAR

DECEMBER 15, 2017



**GREAT LAKES**  
PARTNERS FOR PATIENTS

**Illinois | Michigan | Wisconsin**  
**Powered by the MHA Keystone Center**

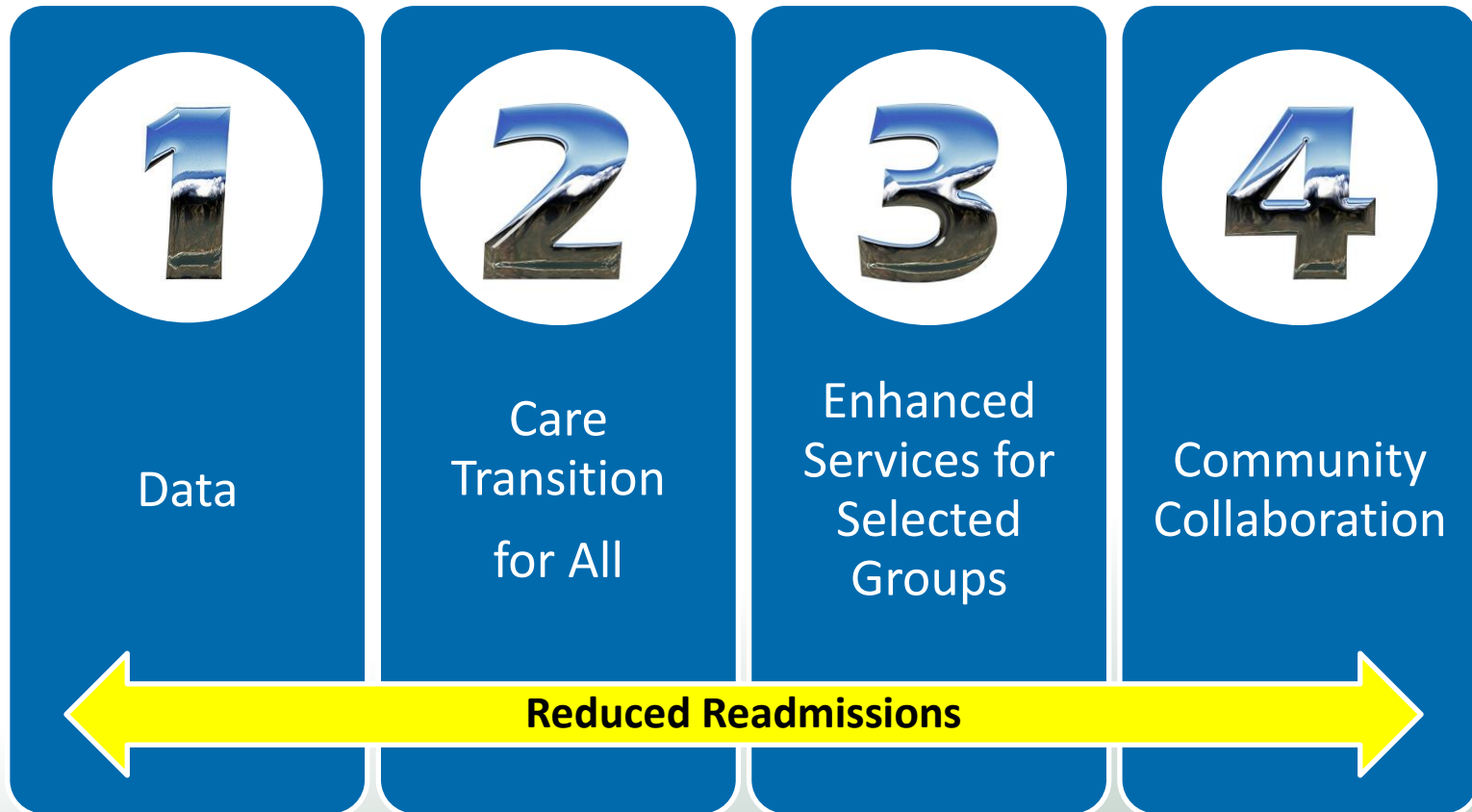
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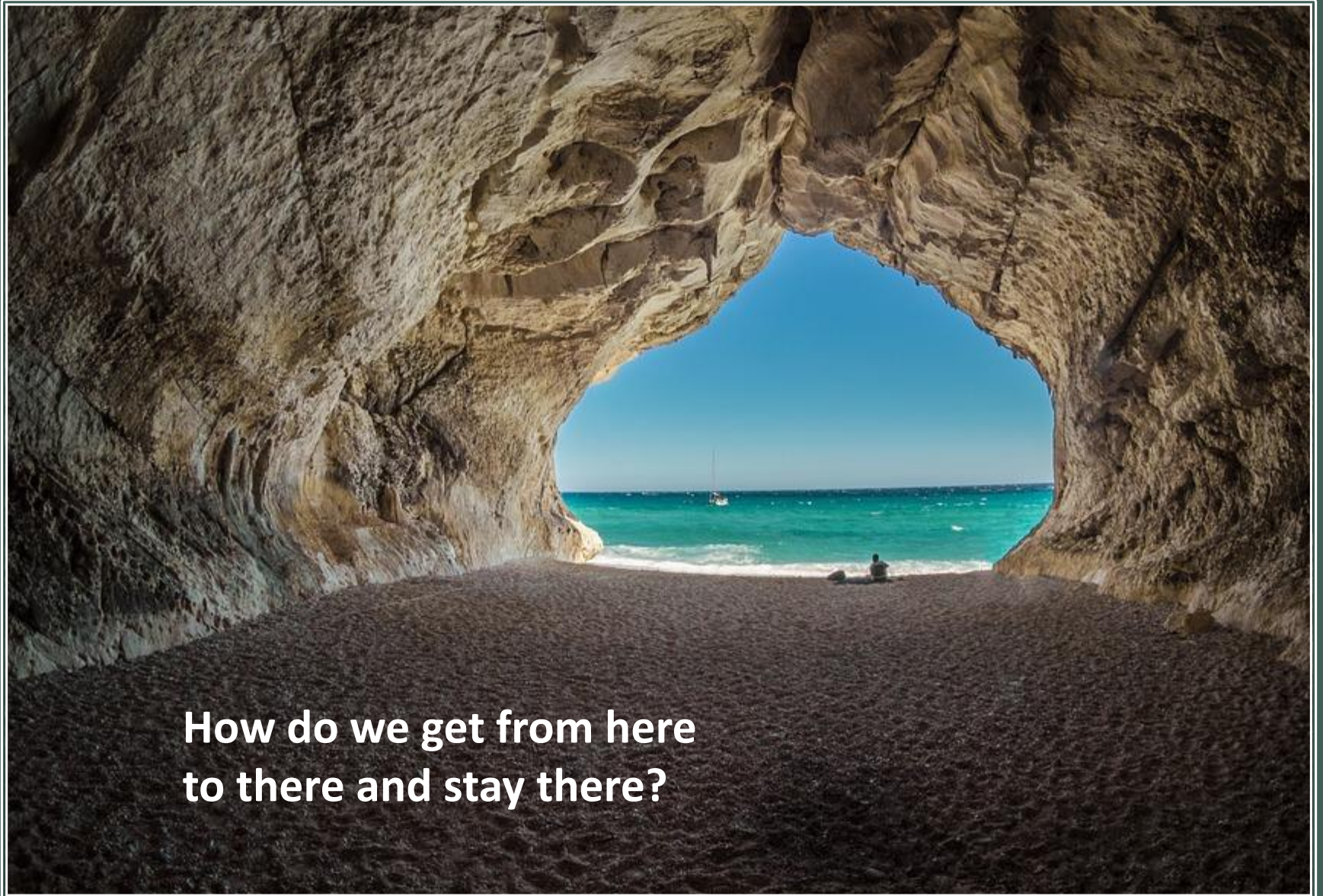
*Accelerating Improvement at the Point of Care*

Reduce all cause  
30-day  
readmissions by  
12 percent by  
September 27,  
2018.



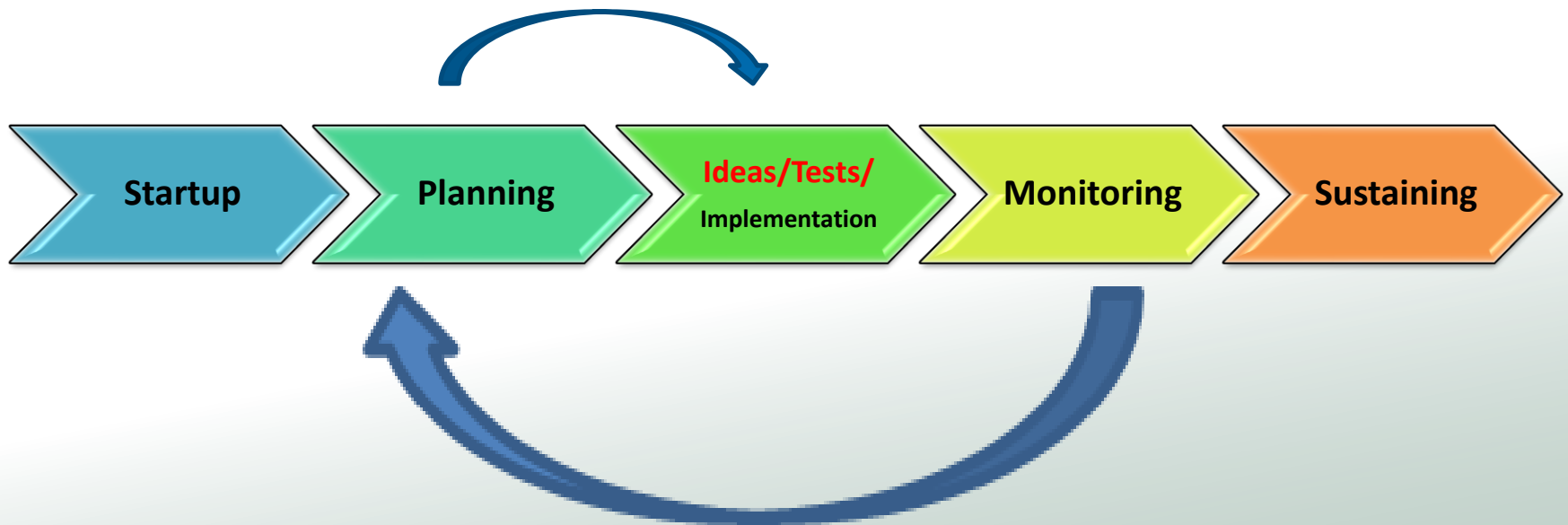
# Readmission Drivers



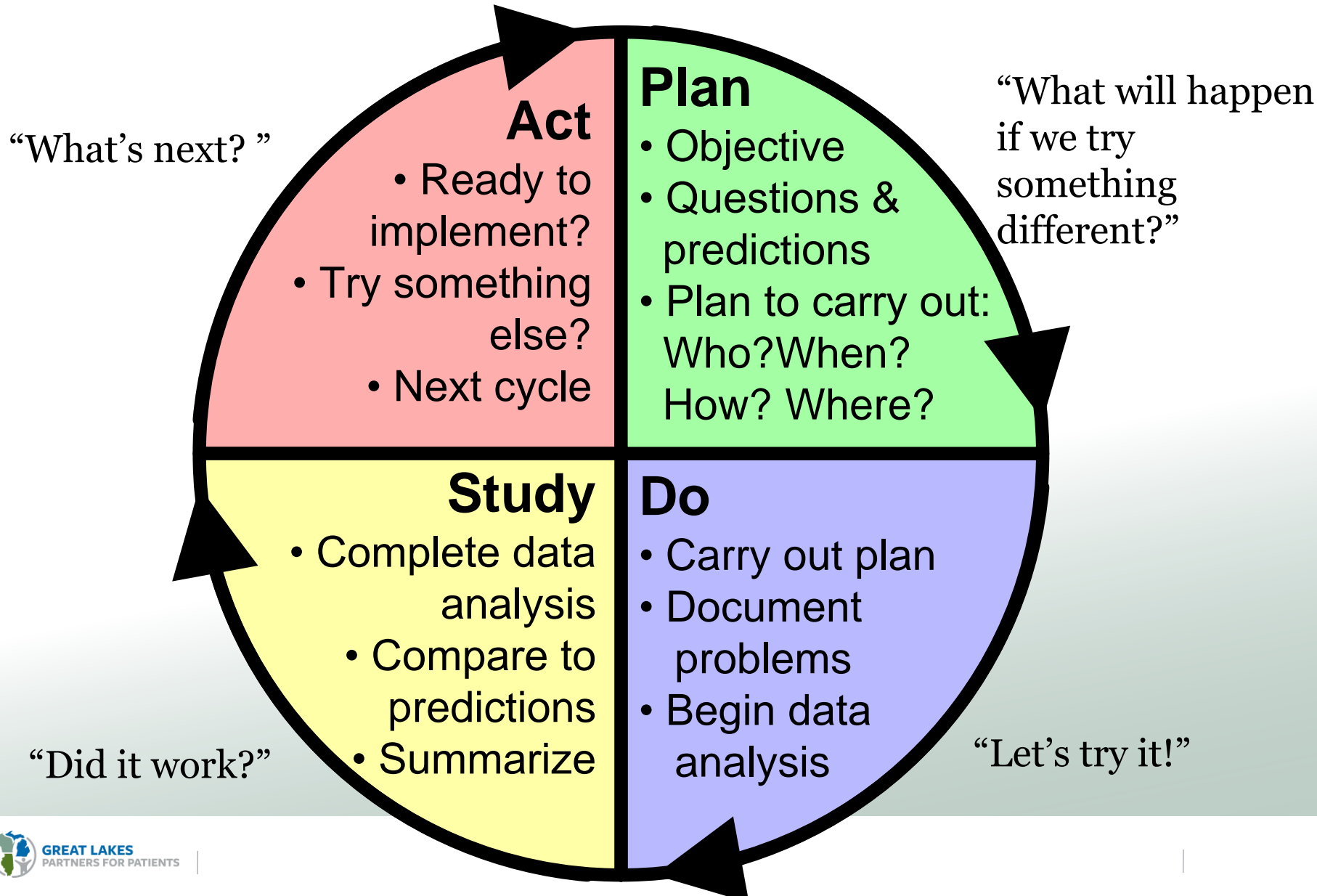


**How do we get from here  
to there and stay there?**

# From project to operations



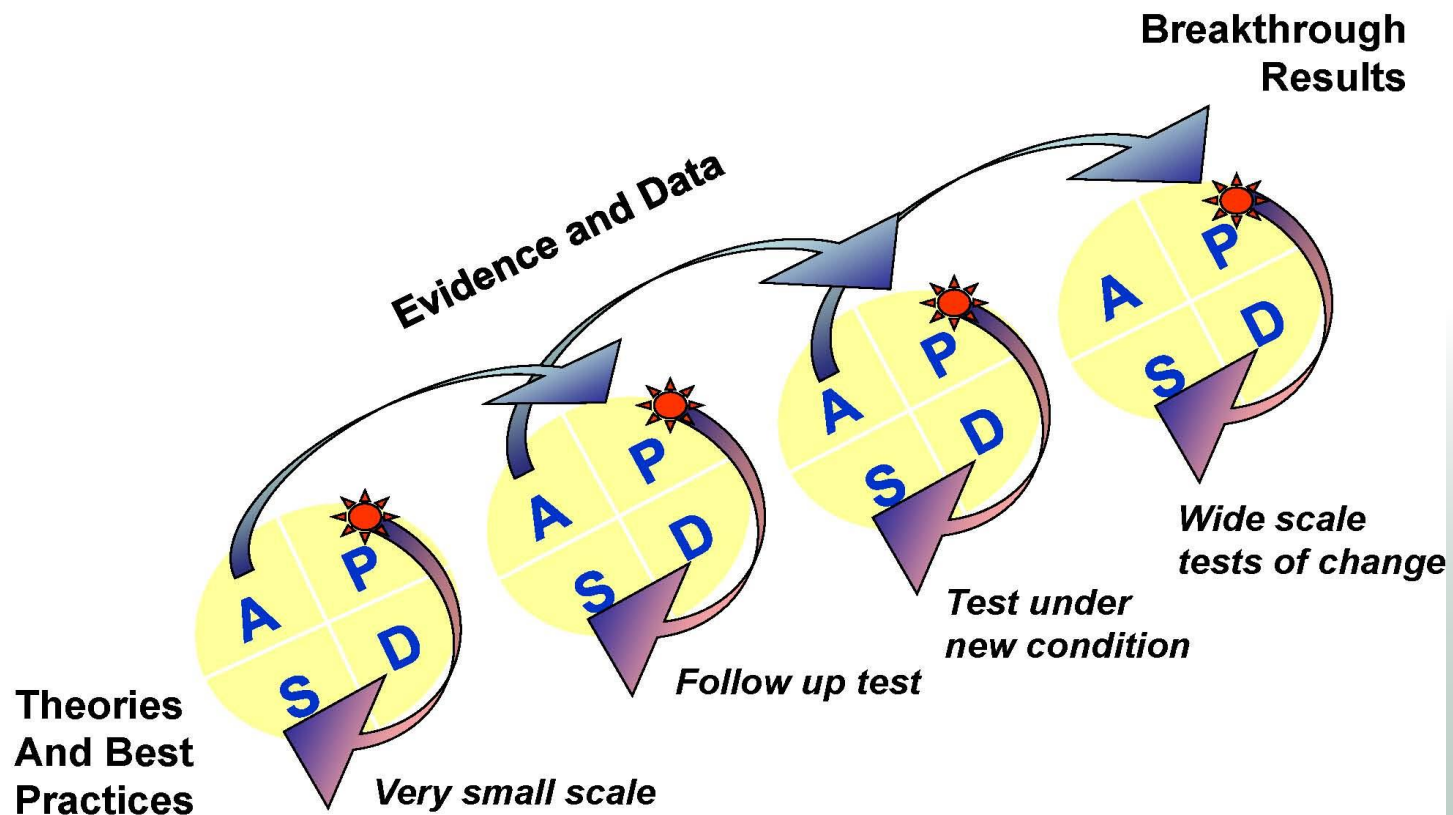
**What changes can we  
make  
that will result in an  
improvement?  
What new idea should we  
test?**





# Test before you implement

## Building Knowledge with PDSA Tests

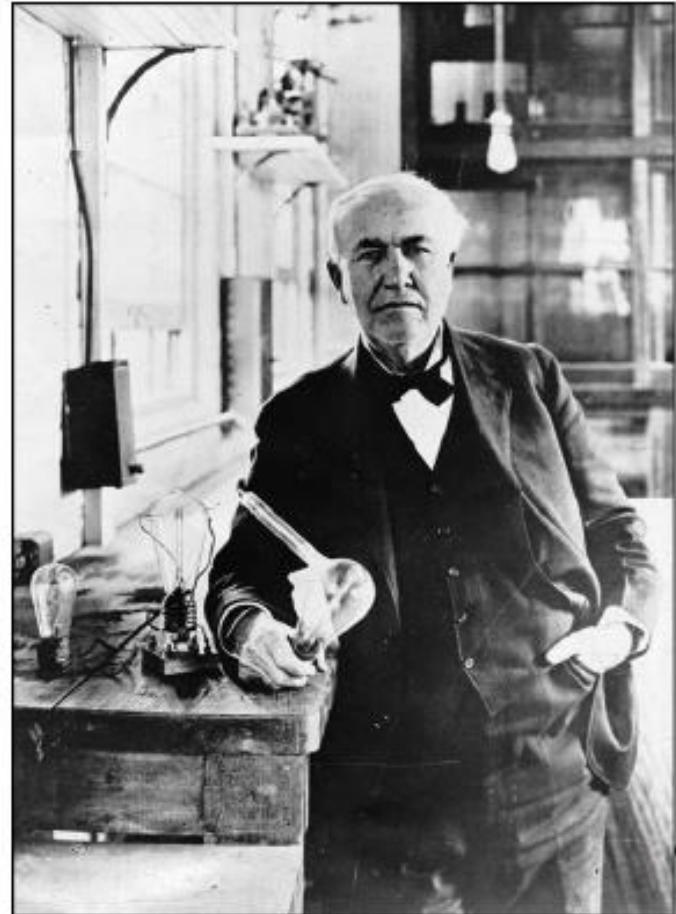




# The Value of “Failed” Tests

*“I did not fail one thousand times; I found one thousand ways how not to make a light bulb.”*

Thomas Edison



# Common Traps



- Plan Do, Plan Do
- Do Act, Do Act
- No testing, only data collection
- No ramps of tests, random PDSAs
- Undisciplined PDSAs, no documentation
- No prediction – what we think will happen
- Beware of Cycles longer than 30 days

# Idea – test – test – test - implement

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- You learned from your data that patients are returning to the hospital because they aren't reconnecting with their PCP. Upon further drill down you discover that you aren't reliably making post discharge appointments.
- You heard some ideas about how to improve the appointment making process which include the following:
  - Start sooner - Don't wait until the discharge order is written
  - Designate appointment making as a specific responsibility
    - CM, unit secretary, patient family advisor, volunteer
  - Talk with your PCPs about establishing time slots

# Let's chat

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- Which of these ideas might you test?
- What do you think will happen?
- Who would be involved in your test?
- When will the test happen?
- What do you want to learn/measure?
- When will you debrief?



- Questions to ask before passing the baton from a PI project to ongoing operations





ARE WE THERE YET !?!

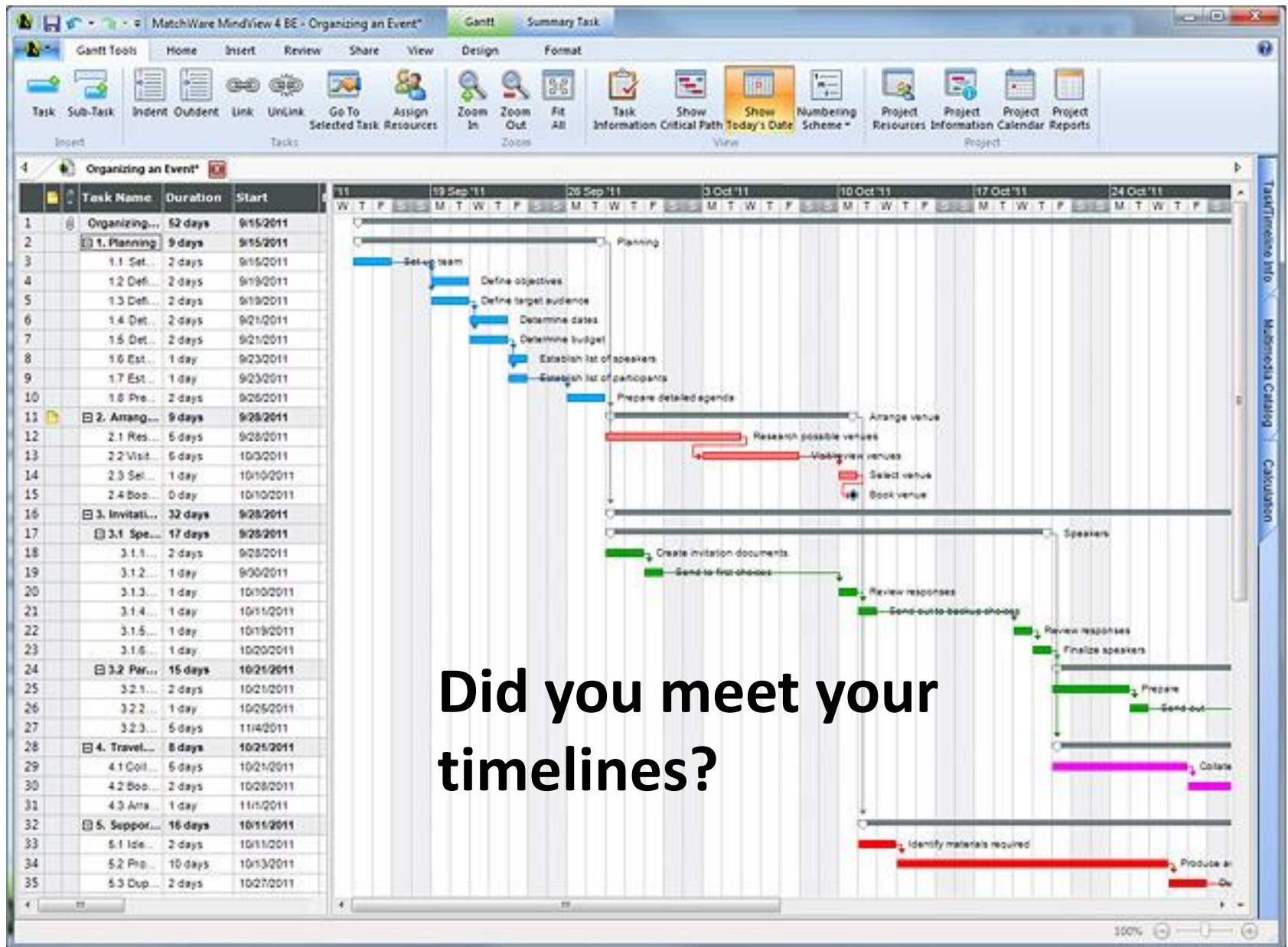


MATT GROENING





**Did you follow your plan?**




Did you meet your timelines?





**Did you meet your targets?**



A row of laundry, including three white t-shirts, a red t-shirt, and a white towel, hangs on a clothesline. The clothesline is strung between two trees. The background features a lush green field, a line of trees, and a bright blue sky with scattered white clouds. The text "What's still on your laundry list?" is overlaid on the left side of the image.

What's still  
on your  
laundry list?



Personnel



Equipment



Systems



Training



How will you  
disseminate your  
learnings?





What's your  
plan for  
ongoing  
monitoring?




How will you know if you are drifting?

What will you do to avoid drift?





A large crowd of people is gathered on a city street, celebrating. The air is filled with a thick cloud of red and white confetti. In the foreground, a yellow parade float with a white sign is visible. The float has a sign that reads "HAPPY BIRTHDAY" and "TO THE PRESIDENT OF THE UNITED STATES". The crowd is dense, and people are seen running and jumping in the air. The background shows tall buildings and a clear blue sky.

How are you  
celebrating?



What are your  
plans to  
spread?







what

**who**

how

why

where

when

Any  
questions?







Thanks