Nicola Chandler

Using the QI Approach

The QI Approach

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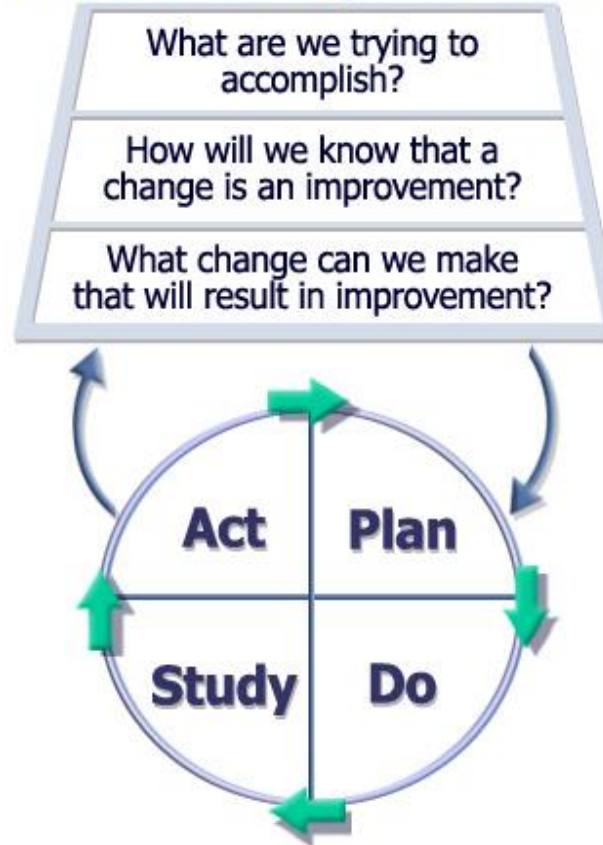# Objectives of this afternoon's session

To provide you with:

- A reminder of an improvement framework
- An overview of the 7 QI tools
- An example of how to "sell" your vision"
- An understanding of "change" as a human process

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A framework for improvement

What are we really trying to achieve?

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Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act | Plan
Study | Do

Aim

Measures

Changes

Implementation

Source: The Improvement Guide

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The 7 Quality Improvement Tools

Flow chart/
process map

Check sheet

Pareto chart

Fishbone
diagram

Control chart

Histogram

Scatter plot

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Root cause analysis: fishbone

WAITING TIME

Next, identify the major drivers
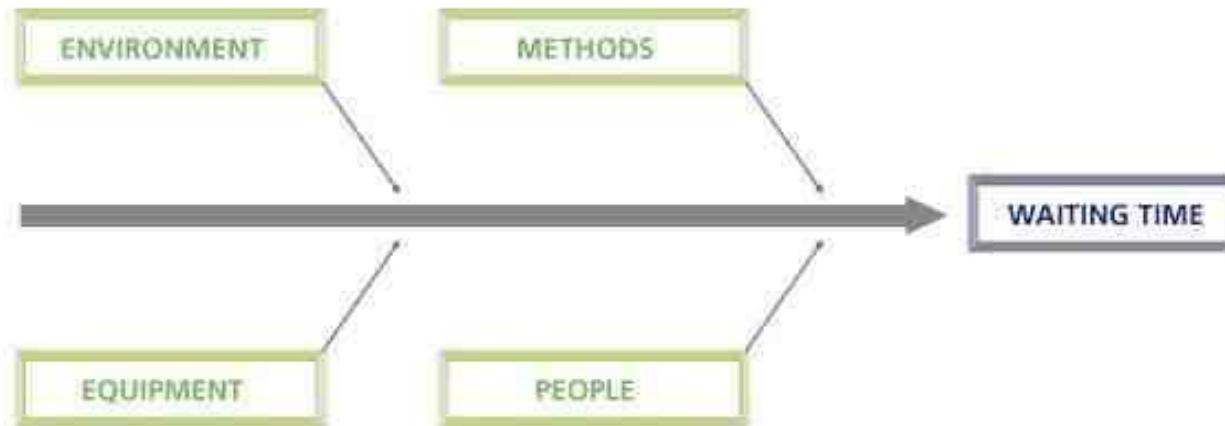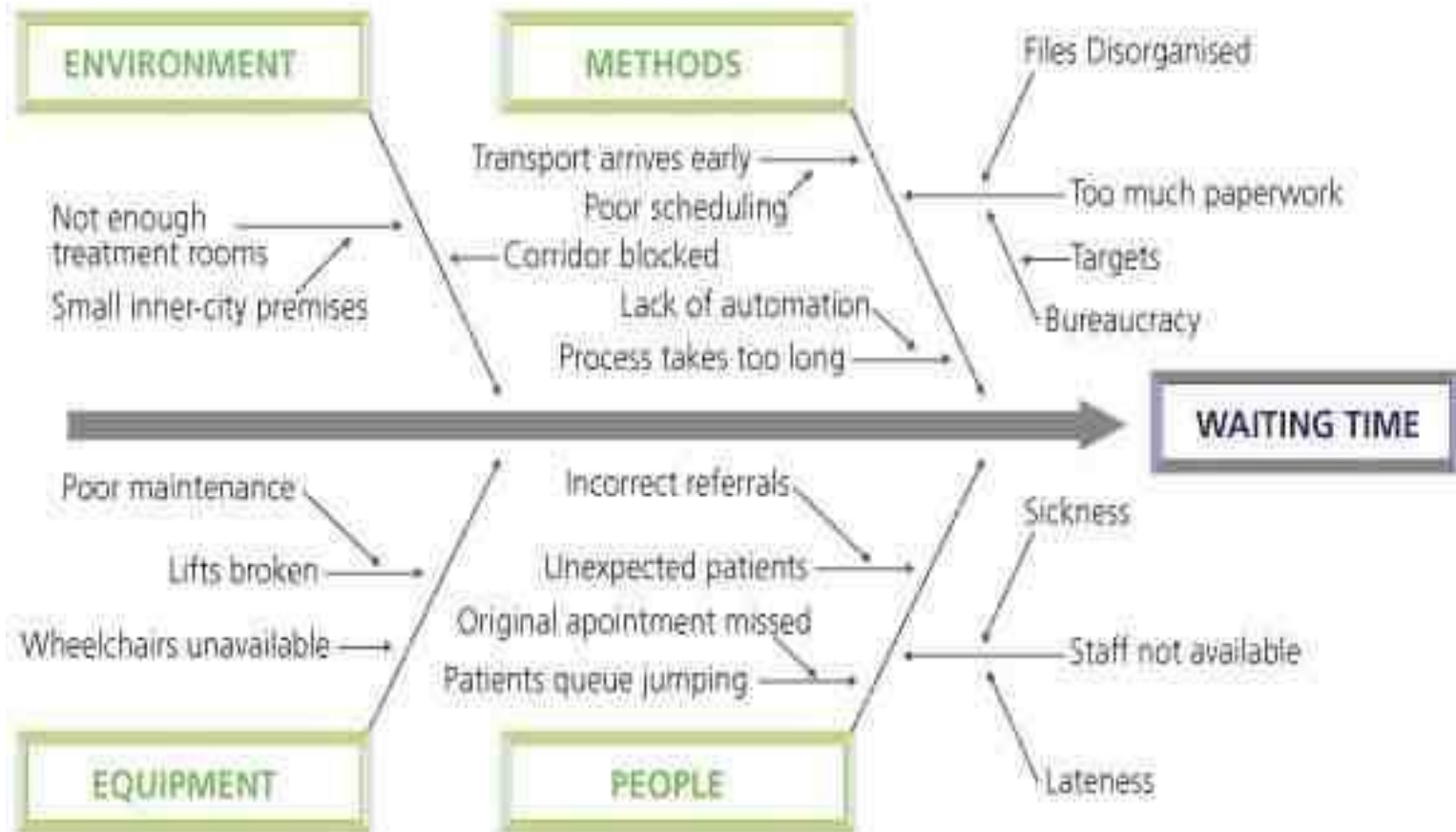
Practising a Diagnostic Technique

- Use a fishbone diagram to identify the root causes underpinning an issue.
- You can work individual, in groups, or on tables
- You have **15** minutes

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A Model for Change

Leading Change

"This really is an innovative approach, but I'm afraid we can't consider it. It's never been done before."

Kotter Model

The 8 Step Process
of Leading Change

Kotter's 8 step change model

Starting with….

- Establish a sense of urgency
- Pull together a guiding team
- Create the change vision and strategy
- Communicate for understanding and buy in

THE PIXAR PITCH

- Once upon a time
- Every day
- One day
- Because of that,
- Because of that,
- Until finally

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THE PIXAR PITCH

- <u>Once upon a time</u> there was a widowed fish named Marlin who was extremely protective of his only son, Nemo.

- <u>Every day</u>, Marlin warned Nemo of the ocean's dangers and implored him not to swim far away.

- <u>One day</u> in an act of defiance, Nemo ignores his father's warnings and swims into open water.

- <u>Because of that</u>, he is captured by a diver and ends up as a pet in the fish tank of a dentist.

- <u>Because of that</u>, Marlin sets off on a journey to recover Nemo….

- <u>Until finally</u> Marlin and Nemo find each other, reunite, and learn that love depends on trust.

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THE PIXAR PITCH: an exercise

Develop a Pixar Pitch for your change project:

- Once upon a time
- Every day
- One day
- Because of that,
- Because of that,
- Until finally
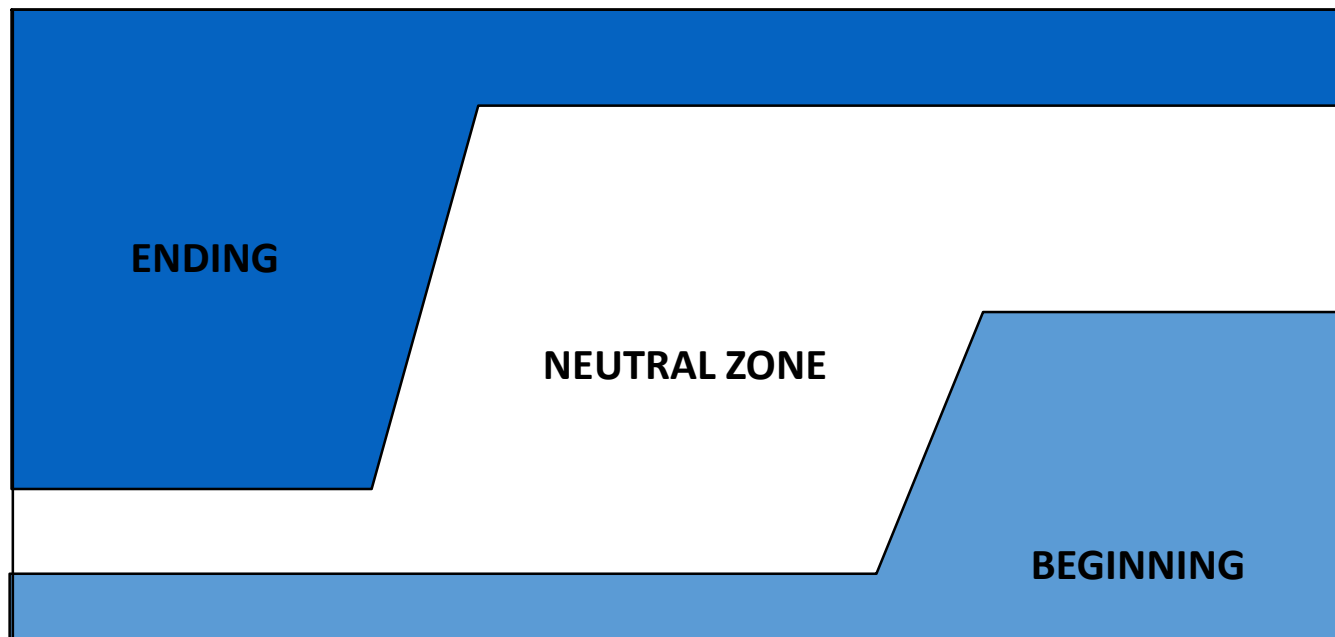
10 mins

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Kotter's 8 step change model

Steps 5-8

- Empower others to act on the vision
- Plan for and create short term wins
- Consolidate improvements and produce still more change
- Embed new approaches

People and change

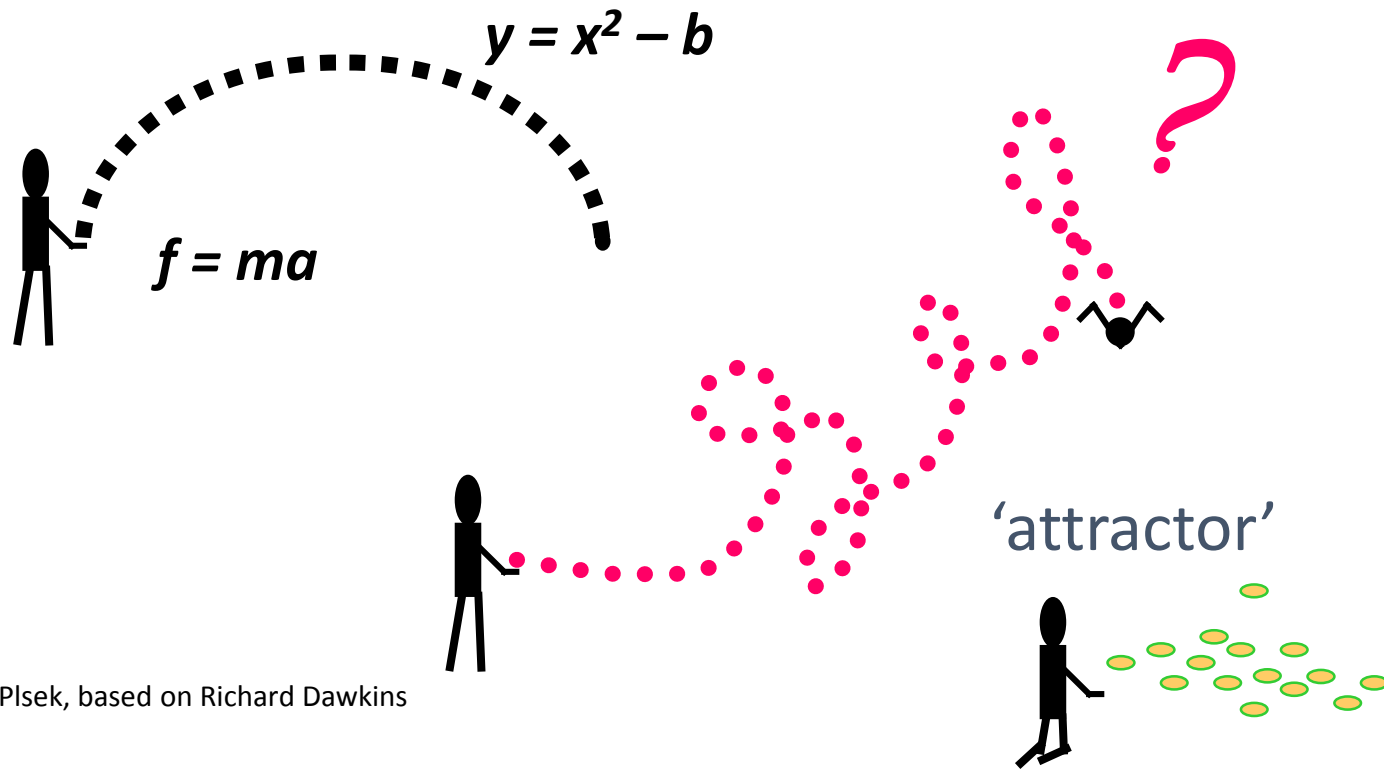## The Change Journey

William Bridges
Model of Transition

ENDING

NEUTRAL ZONE

BEGINNING

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4N Chart

Nuggets	**Nice Ifs**
Niggles	**No Nos**

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Creating attractors for change

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Throwing a Rock or a Bird?

"In order to adopt an idea you need to be attracted"

$$y = x^2 - b$$

$$f = ma$$

?

'attractor'

Source: Paul Plsek, based on Richard Dawkins

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Creating Attraction for Change

'Its about people and relationships'

- The concept of 'resistance to change' is negative and emotionally draining; think more about how I can understand the resistance
- We all change naturally; at our own pace with our own rationale
- Stop speaking of 'us' and 'them'
- How can I make my change more naturally attractive to others?

Potential 'Attractors' in Healthcare

- Direct impact on my patients
- Autonomy/choice
- Evidence
- Self-image as a . . . .
- Familiarity
- Hassle reduction
- Lifestyle improvement
- Avoiding unpleasantness
- Opinion leaders
- New gadgets

Thank you!

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