HRET HIIN Virtual Event
Foundations for Change Fellowship

Wednesday, February 1 | Call #2
11:00 a.m. – 12:00 p.m., CT
Welcome and Introductions

Emily Koebnick, program manager, HRET
## Agenda

**HRET HIIN Foundations for Change Fellowship**  
**Call #2: Taking Your Aim- What Are We Trying to Accomplish?**

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<tr>
<th>Time</th>
<th>Session Title</th>
<th>Speaker(s)</th>
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<tr>
<td>11:00-11:05</td>
<td>Welcome and Introduction</td>
<td>Emily Koebnick, HRET</td>
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<td>11:05-11:15</td>
<td>Action Period Discussion</td>
<td>Kathy Duncan, IHI</td>
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<td>• Reflections on the video: “An illustrated Look at</td>
<td>Lauren Macy, IHI</td>
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<td>Quality Improvement in Health Care”</td>
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<td>• Leadership support: how will you keep him/her</td>
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<td>in the loop?</td>
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<td>• Thoughts regarding the self-assessment</td>
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<td>11:15-11:45</td>
<td>Take Your Aim- What Are We Trying to Accomplish?</td>
<td>Kathy Duncan, IHI</td>
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<td></td>
<td>• Why it is important to develop an aim statement?</td>
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<td>• Identify the key elements of an effective aim</td>
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<td>statement</td>
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<td>• Develop an effective aim statement for your</td>
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<td>improvement project</td>
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<td>11:45-11:55</td>
<td>Action Period Assignment</td>
<td>Kathy Duncan, IHI</td>
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<td>• IHI Open School: QI 102 Lesson 2 – Setting an</td>
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<td>Aim</td>
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<td>• IHI Open School: QI 105 – Lesson 1 – The Four</td>
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<td>Phases of a Quality Improvement Project</td>
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<td>• Develop an aim statement for your improvement</td>
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<td>project</td>
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<td>11:55-12:00</td>
<td>Bring It Home</td>
<td>Emily Koebnick, HRET</td>
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Introductions

Saranya Loehrer, MD, MPH, is the Head of the North America Region for the Institute for Healthcare Improvement (IHI). She leads the development and execution of IHI’s strategic priorities in North America to ensure IHI continues to serve as a trusted partner to anyone, anywhere working to improve health and health care profoundly for the better.

Kathy D. Duncan, RN, is a Director for the Institute for Healthcare Improvement (IHI) where she oversees the development and execution of multiple areas of safety and quality improvement related content.

Lauren H. Macy is a Senior Project Manager and Improvement Advisor for the Institute for Healthcare Improvement (IHI) working in Africa and North America to build the Quality Improvement capacity of frontline health providers to drive change in their organizations.
Super Poll!

• Which team is going to win the Super Bowl?
  – New England Patriots
  – Atlanta Falcons
We Are Glad You Are Here!

• What is your favorite Super Bowl food?
<table>
<thead>
<tr>
<th>State/Municipality</th>
<th>People</th>
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<tbody>
<tr>
<td>Alabama</td>
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<td>Arizona</td>
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<td>Arkansas</td>
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<td>Colorado</td>
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<td>Connecticut</td>
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<td>Dallas-Fort Worth</td>
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<td>Florida</td>
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<td>Foundation for Health Communities</td>
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<td>Georgia</td>
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<td>Great Plains QIN</td>
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<td>Health Quality Innovators</td>
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<td>Hospital Association of Rhode Island</td>
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<tr>
<td>Idaho</td>
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<td>Indiana</td>
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<td>Kansas</td>
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<td>Kentucky</td>
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<td>Louisiana</td>
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<td>Maine</td>
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<td>Massachusetts</td>
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<td>Mississippi</td>
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<td>Missouri</td>
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<td>Montana</td>
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<td>Nebraska</td>
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<td>New Hampshire</td>
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<td>New Mexico</td>
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<td>North Dakota</td>
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<td>Oklahoma</td>
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<td>Puerto Rico</td>
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<td>Texas</td>
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<td>Virginia</td>
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<td>Wyoming</td>
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<tr>
<td>West Virginia</td>
<td>2</td>
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Welcome to the IHI Open School online courses!

The IHI Open School offers a range of online courses in quality improvement, patient safety, leadership, and more. Each course takes roughly an hour to two hours to complete and consists of several lessons. You will take a quiz at the end of each lesson. To pass, you need to answer at least 75% of the questions correctly.

Instructions for first-time visitors:

Before accessing the courses, please log in to this page and

303 Enrollees!

441 Courses Completed!

523.5 Credit Hours Collected!
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<tr>
<th>January 18 – The Case for Improvement</th>
<th>May 10 – Multiple Cycles, Multiple Tests</th>
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<tr>
<td>February 1 – Take your Aim – What Are We Trying to Accomplish?</td>
<td>June 14 – Manage Time and Attention</td>
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<tr>
<td>February 15 – What Changes Can We Make That Will Result in Improvement?</td>
<td>July 12 – Be the Coach</td>
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<td>March 1 – Map Your Course</td>
<td>August 9 – Treasure Chest: Shadowing a Patient</td>
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<td>March 15 – How Will We Know That a Change is an Improvement?</td>
<td>September 13 – Sustaining Improvement</td>
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<td>March 29 – Empower Teams to Engage in Improvement</td>
<td>October 11 – Identify and Spread Improvement</td>
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<td>April 12 – Know Yourself, Know Others</td>
<td>November 8 – Celebration</td>
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Objectives for Today

• State the importance of developing an aim statement at the start of an improvement project.
• Identify the key elements of an effective aim statement.
• Develop an effective aim statement for your improvement project.
Action Items for Action Period

• **Seek** leadership approval/support

• **POLL:** Have you asked for and received support for the completion of the Fellowship from your leader?

• Yes/No
Action Items for Action Period

1. Audit & Feedback
2. Study
3. Reward
4. Handwashing Improved by 1/3
5. Or... Asking Patients to Check...

LiveChat
Take your aim - what are we trying to accomplish?
Model for Improvement

Model for Improvement

Why Do You Need an Aim?
What Are We Trying to Accomplish?

The Project Aim is

• Not just a vague desire to do better
• A commitment to achieve measured improvement
  – In a specific system
  – With a definite timeline
  – And numeric goals
A Good Aim Statement

• Identifies the *system* to be improved (scope, patient population, processes to address, providers, etc.)
• Has specific numeric *goals*
  – Ambitious but achievable
• Includes *timeframe* (by when)
Remember!

• “Hope” is not a plan.
• “Soon” is not a time.
• “Some” is not a number.
• Decrease falls on the 2\textsuperscript{nd} floor by 50\% to average 1.9 falls per month by August 1, 2016.

\begin{itemize}
  \item \textit{System:}
  \item \textit{Goal:}
  \item \textit{Timeframe:}
\end{itemize}
• Decrease falls on the 2\textsuperscript{nd} floor by 50\% to average 1.9 falls per month by August 1, 2016.

\textbf{System:} Falls on the 2\textsuperscript{nd} floor

\textbf{Goal:} Decrease by 50\%

\textbf{Timeframe:} by August 1, 2016
Reduce Naloxone administration by 40% by September 30, 2016.

**System:**

**Goal:**

**Timeframe:**
• Reduce Naloxone administration at General Hospital by 40% by September 30, 2016.

  • **System:** Medication (Naloxone) administration at General Hospital
  
  • **Goal:** Reduce by 40%
  
  • **Timeframe:** By September 30, 2016
• By May 31, 2016, Mercy Health Hospital’s use of urinary catheters in inpatients will decrease by 26%.

• **System:**

• **Goal:**

• **Timeframe:**
• By May 2016, Mercy Health Hospital’s use of urinary catheters in inpatients will decrease by 26%.

- **System**: Mercy Health Hospital’s use of urinary catheters, inpatient population
- **Goal**: Decrease by 26%
- **Timeframe**: by May 31, 2016
Tips for Setting Aims

• State the aim clearly
  – Who, what, when, where

• Include numeric goals that require fundamental change to the system
  – Provide focus

• Set stretch goals
  – Big audacious goals

• Avoid aim drift
  – Stay on task

• Be prepared to refocus the aim
  – Consciously deciding to work on a smaller part of the system
What Are You Trying to Accomplish?
What Are You Trying to Accomplish?
What Are You Trying to Accomplish?
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What Are You Trying to Accomplish?
Got Aim?

• **Tips for making the aim valuable to everyone**
  – Print the aim on agendas
  – Start each meeting, huddle by verbalizing the aim
  – Use the aim as the “footer” for each document that is sent to the team
  – Prominently print the aim on each run chart
  – Include the aim on any checklist, reminder, visual cue that is utilized
“Reduce the incidence of pressure ulcers acquired during hospitalization”

- Identifies the *system* to be improved
- Has specific numeric *goals*
- Includes *timeframe*
- Provides *guidance* on sponsor, resources, strategies, barriers
“Staff to assess and document pressure ulcers that are present on admission”

- Identifies the system to be improved
- Has specific numeric goals
- Includes timeframe
- Provides guidance on sponsor, resources, strategies, barriers
How might you use an aim statement?
Action Items for Action Period

• **Read:**
  – QI 102 – Lesson 2, Setting an Aim
  – QI 105 – Lesson 1, The 4 Phases of a Quality Improvement Project

• **QI Project:** Develop an effective aim statement for an improvement project
  – Please email to kduncan@ihi.org
  – Volunteer to share?
Complete self-assessment

Thank you to the 442 fellows who have completed the self-assessment!

If you haven’t completed it yet, please do so by Friday, February 10th

You may access the self-assessment here
IHI’s Open School Resource

• Step 1: Login to the IHI.org website
  – www.IHI.org/Login
  – It will prompt you to create an account if you don’t already have one.

• Step 2: Join the group subscription
  – www.IHI.org/EnterPasscode
  – Enter group passcode D32A5044.

• Step 3: Visit HRET’s course site
  – www.IHI.org/HRETALF
  – Select any course to begin.
  – Use this link each time you return to the courses.
  – TIP: Check the suggested curriculum each time you visit (next slide).
Project Summary

• Project: Use learning from fellowship to improve your current work.
• Template: Coming February 15
• Template will be used to document learnings throughout the fellowship.
Bring it Home

Emily Koebnick, Program Manager, HRET
THANK YOU!

Next Call: February 15, 11 a.m. CT

What Changes Can We Make That Will Result in Improvement?