Your Prescription for Change

Improving Family Well-Being and Food Security
Screening and Referral in your practice

Chris Pellegrino, MS, ASQ CMQO/E
Stanley Weinberger, MD, MS
October 5, 2017
Examples from VCHIP Projects

Developmental Screening Rates

Post-Visit Adolescent Well-Visit Scheduling

Developmental Screening Rates

Post-Visit Adolescent Well-Visit Scheduling

Developmental Screening Rates

Post-Visit Adolescent Well-Visit Scheduling
Science of Improvement

Appreciation of a system:
Interdependence and interrelationships among all components – understand the impact of changes throughout the system

Understanding of variation
Systems constantly exhibit variation. The ability to answer key questions is inseparable from making improvements

Theory of Knowledge
the more knowledge you have about how a system the better your predictions will be – your comparisons of predictions, changes, results is your key source of learning

Psychology
understanding people, how they interact with each other and with a system. How will they react to change? Why do they resist change? Understanding how people are different – motivations, learning styles.

W Edwards Deming: A system of profound knowledge as described in The Improvement Guide
Your Prescription for Improvement

**Psychology** understanding people, how they interact with each other and with a system. How will they react to change? Why do they resist change? Understanding how people are different – motivations, learning styles.

<table>
<thead>
<tr>
<th>Area Working On</th>
<th>Developmental Screening</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are you trying to accomplish?</td>
<td>Increase the percentage of ASQs completed + scored</td>
</tr>
<tr>
<td>What changes did you make?</td>
<td>Training staff helping families complete the ASQ if it is not finished</td>
</tr>
<tr>
<td>Did they result in improvement?</td>
<td>Yes (Jan review pending) but resistance to the time it takes to help families complete</td>
</tr>
<tr>
<td>Next steps</td>
<td>Continue above efforts</td>
</tr>
</tbody>
</table>

The PDSA cycle gives us a way to quickly test changes on a small scale in real work settings, observe what happens, tweak the changes as necessary, and then test again—before implementing anything on a broad scale. Instead of spending weeks or months planning out a comprehensive change, then putting it into practice only to find that it’s fundamentally flawed, the PDSA cycle enables rapid testing and learning.

The PDSA Cycle is used to develop, test and implement changes you work on throughout the month; ask “What question(s) do we want to answer on this PDSA cycle?”
Your Prescription for Improvement

Appreciation of a system: interdependence and interrelationships among all components – understand the impact of changes throughout the system

<table>
<thead>
<tr>
<th>Area Working On</th>
<th>Getting practice info from own computer system</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are you trying to accomplish?</td>
<td>Be able to get reports from the computer system so it doesn't have to be done manually.</td>
</tr>
<tr>
<td>What changes did you make?</td>
<td>A report was generated from this software.</td>
</tr>
<tr>
<td>Did they result in improvement?</td>
<td>Better utilization of the computer system.</td>
</tr>
<tr>
<td>Next steps</td>
<td>Start a call back system for adolescents that don't show up for appointments and figure out/identify who these patients are &amp; discuss in QI meeting.</td>
</tr>
</tbody>
</table>

The PDSA cycle gives us a way to quickly test changes on a small scale in real work settings, observe what happens, tweak the changes as necessary, and then test again—before implementing anything on a broad scale. Instead of spending weeks or months planning out a comprehensive change, then putting it into practice only to find that it’s fundamentally flawed, the PDSA cycle enables rapid testing and learning.

The PDSA Cycle is used to develop, test and implement changes you work on throughout the month; ask “What question(s) do we want to answer on this PDSA cycle?”
Examples from Projects

**Theory of Knowledge**
the more knowledge you have about how a system the better your predictions will be – your comparisons of predictions, changes, results is your key source of learning

<table>
<thead>
<tr>
<th>Area Working On</th>
<th>• Updating our Adolescent Health Questionnaire</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are you trying to accomplish?</td>
<td>• Make it easier for teens to fill out and physicians to review.</td>
</tr>
<tr>
<td>What changes did you make?</td>
<td>• Had teens from practice look over and give feedback. Eliminated questions that are not helpful. Added questions about sexual identity and orientation. Not in circulation yet. Still working on edit.</td>
</tr>
<tr>
<td>Did they result in improvement?</td>
<td>• Review attached information hand-out about Adolescent HS visits to include with reminder letter.</td>
</tr>
<tr>
<td>Next steps</td>
<td>• The PDSA cycle gives us a way to quickly test changes on a small scale in real work settings, observe what happens, tweak the changes as necessary, and then test again—before implementing anything on a broad scale. Instead of spending weeks or months planning out a comprehensive change, then putting it into practice only to find that it’s fundamentally flawed, the PDSA cycle enables rapid testing and learning.</td>
</tr>
</tbody>
</table>
Examples from Projects

**Understanding of variation:** systems constantly exhibit variation. The ability to answer key questions is inseparable from making improvements

<table>
<thead>
<tr>
<th>Area Working On</th>
<th>Well Child Coverage Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are you trying to accomplish?</td>
<td>All pts leave w/ their next appt scheduled &amp; reaching out to overdue pts.</td>
</tr>
<tr>
<td>What changes did you make?</td>
<td>Began printing daily schedule w/ dates of last appt so receptionists have easy access to info.</td>
</tr>
<tr>
<td>Did they result in improvement?</td>
<td>Yes! Next appt scheduled Dec 20 - 98.31%</td>
</tr>
<tr>
<td>Next steps</td>
<td>Design &amp; implement a standardized outreach process.</td>
</tr>
</tbody>
</table>

The PDSA cycle gives us a way to quickly test changes on a small scale in real work settings, observe what happens, tweak the changes as necessary, and then test again—before implementing anything on a broad scale. Instead of spending weeks or months planning out a comprehensive change, then putting it into practice only to find that it’s fundamentally flawed, the PDSA cycle enables rapid testing and learning.

**The PDSA Cycle** is used to develop, test and implement changes you work on throughout the month; ask “What question(s) do we want to answer on this PDSA cycle?”
Teamwork

● Review your completed Strategies Documents
● Review your practice report.
● Where are your gaps?
  ▪ Food Security? Family Well-Being?
● What changes will you make?
● What will you “trial” first?
● What will have the biggest impact?
  ▪ What will your 1st PDSA cycle be?
During the Planning Phase

Consider:

- Patient/Family member on the team
- Evidence based practices or guidelines (Learning Session and other sources)
- Data (quantitative and qualitative)
- Practice team (those doing the work)?
- Process Map/Work flow?
The Metrics (abbreviated)

Family Well Being:
Up to 6 months and then beyond 6 months to 1 year

- Increase the % of parents/guardians being screened for depression at a HSV with a validated tool by 10% from baseline.
- Increase the % of parents/guardians with positive depression screen with follow-up specified by 10% from baseline.

Food Security

- Increase the % of children 0-21 screened for food insecurity at an appropriate HSV using a validated tool by 10% from baseline.
- Increase the % of families who were positive for being at risk of food insecurity with follow-up specified by 10% from baseline.

QI activities impact survey
What’s in a PDSA cycle?

**Practice**

PDSA submission month (please circle): Oct Nov Dec Jan Feb Mar Apr

Please complete the following and email or fax to VCHIP by the 15th of each month

Email: angela.zimno@uvm.edu
Fax: 802-656-8365

<table>
<thead>
<tr>
<th>Area Worked On (changes made). What was last month’s test? What did you “Do”?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study: Did your changes result in improvement? (Review data report if available)</td>
</tr>
<tr>
<td>Act: Based on what you tested will you: Adopt, Adapt, or Abandon the change? How will you do it? What will you do next?</td>
</tr>
<tr>
<td>Plans: What is your plan for your next test? Who, what, where and when? Do you need other data? Be specific with your team.</td>
</tr>
</tbody>
</table>

The PDSA cycle gives us a way to quickly test changes on a small scale in real work settings, observe what happens, tweak the changes as necessary, and then test again—before implementing anything on a broad scale. Instead of spending weeks or months planning out a comprehensive change, then putting it into practice only to find that it’s fundamentally flawed, the PDSA cycle enables rapid testing and learning.

The PDSA Cycle is used to develop, test and implement changes you work on throughout the month, ask “What question(s) do we want to answer on this PDSA cycle?”
Family Well Being and/or Food Security
MOC Overview – through June 2018

October 10: Choose your topic (or both topics)
October 15: Submit baseline data
   (September data - prior to making changes!
   Develop and submit your PDSA Log

Nov – April: Collect and submit monthly data
   Meet with your team, Review data and results
   Develop PDSA Logs (at least 1/month)
   Submit monthly PDSA sheets

Short Survey to be completed mid & end of project
   (impact of QI on your practice)

Scheduled Topic-specific Phone Calls (attend at least 3)
Information in binder includes

- Goals/Measures and Data Collection
  - Instructions for completing data collection form
  - Project measures and definitions sheet is helpful
  - Data collection forms
  - PDSA Activity Log

Other information:
- Contact information
- MOC Tracking Log
- Model for Improvement overview
Questions/comments?

Thank you!