BRAINSTORM—SPREADING AND SUSTAINING CHANGE ON ADHD WORK THROUGHOUT THE PRACTICE; REVIEW QI DATA AND PROGRESS

Sue Butts-Dion, Improvement Advisor
April 13, 2018
11:00-11:45 am

OBJECTIVES

- Review data and progress to-date
- Review coach notes for your practice with a focus on how to identify signals of improvement
- Understand necessary steps for sustaining improvements—holding the gains
- Think about next steps your practice will need to take to sustain improvements

"There will come a time when you think you are finished. That will be the beginning.”

Louis L’Amour

Creating a New System

Improvement → Hold Gains → Spread

Improvement → Hold Gains → Design Spread → Spread

TEEING UP THE SESSION...

- Think of a time in your personal or work life when you or a team you were part of made a change that was an improvement and it "stuck". It comes to mind quickly because it was a great experience.
- Why did the change/improvement “stick”?
- What characteristics were present that made the change stick.
HOLDING THE GAINS
- Supportive Management Structure
- More Reliable Structures in Place—Address Human Factors (e.g., "Foolproof" Change)
- Robust, Transparent Feedback Systems
- Shared Sense of the Systems to Be Improved
- Culture of Improvement and a Deeply Engaged Staff
- Formal Capacity-Building Programs

PROGRESS TO DATE
- But first, what "progress" are we looking for?
- In the improvement world, we are looking for favorable:
  - Shifts
  - Trends
  - Astronomical points

THE SHIFT
[Graph showing a trend analysis with points above and below the median, indicating shifts.]
Six or more consecutive POINTS either all above or all below the median. Skip values on the median and continue counting points. Values on the median DO NOT make or break a shift. Use 8 if 20+ in your data set.
THE TREND

Adapted from The Data Guide page 78

Murray and Provost, 3 (11-15)

Rule 2

5 points all going up or all going down. If the value of two or more successive points is the same, ignore one of the points when counting; like values do not make or break a trend. Use 6 if 20+ in your data set.

THE ASTRONOMICAL POINT

Adapted from The Data Guide page 78

Murray and Provost, 3 (11-15)

Blatantly obvious that value is far outside data set, team agrees.
One more point above 78.7% would indicate a favorable shift!

Dash through the data on QI TeamSpace...


Parts of the “story” get lost at the aggregate level...
LOOKING AT THE STORY IN YOUR DATA...

- What patterns are you seeing (shifts, trends, astronomical points)?
- Where has data collection been hard? Easy?
- Is there data that would have been more useful?
- Did you stop collecting and reporting data? If so, why? How might you begin again?
- What data can you continue to collect and share to know that;
  - You are holding the gains?
  - You are continuing to make improvements?

HOLDING THE GAINS—EXERCISE

- Supportive Management Structure
- More Reliable Structures in Place—Address Human Factors (e.g., “Foolproof” Change)
- Robust, Transparent Feedback Systems
- Shared Sense of the Systems to Be Improved
- Culture of Improvement and a Deeply Engaged Staff
- Formal Capacity-Building Programs

Are these characteristics present in your ADHD management work?

If your team would turn over tomorrow, are the changes you have made such that the work would continue in its improved state?

For your time
For your attention
For your passion around improving care for children