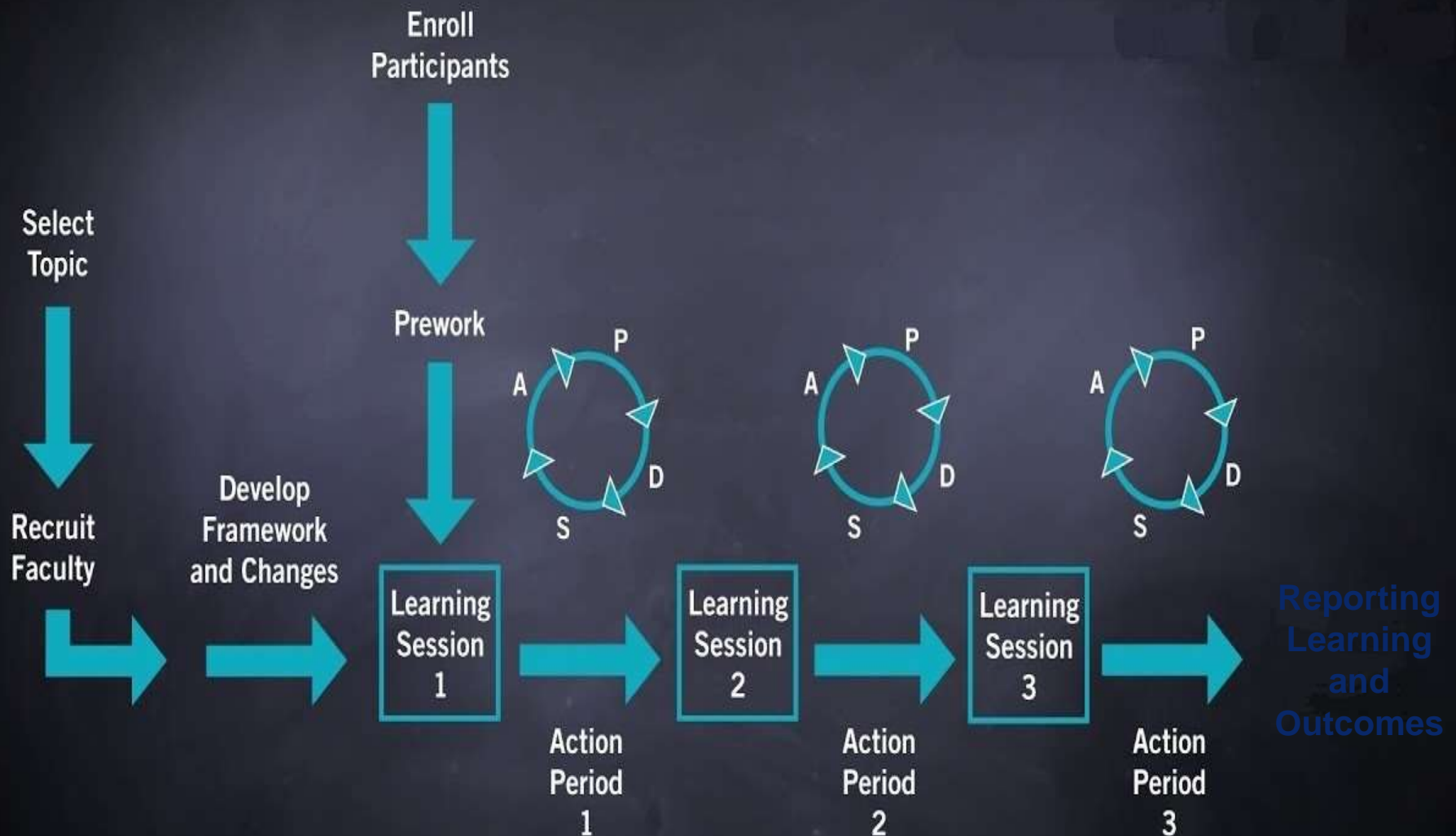


# The Quality Improvement Collaborative Approach



# Quality Improvement Workshop 1

## July 11<sup>th</sup> & 12<sup>th</sup> 2019, Lusaka, Zambia

### Day 1

Introduction to  
Quality Improvement

Systems Thinking

Model for Improvement - Aims

MFI – Generating Change Ideas

MFI – Measurement for  
Improvement (Part 1)

Site Visit to Chainama Hospital

Day 1 Close



# Quality Improvement Workshop 1

## July 11<sup>th</sup> & 12<sup>th</sup> 2019, Lusaka, Zambia

### Day 2

Leading Teams for Improvement

MFI - PDSA Simulation

Developing a Project Charter

Driver Diagrams

MFI – Measurement for Improvement (Part 2)

Project Surgery

Next Steps





Thanks to SMMHEP,  
Jenny and David for  
their commitment

It has been a great  
workshop, looking forward  
to the next workshop in  
Malawi!

Receiving a  
course  
certificate is a  
motivating factor



Learning  
from each  
other was  
great

Such a  
worthwhile 2  
days. My time  
was well  
spent!

The workshop was very  
informative, practical  
and useful for everyday  
practice

Increase number of days, facilitators  
were very committed, simple and to  
the point

# Next Steps



## **Chainama Psychiatric Hospital Team Zambia:**

- To set up a quality improvement group for Chainama Psychiatric Hospital to lead the work on areas that need improvement.
- Use the QI tools from the workshop to build local QI capacity and gain leadership support.

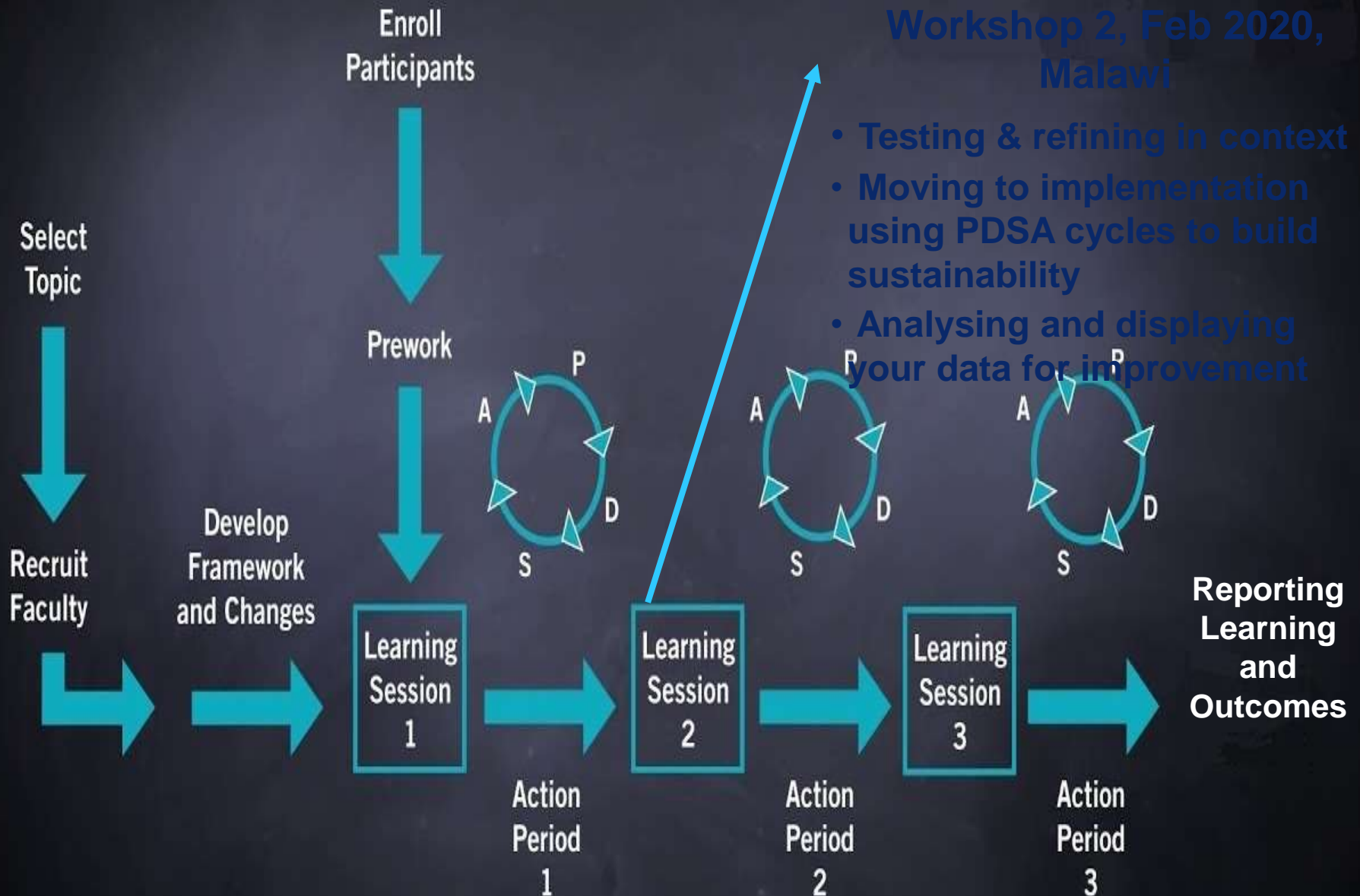
## **Zomba Mental Hospital Team Malawi:**

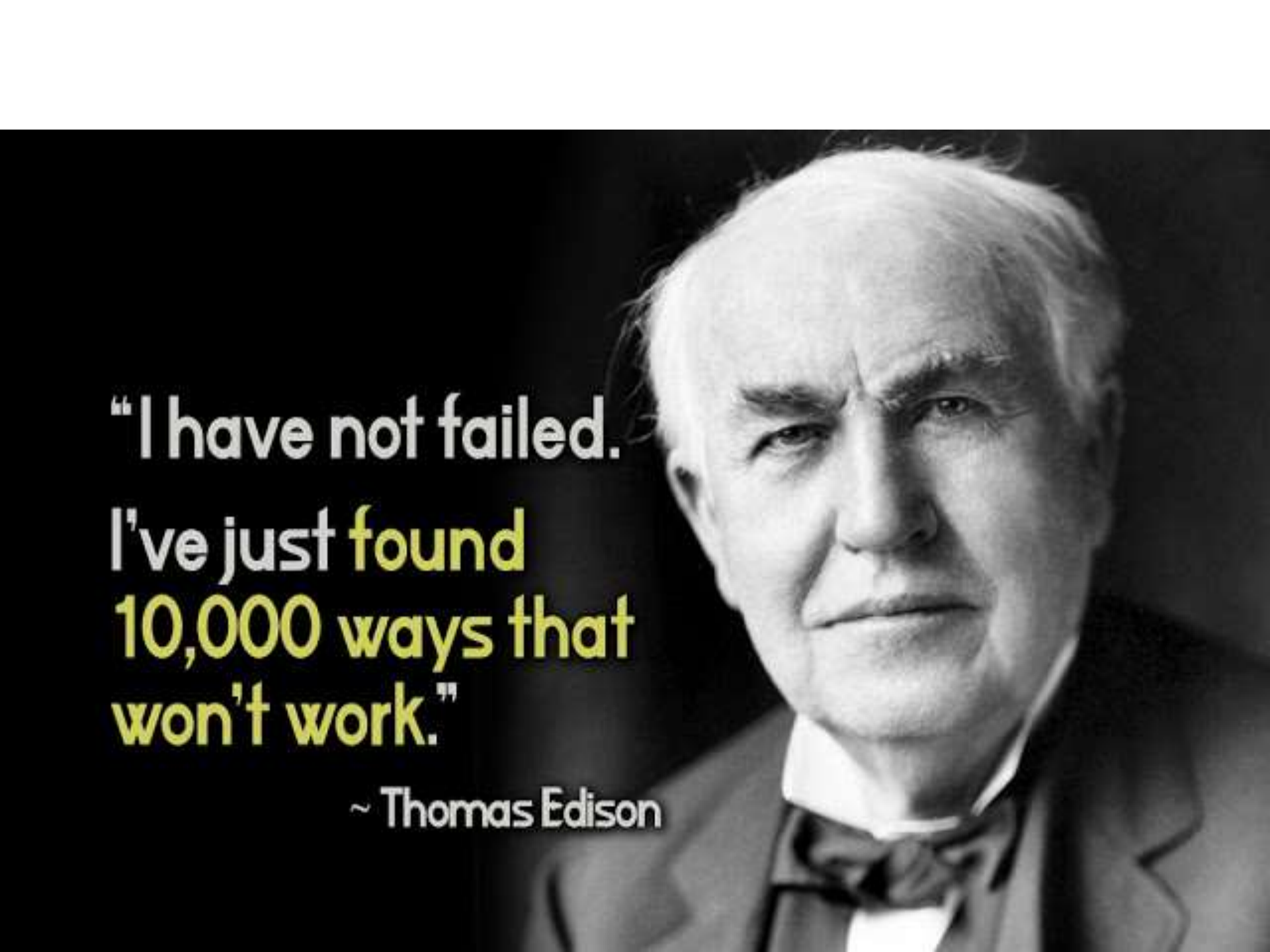
- To continue the PDSA of the established areas that need improvement.
- Develop the aims and project charter for quality the improvement program.

## **Team Zambia and Team Malawi:**

- To continue to share learning from our QI projects.
- Commit to our collaborative improvement programme with Workshop 2 in Malawi in Feb 2020.

## Workshop 2, Feb 2020, Malawi



A black and white portrait of Thomas Edison, an elderly man with white hair, wearing a suit and bow tie, looking directly at the camera with a serious expression. The background is dark.

**"I have not failed.  
I've just found  
10,000 ways that  
won't work."**

~ Thomas Edison



# PDSA & Measurement Simulation

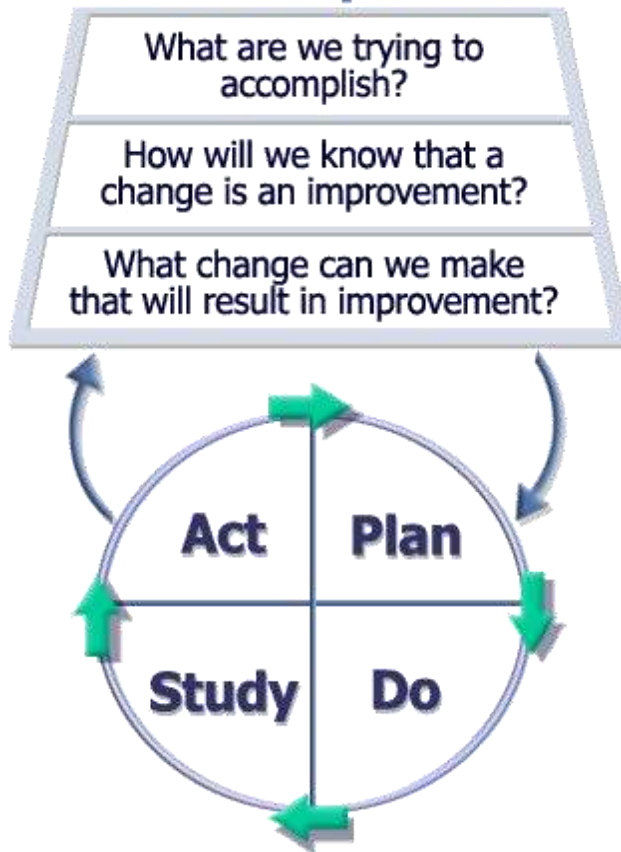
## Exercise

Analyse the practical challenges of running PDSA cycles

Understand the importance of addressing what questions your team wants answered when running test cycles

Apply knowledge and skills to support your teams

### Model for Improvement





# Coin Spinning PDSA



## Materials:

- Coins – £1, 10p, 5p, 2p,
- PDSA tracker form
- Run chart template
- Smartphone timer



# **Preparation**

**Groups of 4 people**

**Designate a:**  
**PDSA Manager**  
**Coin Spinner**  
**Timekeeper**  
**Data Recorder**

# **Coin Spinning PDSA**



## **Aim:**

**Test change ideas to spin a coin for the longest amount of time.**

**You have 15 minutes to test**

# Accelerating Learning with PDSA







**What is your  
theory and  
prediction?**

	Plan		Do	Study	Act
PDS A Cycl e	What questions? Theories?	Time prediction for spin	What did you see? How long did it spin for?	How did what you see match prediction?	What now? Adopt, adapt, abandon?
1	Large coin will spin longer	2p = 10 secs	Started to wobble. Time = 6 secs	4 secs short . Try weight?	Adapt – Test £1 coin
2	Heavier coin will spin longer	£1 = 10 secs	Started to lose spin. Time = 9 secs	1 sec short but weight was better	Expand testing with £1 coin
3					
4					
5					
6					
7					
8					
9					
10					

PDSA	Predicted Spin Time	Actual Spin Time
1	10 secs	6 secs
2	10 secs	9 secs
3		
4		
5		
6		
7		
8		
9		
10		

Seconds



**Let's Go!**







# Learning Points

Team roles

Create ideas from testing

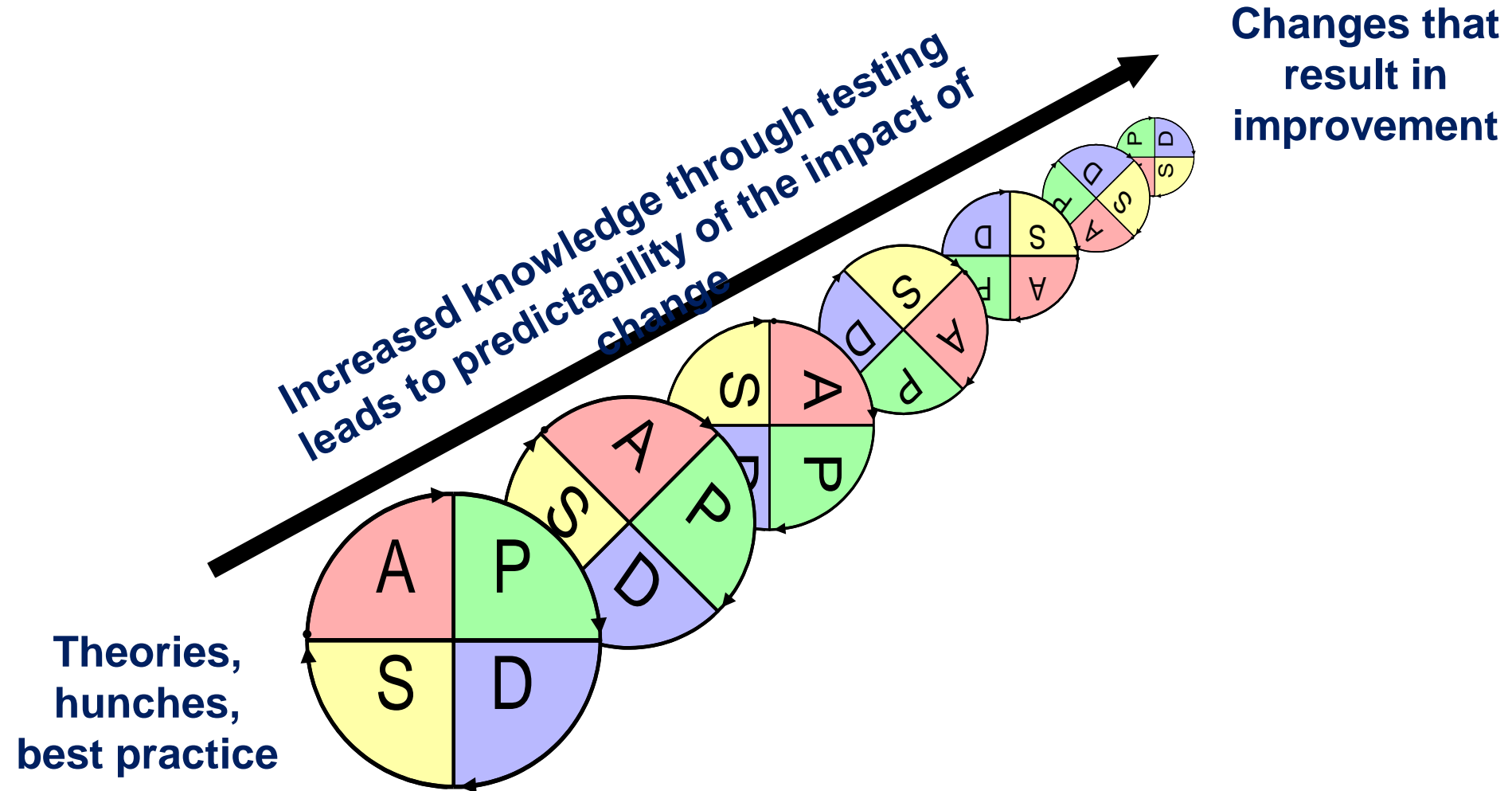
Testing under different conditions

The importance of measurement

Operational definitions

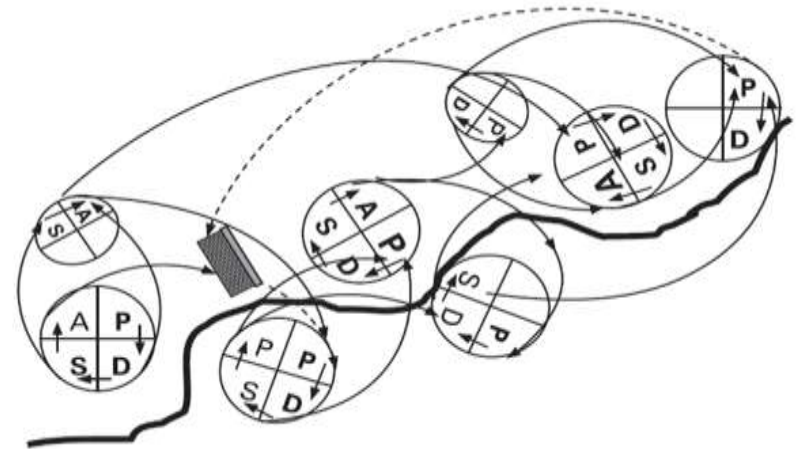
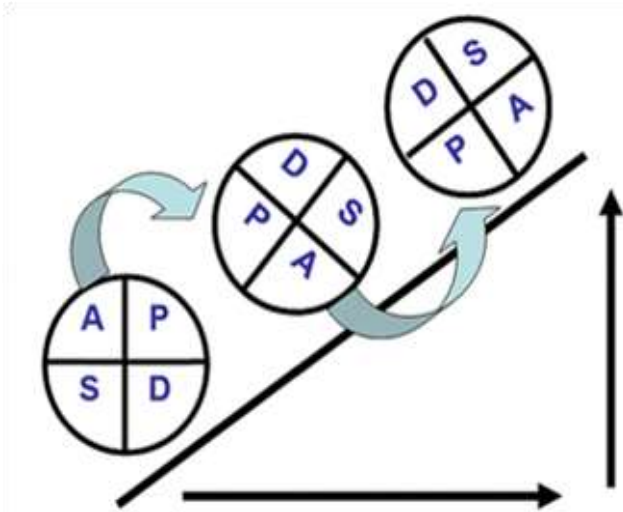
Learn from failure!!

# Small sequential tests to build knowledge and ability to predict



# 'Its simplicity belies its sophistication'

## Berwick 1996

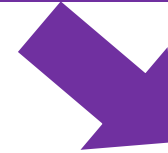


### The Problem with Plan-Do-Study-Act cycles

Julie E Reed, Alan J Card, December 2015

*....the problem with PDSA is the oversimplification of the method as it has been translated into healthcare and the failure to invest in a rigorous and tailored application of the approach*

# Want more? Modules and Resources on the QI Zone



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### The Quality Improvement Zone

The Quality Improvement Zone provides information and resources to support people with experience at all levels of quality improvement to develop their knowledge.

In the QI Zone you will find:

- information on the improvement journey and related quality improvement tools and topics
- a range of educational resources, including eLearning modules, guides and frameworks
- information on the different levels of experience in quality improvement and associated learning programmes

[Helpdesk](#)

<https://learn.nes.nhs.scot/741/quality-improvement-zone>



