**Data Driven Improvement Case Studies**

Facilitator Guide

* **Time:** 30 minutes
* **Audience:** late 1st year and early 2nd year residents
* **Objectives:** Understand how to utilize methods to improve performance to achieve measurable objectives, including project management methods, change management methods, and CQI methodology.
* **Procedures:**

**1. The following are various aspects of the PDSA cycle. Please enter P (Plan), D (Do), S (Study) or A (Act) in front of each of the following aspects.**

\_\_ Offer influenza vaccine to patients at every health encounter during the influenza season

\_\_ Determine what percentage of patient encounters resulted in administration of influenza vaccine

\_\_ Staff meeting to discuss how to disseminate information about the influenza vaccine to patients while they wait in the practice lobby before their visits

\_\_ Continue offering influenza vaccine to patients at every health encounter during the influenza season

\_\_ Document problems and observations as information about influenza vaccine is disseminated and patients are offered influenza vaccine

**2. Complete a run chart using the IHI run chart template for the following scenarios.**

Example 2A

Doctor A wanted to use data regularly collected in clinic to help improve influenza immunization rates in his practice. He measure the rates in September, October, November, December, January, February and March and these were the results: 55%, 70%, 85%, 90%, 95%, 89% 78%. Use those data to create a run chart.

Example 2B

What would you use as the denominator for these rates?

1. All patients who are registered in clinic
2. All patients who are in the age group eligible for influenza vaccine (i.e., disregard infants under 6 months of age since they are not old enough to receive the influenza vaccine)
3. All patients who are in the age group eligible for influenza vaccine and who have not had prior reactions to influenza vaccine or components that would contraindicate additional administration of influenza vaccine
4. All patients who are in the age group eligible for influenza vaccine and who have not had prior reactions to influenza vaccine or components that would contraindicate additional administration of influenza vaccine and who have not refused influenza vaccination this season

Example 2C

How would you count patients who received influenza vaccine elsewhere?

3.A widely adopted Quality Improvement approach is called the “Model for Improvement” and incorporates PDSA (plan-do-study-act) cycles and small tests of change. In one busy clinic, the staff (including clinicians) decided to improve the rates of influenza vaccination from 67% last year to 80% this year by offering influenza vaccination to every patient who came to clinic for any reason. Front desk staff disseminated information in the waiting area, clinicians identified patients with conditions that were contraindications for influenza vaccine, and MA’s (medical assistants) or Nurses offered the vaccine to all the other patients. After one month, while the influenza vaccination rate at medical encounters reached 88%, the overall rate of influenza vaccination in the practice improved to 73%, short of the 80% goal. **Which of the following changes would you consider to improve the overall rate further?**

1. Continue the current change since some improvements were achieved

2. Continue the current change and send out influenza vaccination reminders to all patients enrolled in the practice

3. Continue the current change and send out influenza vaccination reminders to all patients enrolled in the practice and establish vaccine visits in the overall practice schedule

4. Continue the current change and send out influenza vaccination reminders to all patients enrolled in the practice and establish Saturday vaccine sessions to increase access to receive the vaccines

5. Continue the current change and send out influenza vaccination reminders to all patients enrolled in the practice and randomly contact patients to find out if they have received the reminders and if they had been vaccinated against influenza

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Evaluation

1) I Understand how to utilize methods to improve performance to achieve measurable objectives, including project management methods, change management methods, and CQI methodology.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

2) This activity enhanced my understanding.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

3) The information from this activity is relevant to my practice.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |