Resident QI Workshop 1: Aim Setting and Process Mapping

Objectives:
1. Discuss pros and cons for each focus area in terms of difficulty, feasibility, barriers, interest, value, facilitators, likelihood of success.
2. Finalize FOCUS AREA for the initial PDSA cycles for each team.
3. What is the PROBLEM (from patient/stakeholder’s perspective)? Be concise, patient and value-focused. Why is change needed?
4. Discuss CONTEXT for your quality improvement cycle.
   a. Where is effort taking place? Who are the stakeholders?
   b. What is the practice like? What are the drivers / incentives?
   c. What is the current condition?
5. Understand what an Aim Statement is and set an AIM STATEMENT for your team.
   a. What is your target condition?
   b. Identify a single process, outcome and balancing measure for your project.
   c. Set aim statement using S.M.A.R.T. goals. (SEE PAGE 2)
6. Learn the basics of process mapping and stakeholder engagement in preparation for next steps.
When writing an Aim Statement it is critical to keep these three fundamental questions in mind when applying PDSA:

1. What are we trying to accomplish?
2. How will we know that a change is an improvement?
3. What changes can we make that will result in an improvement?

<table>
<thead>
<tr>
<th>Aim Statement Criteria</th>
<th>Developmental Questions</th>
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<tbody>
<tr>
<td>SPECIFIC</td>
<td>Who are the target population and the persons doing the activity?</td>
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<td></td>
<td>What is the action or activity?</td>
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<td>MEASURABLE</td>
<td>How much change are you expecting to see?</td>
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<tr>
<td></td>
<td>Will there be an increase or decrease?</td>
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<td></td>
<td>How can you measure it?</td>
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<tr>
<td>ACHIEVABLE</td>
<td>Can it be done?</td>
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<td></td>
<td>Is your measure realistic?</td>
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<td>Can you accomplish it in the timeframe identified?</td>
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<td></td>
<td>Do you have the resources?</td>
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<td>RELEVANT</td>
<td>Does the action relate to what you want to accomplish?</td>
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<td></td>
<td>Is it important and meaningful?</td>
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<td>Does it relate to broader program or organizational goals?</td>
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<tr>
<td>TIMELY</td>
<td>What is the timeline for change?</td>
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<td>When will this be accomplished? Months? Days? Years?</td>
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Examples: SMART Aim Statements

By February 2011, 25% of licensed child care providers in Blue Earth County will be trained in the "I am Moving, I am Learning" curriculum.

By November 30, 2012, the Minnesota Department of Health will have 75% of all of their employees vaccinated for Influenza.

By the end of the fiscal year, the Health Department will increase by 40% the number of WIC infants and children who receive immunizations during the same WIC visit.

NEXT STEPS: Process Mapping and Stakeholder Meetings

Brainstorming
QI Workshop 1: Aim Setting
Team __________

Focus area:

Basic questions:
What is the problem? What change is needed?

What is the target population (CONTEXT)?

What is the action or activity?

Expected change? (Improvement, up/down, HOW MUCH?)

What will you measure (outcome)?

What balancing measures should you measure?

What is the timeline?

Aim Statement:

Does your Aim statement meet SMART Criteria?
Pre-process mapping / stakeholder discussion planning

a. Where is QI effort taking place?

b. Who are the stakeholders?

c. What are the drivers / incentives?

d. What is the current condition?
How to Draw a Process Map

Basic structure
A process map (also called a flowchart) is a diagram that represents a process or workflow, showing each step of the process and connecting them with arrows to show their sequence. The basic element of a process map is a simple action, which can be anything from striking an anvil to making a cash payment. Each action, or process step, is represented by a box containing a description of the action. The mapping of the sequence of actions is shown with arrows between sequential action boxes, as shown in the illustration.

Decision steps
Processes become more complex when decisions must be made, when there are options to choose from or different steps to take based on different situations. A decision step is shown with a diamond-shaped box containing a simple question to which the answer is “yes” or “no.” It is simplest to frame every decision as a yes/no choice, and to have only those two options branching from the decision diamond shape that holds the question. More complex decisions are usually broken down into a series of yes/no decision boxes, as in the example below.
Multiple roles
When mapping a process with multiple roles for multiple people, use *swimlanes* to separate tasks by job function. The example below has five roles delineated. Note that the arrows that create the sequence between tasks in the process cut across one or two lanes, and also flow back and forth between lanes until the process is completed. The lanes can be arranged horizontally or vertically. (*Swimlanes are sometimes referred to as “functional bands.”*)

![Process Mapping Diagram]

**PROCESS MAPPING GOOGLE APP:**

*draw.io*