

PROCESS IMPROVEMENT Webinar 1

For Dementia Care Programs
Sponsored by Division of Social
and Health Services

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Improvement

- Quality Assurance
- Quality Improvement
- Process Improvement

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Role Call

- Please answer poll question on screen
- Organization Name
- Name of participants
- Role of participant in organization



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Performance Excellence

- Washington State Quality Award (WSQA)
 - Champions the concepts and tools of the Baldrige Criteria as a strategic approach to excellence.
 - Patterned after the Baldrige Award and utilizes this model as the primary standard for performance evaluation and improvement.
 - One of approximately 35 state programs in the nation.



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WSQA

Non profit organization dedicated to improving the way we live, learn and work in WA by helping organizations improve through the use of the Baldrige Criteria for Performance Excellence

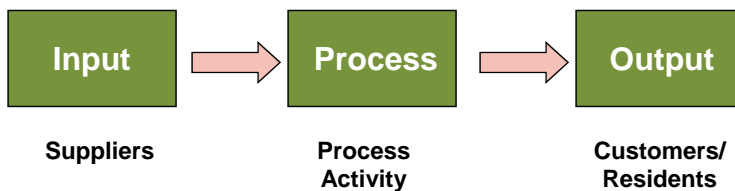


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Why Focus on Process?



Process translates inputs into deliverables to our residents In process improvement we work to improve process and input to meet resident and family expectations.



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“Hard work and best intentions only enable us to dig deeper the pit we’re in.”

W. Edwards Deming

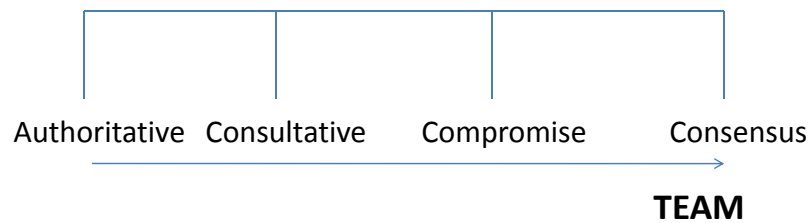


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When to Form a Team



- Based on:
- Criticality
 - Acceptance
 - Timeframe



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Who Should be on a Team

- Who Knows?
- Who Cares?
- Who Can Act?



Selecting a Team Project

- Important to mission (critical) and strategies
- Acceptance will increase success of implementation
- Have the time to do it correctly
- Important to staff, residents or their families
- Address key challenges or capitalizes on key strengths



Team Roles

- Leadership Team- supports project, at least one member of leadership has connection with team
- Facilitator- helps team use problem solving tools and stay on focus
- Lead- sets agenda, follows up on action items, works with leadership team to clear obstacles
- Members- contributes to team, represents an area of expertise, completes action items



Brainstorming

P-D-C-A

- Contribute
- Clarify
- Evaluate



Brainstorming

- Exercise-project ideas



Count the number of *fs*

FOR CENTURIES IMPORTANT PROJECTS HAVE BEEN DEFERRED BY WEEKS OF INDECISION AND MONTHS OF STUDY AND YEARS OF FORMAL DEBATE.



Problem Statement **P-D-C-A**

- Problem
- Team Objective (quantifiable)
- Benefits of meeting the objective

Notes:

Do not specify cause

Do not include solution

Link to organization vision, strategic challenges and objectives



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Problem Statement

In groups of 4-5, write a problem statement for a potential project.

- Problem
- Objective
- Benefits



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Example

Problem:

Medication errors cause behavior and health incidents/ issues with residents. Cause findings with auditors..... We have xxx Medication errors occurring per month

Objective:

Reduce medication errors by _____

Benefits: Client behavior and health improved, audit results.



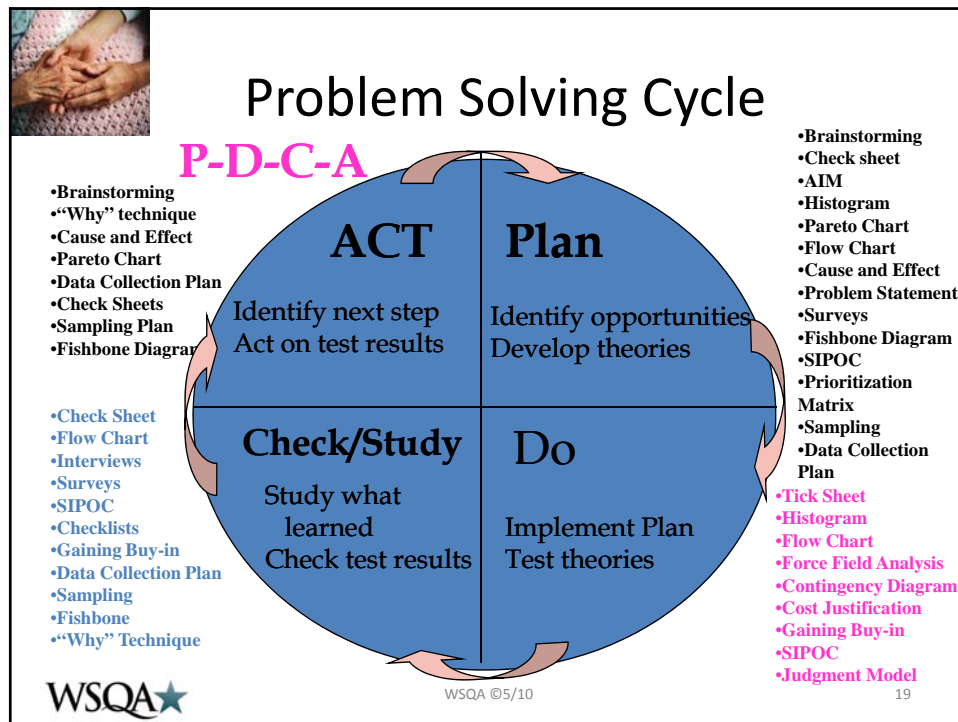
Problem Statement Exercise

Problem

Objective

Benefit





Assignment from Webinar 1

- Identify Team Project
- Establish Project Team (lead, members, leadership ownership)
- Create Problem statement (with all 3 elements of problem, objective, benefits)

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Coaching Support

- These webinars contain up to 20 hours of 1:1 support
- Telephone or e-mail
- Create a problem statement and e-mail it for feedback
- Use the coaching time!



Web 1 Summary

- What is a process
 - Forming a Team
 - Selecting a Project
 - Team Roles
 - Brainstorming
 - Problem Statement
 - Introduction to PDCA Model
- DON'T FORGET TO DO ASSIGNMENT 1!**



How Did this Webinar Go?

+ Positives

▲ Needed Changes



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