PROCESS IMPROVEMENT
Webinar 1
For Dementia Care Programs
Sponsored by Division of Social and Health Services

Improvement

• Quality Assurance

• Quality Improvement

• Process Improvement
Role Call

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

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.
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

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

W. Edwards Deming

When to Form a Team

Authoritative  Consultative  Compromise  Consensus

Based on:
• Criticality
• Acceptance
• Timeframe
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

- 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

In groups of 4-5, write a problem statement for a potential project.
- Problem
- Objective
- Benefits
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)
Coaching Support

- These webinars contain up to 20 hours of 1:1 support
- Telephone of 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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