



PROCESS IMPROVEMENT Webinar 3

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



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.



Logistics

- Voice options: phone (long distance charges), PC w/microphone or just listening
- Raising hand, lowering hand
- Questions and Chat
- Polling questions
- Recording webinar



Role Call

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



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

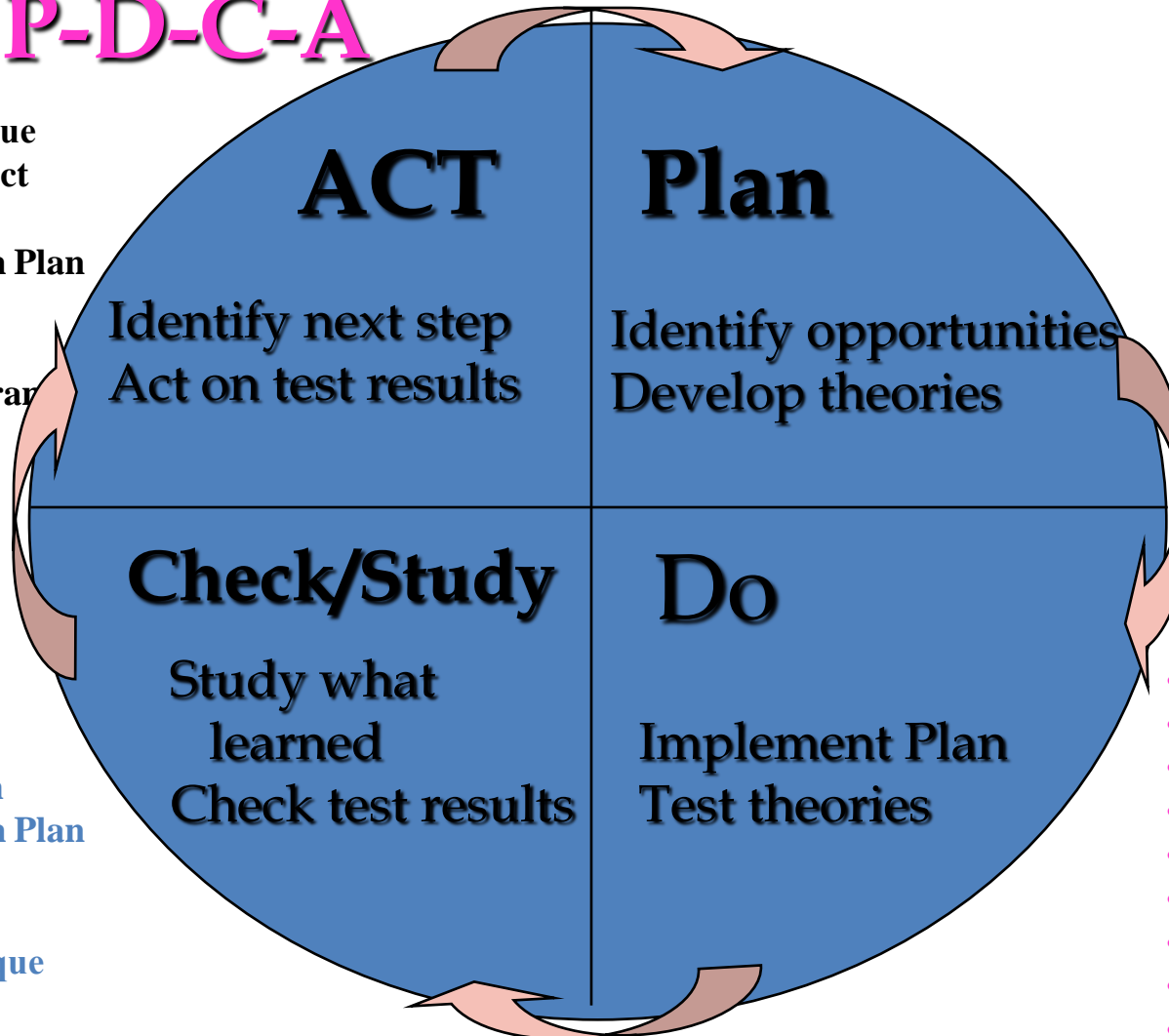


Problem Solving Cycle

P-D-C-A

- Brainstorming
- “Why” technique
- Cause and Effect
- Pareto Chart
- Data Collection Plan
- Check Sheets
- Sampling Plan
- Fishbone Diagram

- Check Sheet
- Flow Chart
- Interviews
- Surveys
- SIPOC
- Checklists
- Gaining Buy-in
- Data Collection Plan
- Sampling
- Fishbone
- “Why” Technique



- Brainstorming
- Check sheet
- AIM
- Histogram
- Pareto Chart
- Flow Chart
- Cause and Effect
- Problem Statement
- Surveys
- Fishbone Diagram
- SIPOC
- Prioritization Matrix
- Sampling
- Data Collection Plan

- Tick Sheet
- Histogram
- Flow Chart
- Force Field Analysis
- Contingency Diagram
- Cost Justification
- Gaining Buy-in
- SIPOC
- Judgment Model



Webinar 1 Review

- Quality Assurance Vs Process Improvement
- Forming a Team
- Team Roles
- Selecting a Project
- Brainstorming



Web 2 Summary

- Web 1 Review:
 - Team roles
 - Brainstorming
 - Problem statement
- Affinity Diagram
- Fishbone Diagram
- 5 Whys
- Meeting guidelines

DON'T FORGET TO DO ASSIGNMENT 2!



Assignment Review

- Problem Statement- Webinar 1
- Root Cause Analysis- Webinar 2



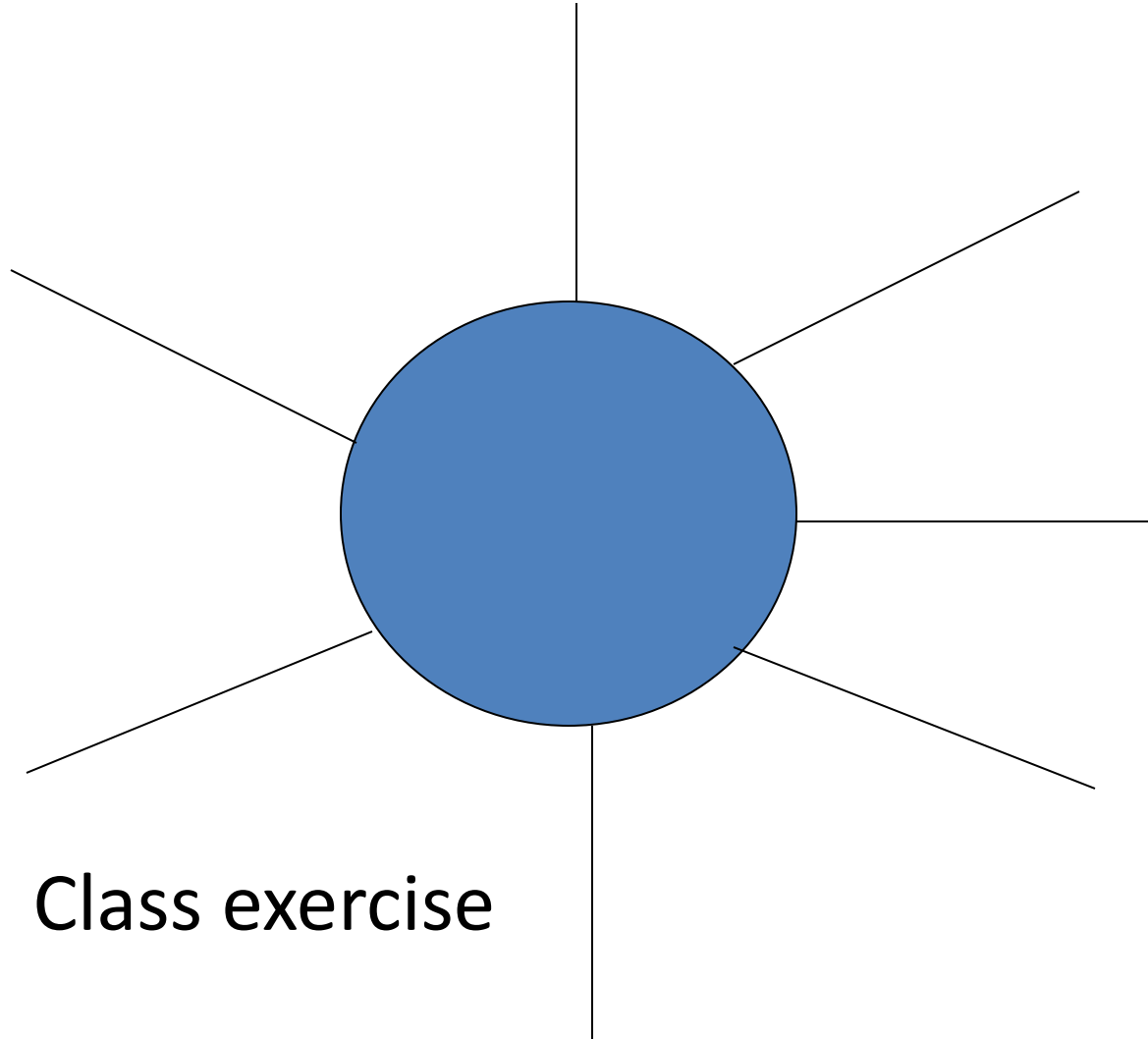
Completing Assignment 1 & 2

- How much of the homework did you complete (check all that apply)?
 - Project identified
 - Team identified
 - Problem statement written
 - Affinity Diagram
 - Fishbone Analysis
 - 5 Whys
 - None
- What is the general focus of your project?
- What were the major difficulties with the homework?



Contingency Diagram

P-D-C-A





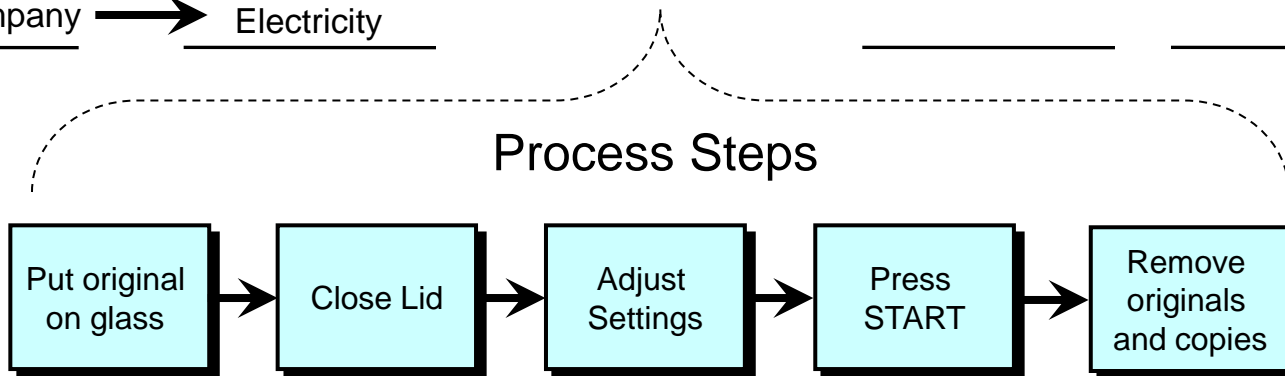
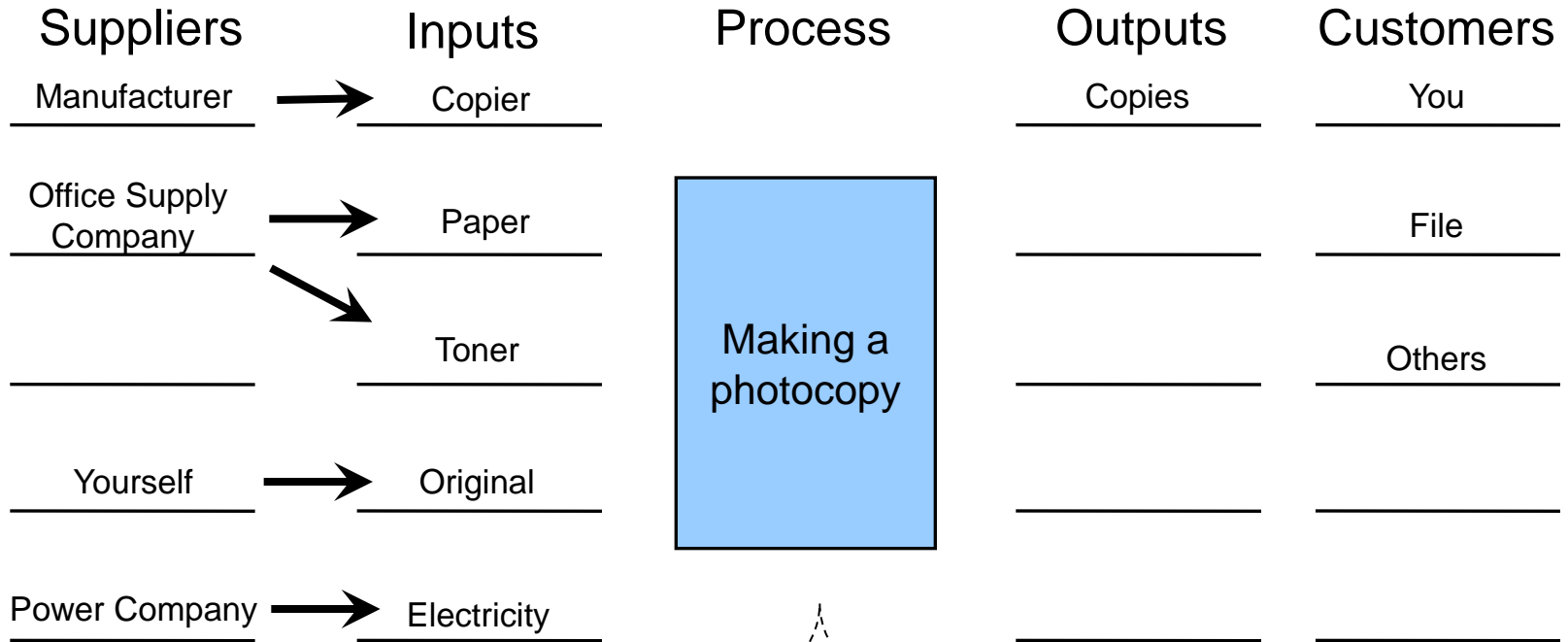
SIPOC

P-D-C-A

- Suppliers, Inputs, Process, Outputs
- Name process
- Clarify Start and stop
- List outputs and customers
- List inputs and suppliers



SIPOC Example





Flow Chart

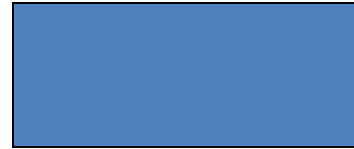
P-D-C-A

- Identify Starting point
- Identify Ending point
- Brainstorm activities in between
- Sequentially organize activities

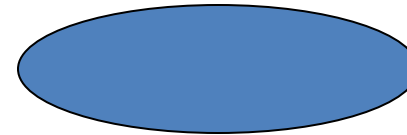


Flow Chart Symbols

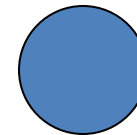
- Process



- End



- Continuation

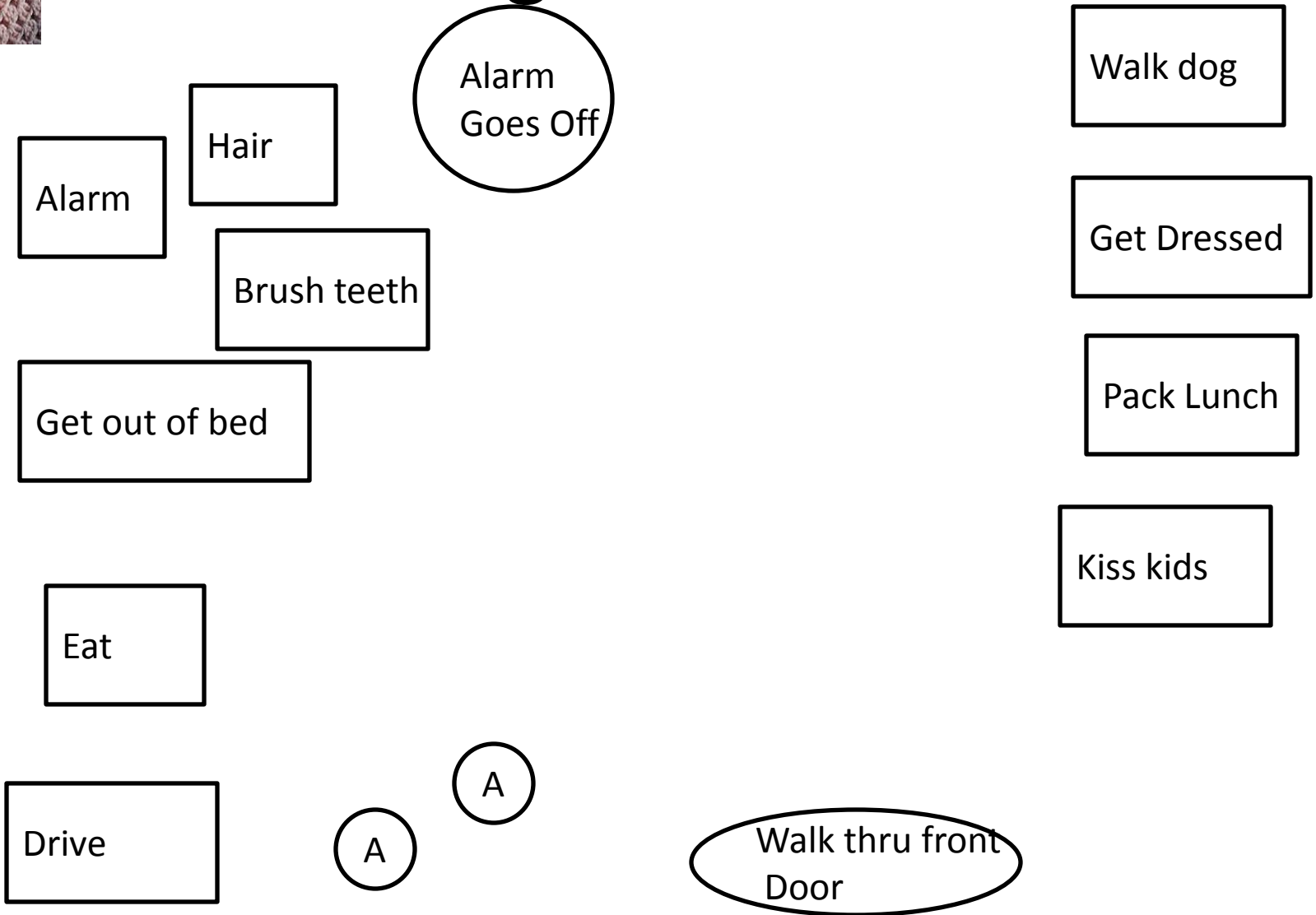


- Decision





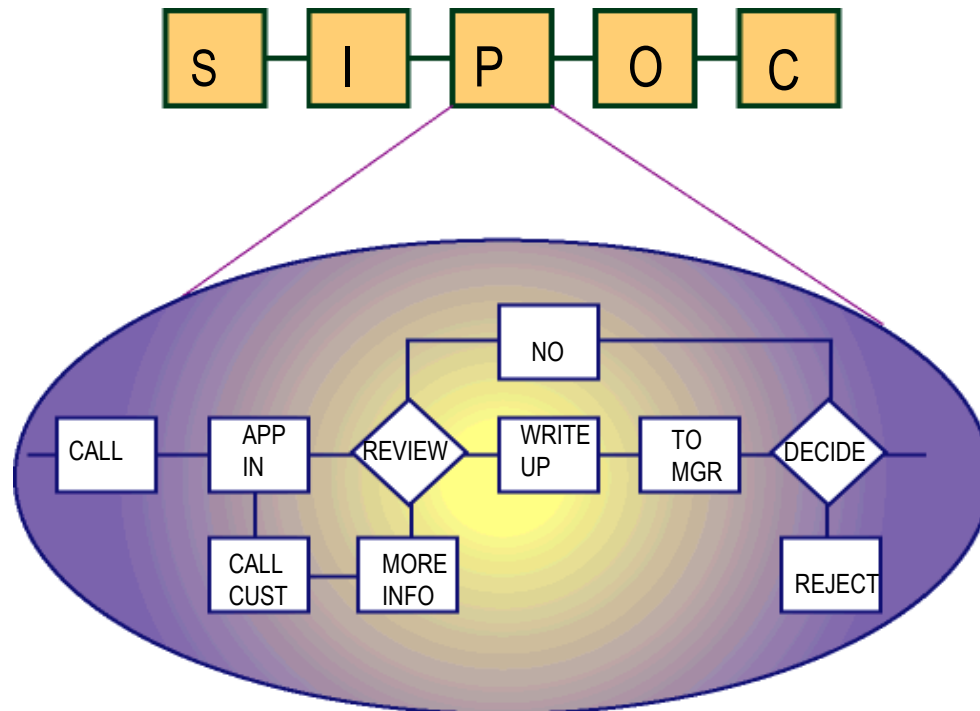
Getting to Work





Flowchart Example

- A graphic representation of the flow of sub-processes or tasks and decisions in a process. It is used when you need more detail to understand a problem.





Measurement System Analysis

Before starting your measurement system, be sure that measures are:

- Reproducible (between people): Ability of different individuals to get the same measurements at the same time
- Repeatable (by person): Ability of a given individual to get the same measurements for the same item when measured multiple times

Clear operational definitions are key (e.g. when does the clock start and stop when measuring commute time to the office?)



Data Collection Plan

P-D-C-A

- What to measure
- Data Types
- Definition
- Targets or specifications
- Method of collection

Check sheets

P-D-C-A

| <u>Error code</u> | <u>Frequency</u> | <u>Comments</u> |
|-------------------|------------------|-----------------|
| Program bug | | |
| Input error | | |
| Coding incorrect | | |
| Wrong form | | |



Sampling

P-D-C-A

- Random
- Stratified
- Systematic



Data Collection Steps P-D-C-A

- Plan & Prioritize
 - Collection tool/method
 - Clearly defined
 - Train data collectors
- Trial run
- Collection
- Summary



Effective Meetings

AGENDAS

Start on Time/ End on Time

Objective

Purpose of each discussion

Minutes

Action Items

Key decisions

Format- Keep it Simple



Agenda Template

- Handout



Assignment Webinar 3

- Conduct 1 contingency diagram
- Complete Data Collection
- Flow Chart 1 Process
- Identify and collect data for project
- Complete a staff meeting agenda



Coaching Support

- These webinars contain up to 20 hours of 1:1 support
- Do you anticipate any issues with the homework
- Telephone or e-mail
- Any support needed for flow charting and contingency diagram
- Use the coaching time!



Web 3 Summary

- Web 1 Review:
 - Team roles
 - Brainstorming
 - Problem statement
- Web 2 Review
 - Affinity Diagram
 - Fishbone Diagram
 - 5 Whys
 - Meeting guidelines
- SIPOC
- Flow Charting
- Contingency Diagram
- Data Collection
- Effective Meetings

DON'T FORGET TO DO ASSIGNMENT 3!



Contact Information

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