



Small Group Discussion – Using the Model for Improvement – GROUP 1

Instructions: Please read the hypothetical healthcare challenge below and answer the three questions in the Institute for Healthcare Improvement’s (IHI) Model for Improvement to delve into the issue.

Hypothetical Healthcare Challenge:

Staff and clinicians at Clinic Awesome are having a difficult time improving overall cycle time in the internal medicine service, contributing to dissatisfaction among patients, staff, and clinicians. Upon review of cases during a week in January 2023, a small group of staff and clinicians identified that the median cycle time from arrival to exit in the primary care service was 96 minutes. How would Clinic Awesome use the Model for Improvement to start focusing on improving cycle time?

1. What are we trying to accomplish? Aim Statement:

Remember: Aim Statement guidelines: Aims are time-specific, measurable, defines the specific population of patients that will be affected and sets SMART goal (Specific, Measurable, Achievable, Realistic, Time-based).

Example: Reduce Catheter Associated Urinary Tract Infections (CAUTIs) in non-intensive care unit settings in Hospital A+ by 10% from January 2023 to December 2023.

2. How will we know the change is an improvement? Measurement:

For purposes of this exercise, pick one measure, either:

- **Outcome Measure:** *How is the health of the patient impacted?, e.g., # of CAUTIs or Rate of CAUTIs OR*
 - **Process Measure:** *Steps in a process that lead to change to an outcome measure, e.g., compliance with elements of CAUTI insertion or maintenance bundle*
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3. What changes can we make that will result in an improvement? Tests of Change/Interventions:

Identify 1 to 2 change ideas that your team thinks could result in an improvement.

4. Bonus! What might be an equity lens you could apply to this project?



Small Group Discussion – Using the Model for Improvement – GROUP 2

Instructions: Please read the hypothetical healthcare challenge below and answer the three questions in the Institute for Healthcare Improvement’s (IHI) Model for Improvement to delve into the issue.

Hypothetical Healthcare Challenge:

The ED at Hospital Fantastic is one of the largest in the nation, serving an underserved urban community. They have focused on improving many aspects affecting patient care, and specifically have tried to initiate improvements in their left without being seen rate. Over the years, they have made some incremental improvements, though their rate remains steady at a 9.5% left without being seen rate for various reasons. As the providers assess the contributors of why their rate has remained so high, they have also struggled with declined staff and clinician morale. How would Hospital Fantastic use the Model for Improvement to focus on this issue?

1. What are we trying to accomplish? Aim Statement:

Remember: Aim Statement guidelines: Aims are time-specific, measurable, defines the specific population of patients that will be affected and sets SMART goal (Specific, Measurable, Achievable, Realistic, Time-based).

Example: Reduce Catheter Associated Urinary Tract Infections (CAUTIs) in non-intensive care unit settings in Hospital A+ by 10% from January 2023 to December 2023.

2. How will we know the change is an improvement? Measurement:

For purposes of this exercise, pick one measure, either:

- **Outcome Measure:** *How is the health of the patient impacted?, e.g., # of CAUTIs or Rate of CAUTIs OR*
 - **Process Measure:** *Steps in a process that lead to change to an outcome measure, e.g., compliance with elements of CAUTI insertion or maintenance bundle*
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3. What changes can we make that will result in an improvement? Tests of Change/Interventions:

Identify 1 to 2 change ideas that your team thinks could result in an improvement.

4. Bonus! What might be an equity lens you could apply to this project?



Small Group Discussion – Using the Model for Improvement – GROUP 3

Instructions: Please read the hypothetical healthcare challenge below and answer the three questions in the Institute for Healthcare Improvement’s (IHI) Model for Improvement to delve into the issue.

Hypothetical Healthcare Challenge:

Management of diabetic patients remains a big challenge for Clinic Serious, a large FQHC that is part of a major, economically distressed health system. Data shows that their rates of patients with controlled Hemoglobin A1c have remained at 55% over the past year. How would Clinic Serious use the Model for Improvement try to achieve improved rates of controlled Hemoglobin A1c?

1. What are we trying to accomplish? Aim Statement:

Remember: Aim Statement guidelines: Aims are time-specific, measurable, defines the specific population of patients that will be affected and sets SMART goal (Specific, Measurable, Achievable, Realistic, Time-based).

Example: Reduce Catheter Associated Urinary Tract Infections (CAUTIs) in non-intensive care unit settings in Hospital A+ by 10% from January 2023 to December 2023.

2. How will we know the change is an improvement? Measurement:

For purposes of this exercise, pick one measure, either:

- **Outcome Measure:** *How is the health of the patient impacted?, e.g., # of CAUTIs or Rate of CAUTIs OR*
- **Process Measure:** *Steps in a process that lead to change to an outcome measure, e.g., compliance with elements of CAUTI insertion or maintenance bundle*

3. What changes can we make that will result in an improvement? Tests of Change/Interventions:

Identify 1 to 2 change ideas that your team thinks could result in an improvement

4. Bonus! What might be an equity lens you could apply to this project?



Small Group Discussion – Using the Model for Improvement – GROUP 4

Instructions: Please read the hypothetical healthcare challenge below and answer the three questions in the Institute for Healthcare Improvement’s (IHI) Model for Improvement to delve into the issue.

Hypothetical Healthcare Challenge:

As clinicians in Skilled Nursing Facility A+ grapple with how to improve care for their short stay residents once they transition to home, they determine there is a clear opportunity to make that transition more seamless than it is currently. After reviewing some baseline data, they discover that only 8% of short stay patients are going home with community care services of home care. A small group reviewing this data and the associated readmissions of these patients, feel that there are opportunities to improve care. How would Skilled Nursing Facility A+ use the Model for Improvement to improve transitions of care from the SNF to home with home care or health home services?

1. What are we trying to accomplish? Aim Statement:

Remember: Aim Statement guidelines: Aims are time-specific, measurable, defines the specific population of patients that will be affected and sets SMART goal (Specific, Measurable, Achievable, Realistic, Time-based).

Example: Reduce Catheter Associated Urinary Tract Infections (CAUTIs) in non-intensive care unit settings in Hospital A+ by 10% from January 2023 to December 2023

2. How will we know the change is an improvement? Measurement:

For purposes of this exercise, pick one measure, either:

- **Outcome Measure:** *How is the health of the patient impacted?, e.g., # of CAUTIs or Rate of CAUTIs OR*
 - **Process Measure:** *Steps in a process that lead to change to an outcome measure, e.g., compliance with elements of CAUTI insertion or maintenance bundle*
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3. What changes can we make that will result in an improvement? Tests of Change/Interventions:

Identify 1 to 2 change ideas that your team thinks could result in an improvement

4. Bonus! What might be an equity lens you could apply to this project?



Small Group Discussion – Using the Model for Improvement – GROUP 5

Instructions: Please read the hypothetical healthcare challenge below and answer the three questions in the Institute for Healthcare Improvement’s (IHI) Model for Improvement to delve into the issue.

Hypothetical Healthcare Challenge:

In the OB service at Hospital Amazing, the time to start for first scheduled elective Cesarean Sections have been delayed for various reasons. In viewing data, the OB team involved identified that only 50% of first scheduled Cesarean section cases were starting on time over the most recent three-month period. This was concerning because this affected the flow of starting all Cesarean Section cases, which has an impact on patient safety and the experience of care, while also contributing to stress among the care team. How would Hospital Amazing use the Model for Improvement to begin efforts at improving start time for first scheduled Cesarean Section cases?

1. What are we trying to accomplish? Aim Statement:

Remember: Aim Statement guidelines: Aims are time-specific, measurable, defines the specific population of patients that will be affected and sets SMART goal (Specific, Measurable, Achievable, Realistic, Time-based).

Example: Reduce Catheter Associated Urinary Tract Infections (CAUTIs) in non-intensive care unit settings in Hospital A+ by 10% from January 2023 to December 2023.

2. How will we know the change is an improvement? Measurement:

For purposes of this exercise, pick one measure, either:

- **Outcome Measure:** *How is the health of the patient impacted?, e.g., # of CAUTIs or Rate of CAUTIs OR*
 - **Process Measure:** *Steps in a process that lead to change to an outcome measure, e.g., compliance with elements of CAUTI insertion or maintenance bundle*
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3. What changes can we make that will result in an improvement? Tests of Change/Interventions:

Identify 1 to 2 change ideas that your team thinks could result in an improvement

4. Bonus! What might be an equity lens you could apply to this project?
