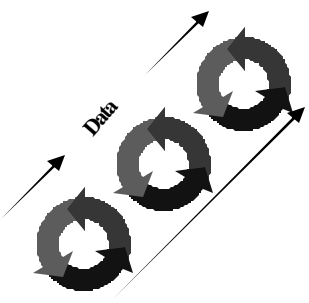


7.

**V**

**Validate the effectiveness of your intervention**

- make changes based on pilot findings
- collect data for key indicators only
- “Tweak” based on each observation/ measurement
- frequent small pdca cycles  
     plan  
     do  
     check  
     act



8.

**E**

**Evaluate if improvement is sustained**

- Measure key indicators over time
- Takes time and effort to effect and sustain change
- Assign a team/individual responsibility for ongoing monitoring



*Safety 1ST in patient care, customer satisfaction and care value*

*MUSC Medical Center  
Center for Clinical Effectiveness  
792-0855*

*Safety 1<sup>ST</sup> in*

- *patient care*
- *customer satisfaction*
- *care value*

*Performance Improvement as a Problem-Solving Model*

- I** identify the problem or opportunity
- M** measure definitions (goals)
- P** problem analysis
- R** remedy the cause (s)
- O** operationalize the plan
- V** validate the effectiveness of your intervention
- E** evaluate if improvement is sustained

1.

**2. I**

**Identify the problem/opportunity**

- Focus your efforts in order to identify a project that is manageable
- Select a problem that will impact patient care, patient and/or employee satisfaction patient safety or supply costs

**3. M**

**Measure selection**

- How will you know an improvement has been made?
- Select key indicator(s) that will demonstrate the change is an improvement
- Example: Reduce rate of hospital acquired pneumonia by 50%

**4. P**

**Problem Analysis**

- Investigate the problem to assure it is a recurrent problem
- Focus your efforts on the problem that is causing most of the effect
- Determine root cause of problem
- If necessary collect data to assure you have identified the correct/root cause of the problem



**Tools to Use for Problem Analysis**

- **Flowchart**
- **Pareto Analysis**
- **Focus Group**
- **Surveys**
- **Control Charts**

**5. R**

**Remedy - the cause (s)**

- Integrate evidence based practice (literature review, expert opinion and benchmarking)
- Select interventions based on effectiveness: Mistake proofing, Automation and Protocols and Preprinted Orders
- Select an intervention that is reasonable

**6.**

**O**

**Operationalize the plan**

- Identify emotional response to change
- Involve area leadership
- Identify resource and process needs
- Expect to hear “yes, but” (frequently an indicator of resistance to change)
- enlist the assistance of “opinion leaders”
- time-limited pilot
- visual “cueing” of the workplace (organized workplace)