

# Identify

## Problem Statement

- ❖ **What** is the problem?
- ❖ **Who** Identified it?
- ❖ **When** was it identified?
- ❖ **Where** is it occurring? (What areas are effected)
- ❖ **Why** is this a priority?

# Measure

What are the primary and secondary measurements?

❖ Clinical

- ❖ Complication Rates
- ❖ Mortality
- ❖ Infection rate
- ❖ Readmission rates

❖ Operational

- ❖ ALOS
- ❖ Cost per adjusted admission
- ❖ Contribution margin per adjusted admission

How is the data collected?

# *P*roblem Analysis

What is causing the problem?

- ❖ Time of day
- ❖ Day of the week
- ❖ Department specific
- ❖ Inefficient staffing (either numbers or skill set)
- ❖ Inefficient Process (redundant efforts, waste)
- ❖ Lack of Process controls

# R<sub>e</sub>medy Selection

How are we going to fix it?

- ❖ What are the improvements that the group wants to implement based on the analysis?
- ❖ What are the barriers?
- ❖ What evidence is there that it will have an impact?
  - ❖ Has someone else had success with that intervention?
  - ❖ Have we piloted it internally?

# perationalize

How are going to make it work at MUSC?

- ❖ How will remove the barriers?
- ❖ What assistance is required from senior leadership?
- ❖ What is the plan to roll out and implement solutions?

# Validate

How do we know we made a difference?

- ❖ Graphs showing new measurements compared to baselines
- ❖ Estimates of annualized impact

# Evaluate Over Time

- ❖ How do we make it stick?
  - ❖ What is the plan to sustain the improvement?
  - ❖ Who is responsible for monitoring measures over time?
  - ❖ What is the plan on how to react if the measures start to slip?
  - ❖ How will future staff be made aware of new process?
  - ❖ A control chart.