



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

Our Latest Newsletter

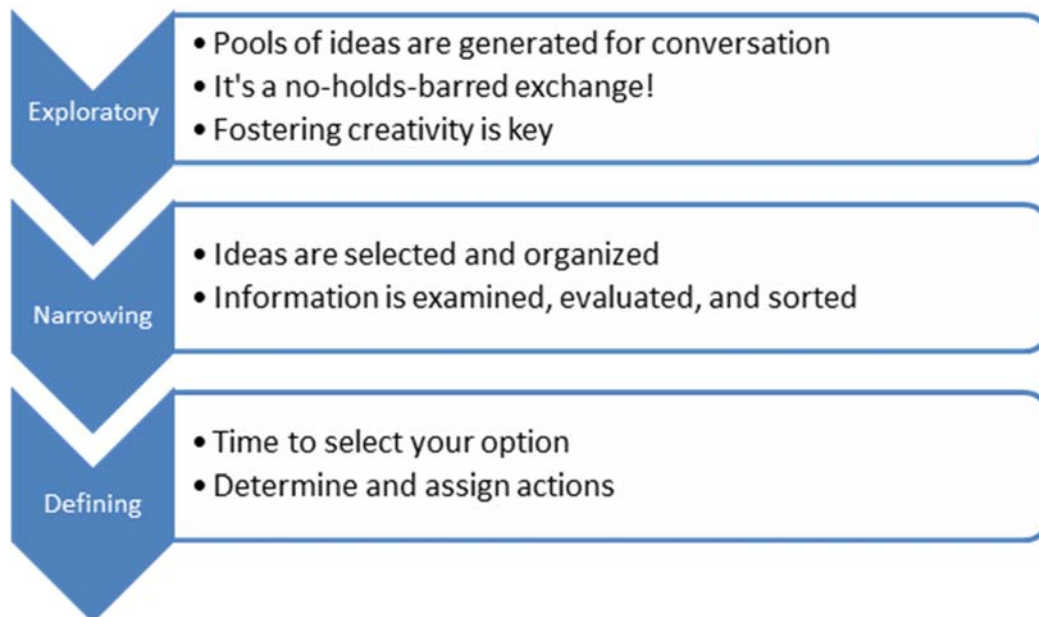
(10/02/2020)



EQUIP yourself with some nifty tools to make good decisions!

Two weeks ago, our comms on guidelines for good discussions received some enthusiastic feedback, so building on that today, in hopes of even better and richer team conversations in practices...

Discussions are usually helpful in three phases:



When trying to explore and choose ideas in order to make a decision, each phase can be tricky without tools... so at EQUIP, we (when I say "we", I mean mostly Tom and the coaches) have a little toolbox we dip into to help us through each phase of our improvement discussions. Here are the most common and effective – with links included if your curiosity is piqued, so this email stays shorter than War and Peace.]

Practical, useful, no frilly narratives email this week – here's hoping there's even just one tool we can each make use of!

EXPLORATORY PHASE	<ul style="list-style-type: none"> • Brainstorming <ul style="list-style-type: none"> ○ Round robin (go around the room, one idea each person) ○ Popcorn (call out ideas randomly until you've run out) ○ Silent writing (use post-its, and get a scribe to read them) • Nominal Group Technique (part 1) <ul style="list-style-type: none"> ○ Define the task in the form of a question ○ Describe the purpose of the brainstorming and procedure ○ Introduce and clarify the question ○ Generate ideas: first write down answers in silence, and wait until everyone is finished ○ List the ideas: go around the room so everyone can read one idea off his or her list, note these on a flipchart, and stop when ideas run out ○ Clarify and discuss the ideas ○ Condense the list 																																				
NARROWING PHASE	<ul style="list-style-type: none"> • Nominal Group Technique (part 2) <ul style="list-style-type: none"> ○ Reduce the list to 50 or fewer items, using one or more rounds of multivoting! ○ Hand out index cards (four if you have 20 ideas; six if you have 20-35 ideas; eight if you have 35-50 ideas) ○ Each person selects one idea per card ○ Each person ranks their card choice from highest to lowest (assign points: if you each have 7 cards, 7 would be the highest score, 1 would be the lowest. The highest score is basically the number of cards you're individually holding) ○ Tally votes! ○ Discuss results • Affinity diagram <ul style="list-style-type: none"> ○ Gather statements from your brainstorming, patient feedback, wherever ○ Transfer each statement to a post it note. One idea per note. ○ Group the cards to find affinities or themes ○ Label each group of cards (three to five words per label – and one card groups are fine!) ○ Group your groups into bigger groups – if you like and if useful ○ Draw your diagram! Related groupings go next to each other 																																				
DEFINING PHASE	<ul style="list-style-type: none"> • Simple priority matrix <ul style="list-style-type: none"> ○ Use this when you are basing your decision on more than two criteria. Choose three to five criteria (ie cost, time saving, ease of implementation, impact on patients, etc) and create a matrix where you write these across the top. ○ Discuss how each idea scores against the criteria – higher score, better option! <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th colspan="5">CRITERIA</th> </tr> <tr> <th>Options</th> <th>Time to implement (5=fast)</th> <th>Impact on problem (5=high)</th> <th>Impact on patient (5=high)</th> <th>Cost to implement (5=low)</th> <th>Total score</th> </tr> </thead> <tbody> <tr> <td>A.....</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>B.....</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>C.....</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>D.....</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		CRITERIA					Options	Time to implement (5=fast)	Impact on problem (5=high)	Impact on patient (5=high)	Cost to implement (5=low)	Total score	A.....						B.....						C.....						D.....					
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