

Next steps for Day of Care Survey: stakeholder mapping and starting a PDSA cycle

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Stuart Green

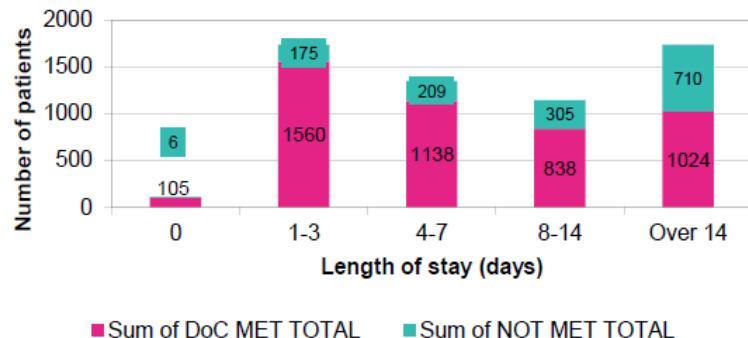
7th December 2017

Objectives

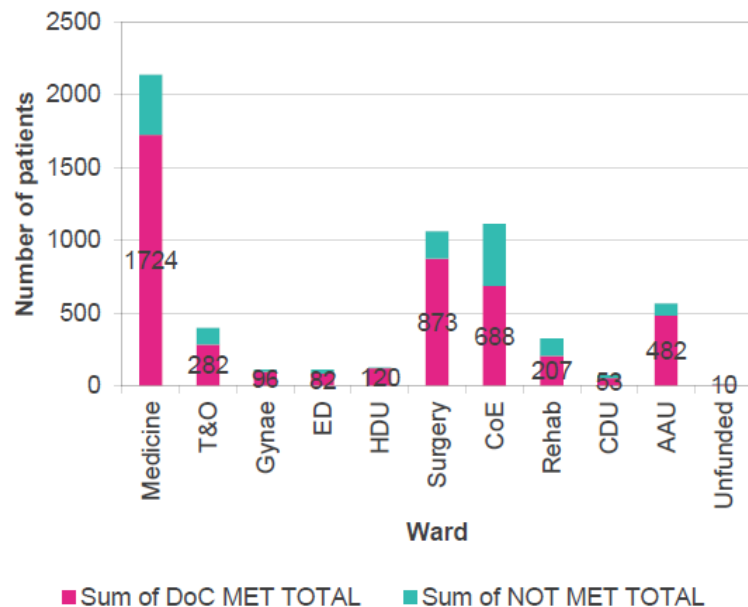
- Review DOCS data to identify local priorities for improvement
- Develop a stakeholder map for an improvement initiatives
- Initiate a Plan-Do-Study-Act cycle?

Day of care survey – pan-London analysis

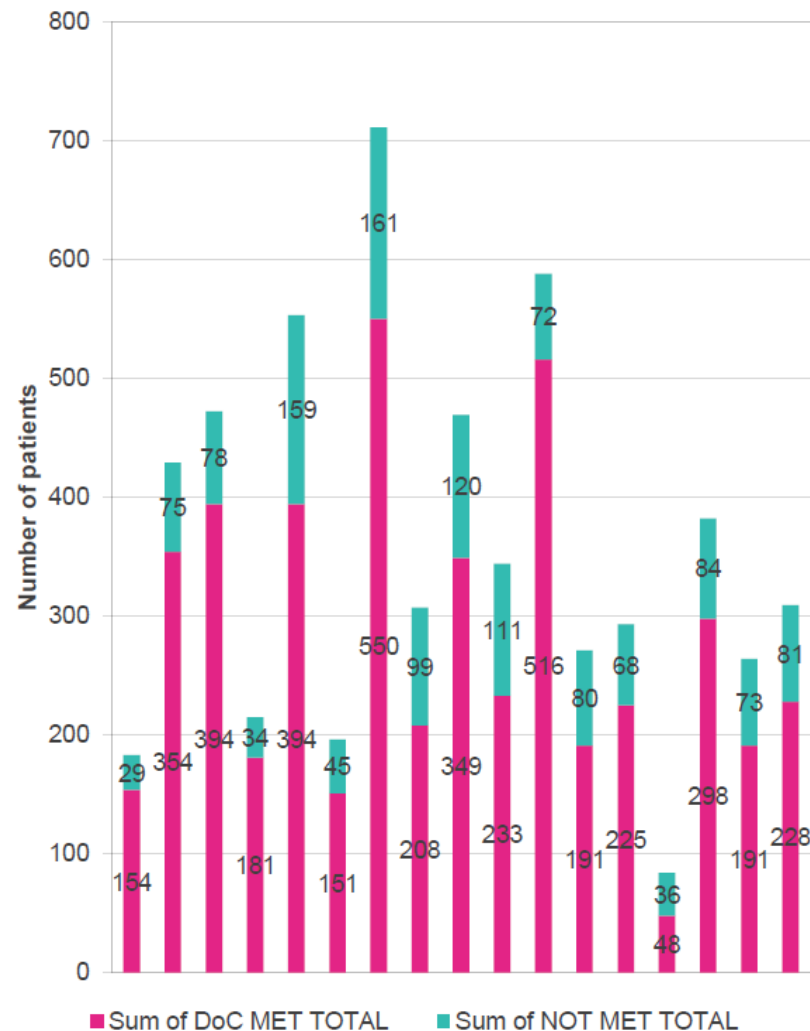
Length of stay for all patients



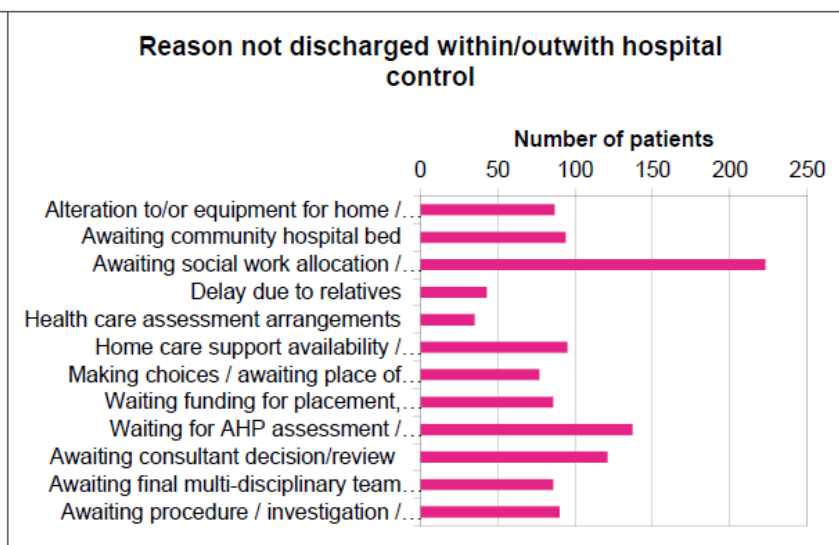
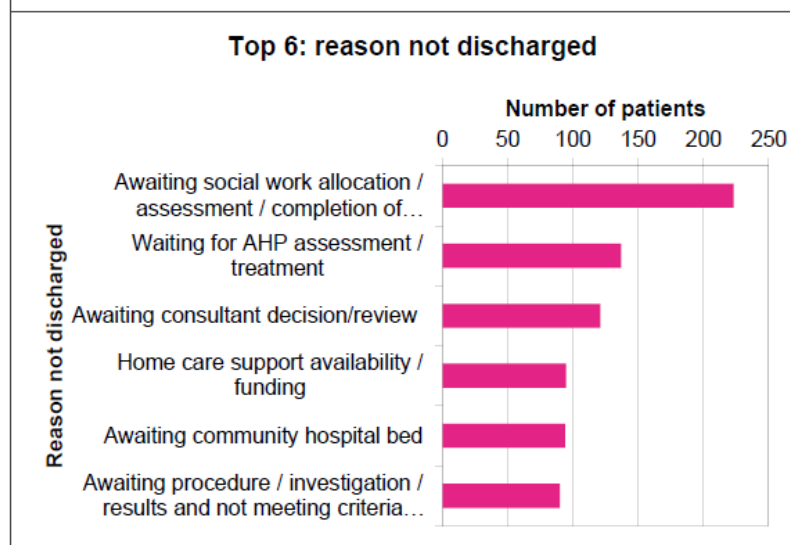
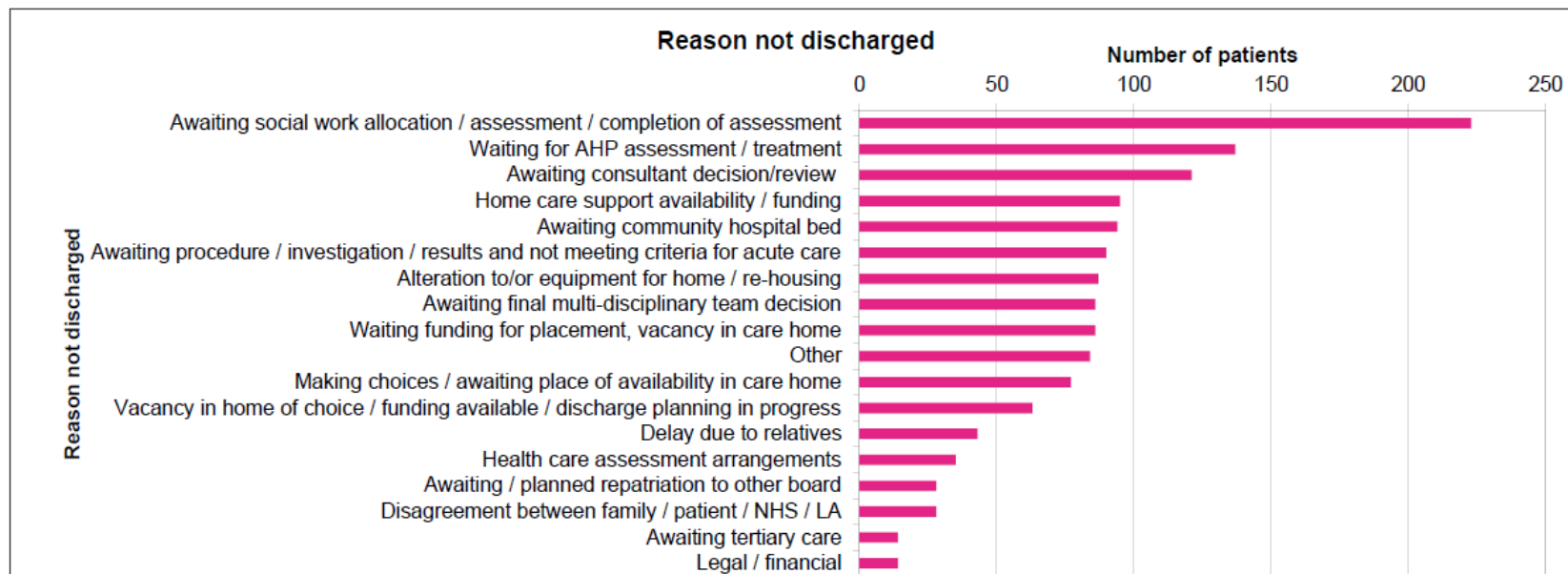
DOCS criteria met and not met, by ward type



DOCS criteria met and not met, variation by hospital

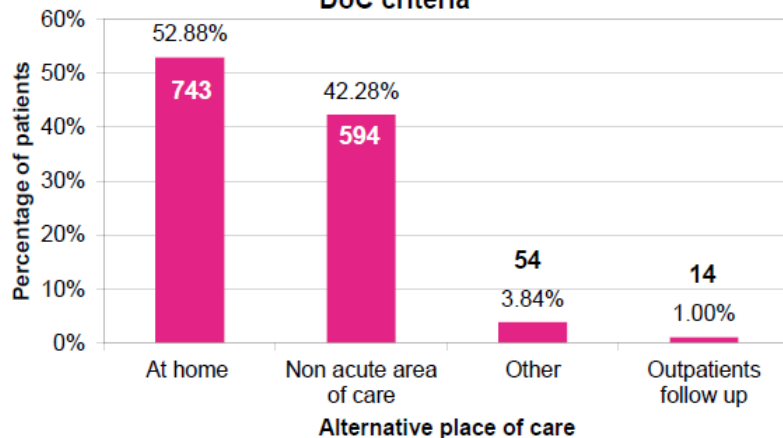


Day of care survey – pan-London analysis

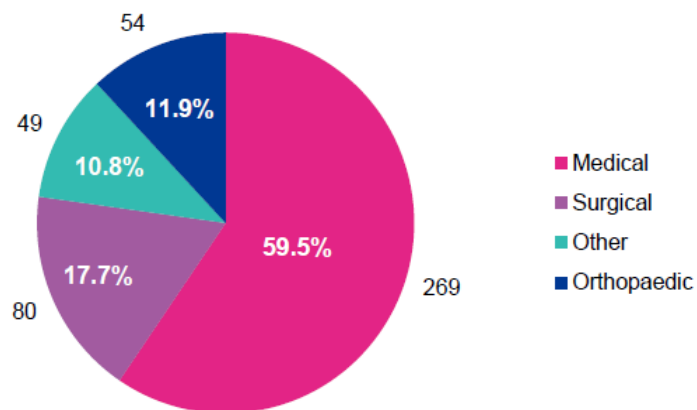


Day of care survey – pan-London analysis

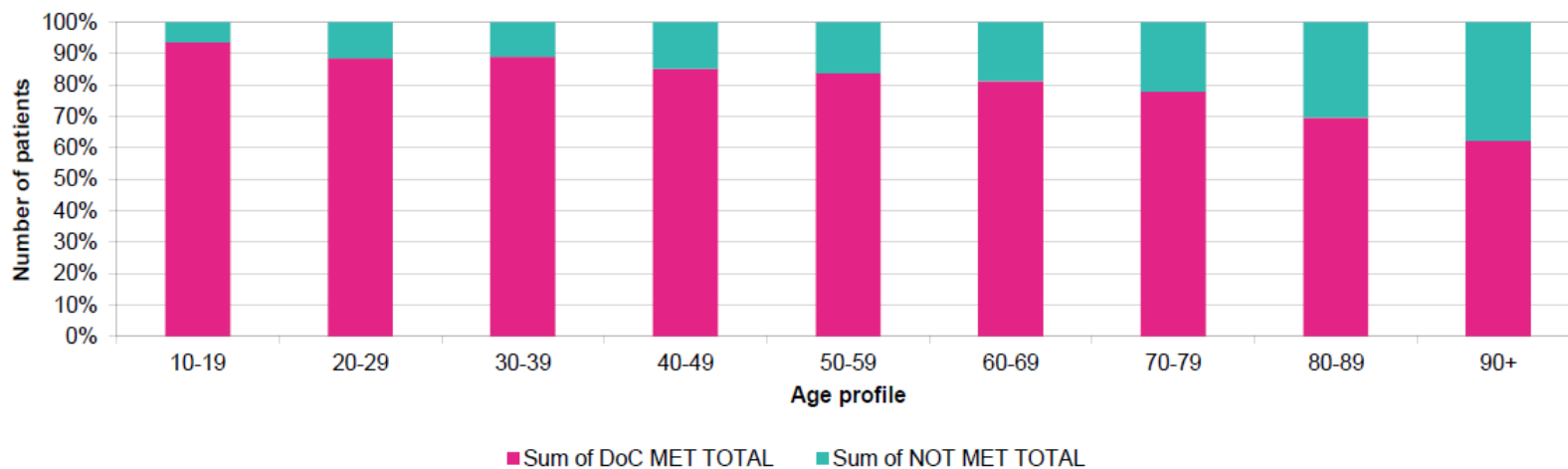
Alternative place of care for patients not meeting DoC criteria



Boarders



Age profile of patients in survey



What area should your team
prioritise?

Quality improvement at CLAHRC NWL



- Use data to recognise problems and prioritise action
- Identify and engage stakeholders
- Build success from small 'trials of change'

Our principles

Successful Healthcare Improvements From Translating
Evidence into Practice (SHIFT-Evidence)

Manage stakeholders

Who?
Engage and Empower

Use Plan-Do-Study-
Act cycles

What?

Act

**Scientifically &
Pragmatically**

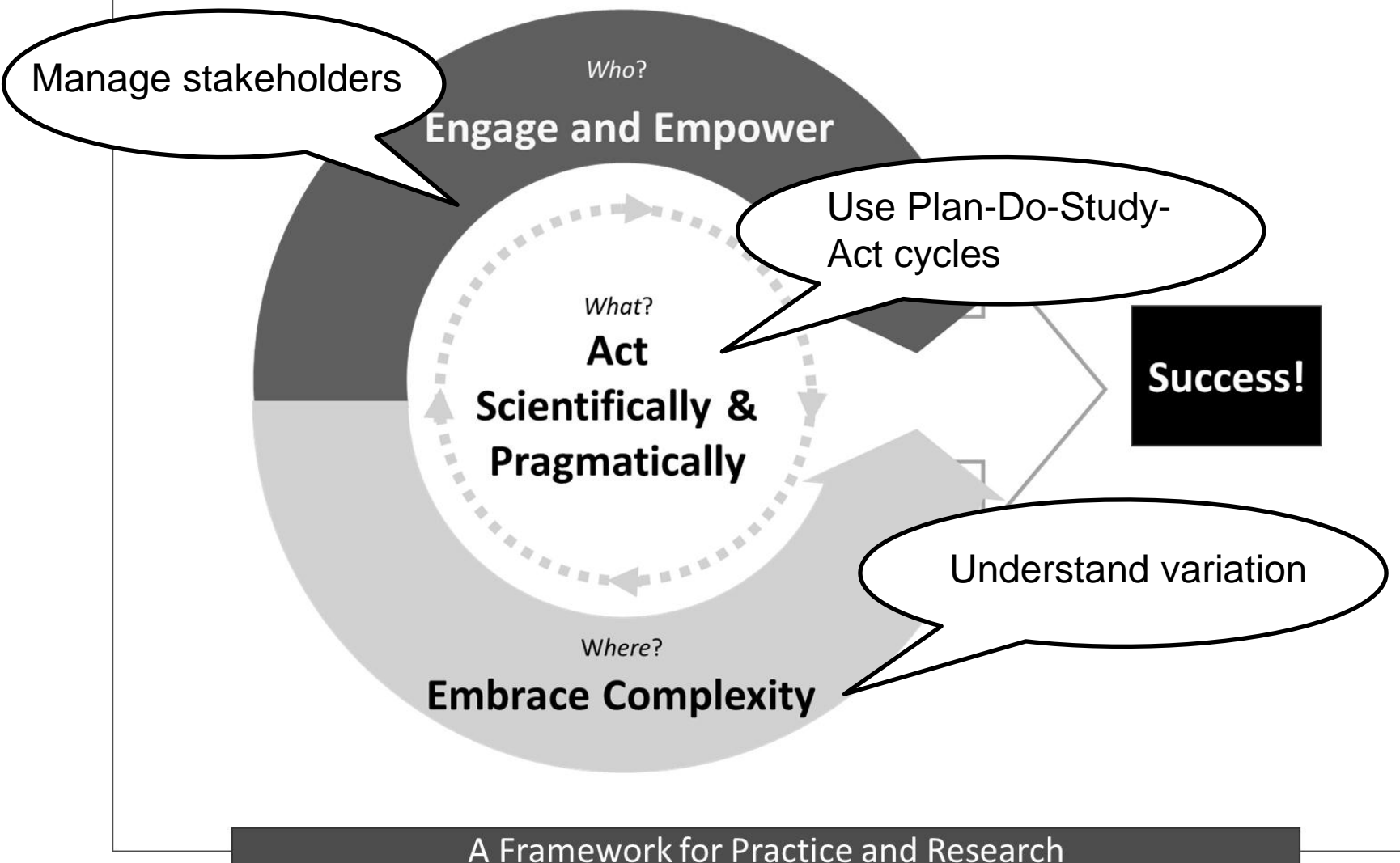
Success!

Understand variation

Where?

Embrace Complexity

A Framework for Practice and Research



Stakeholder mapping

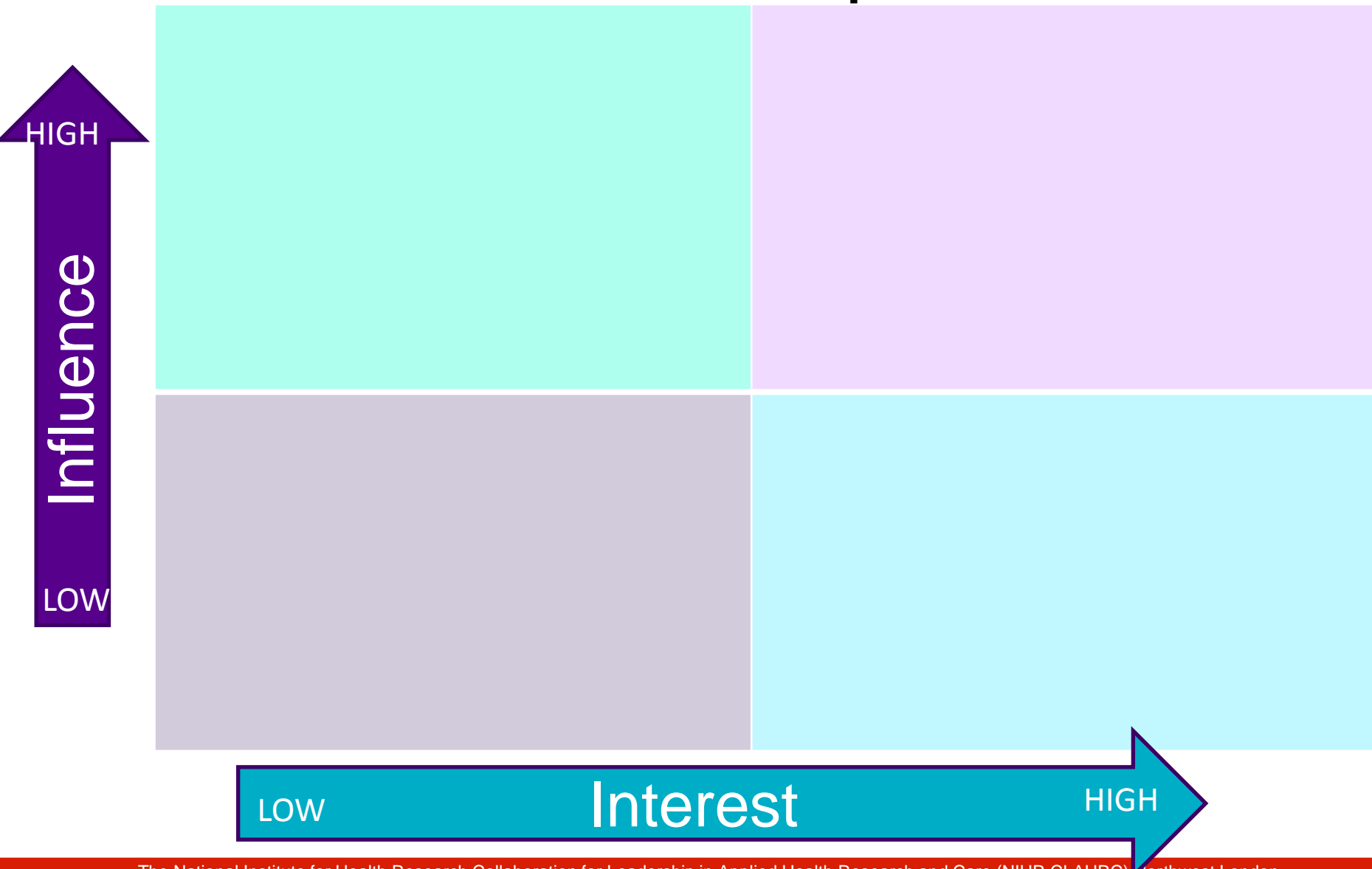
- Important to recognise...
 - The different people involved in delivering care relating to area of change
 - How different parts of the healthcare system work and identify where improvements are needed
 - That it is necessary to reconcile different perspectives about how to make improvements

Who is a stakeholder?

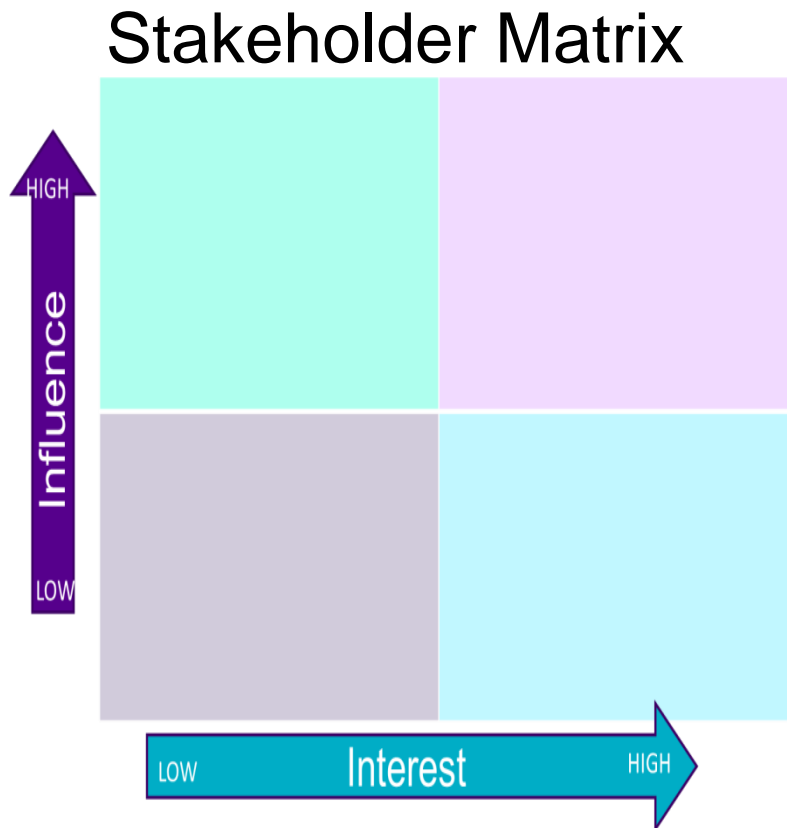
Anyone who has influence over or interest in the success of your improvement



Stakeholder Map Matrix



Activity: Map your stakeholders



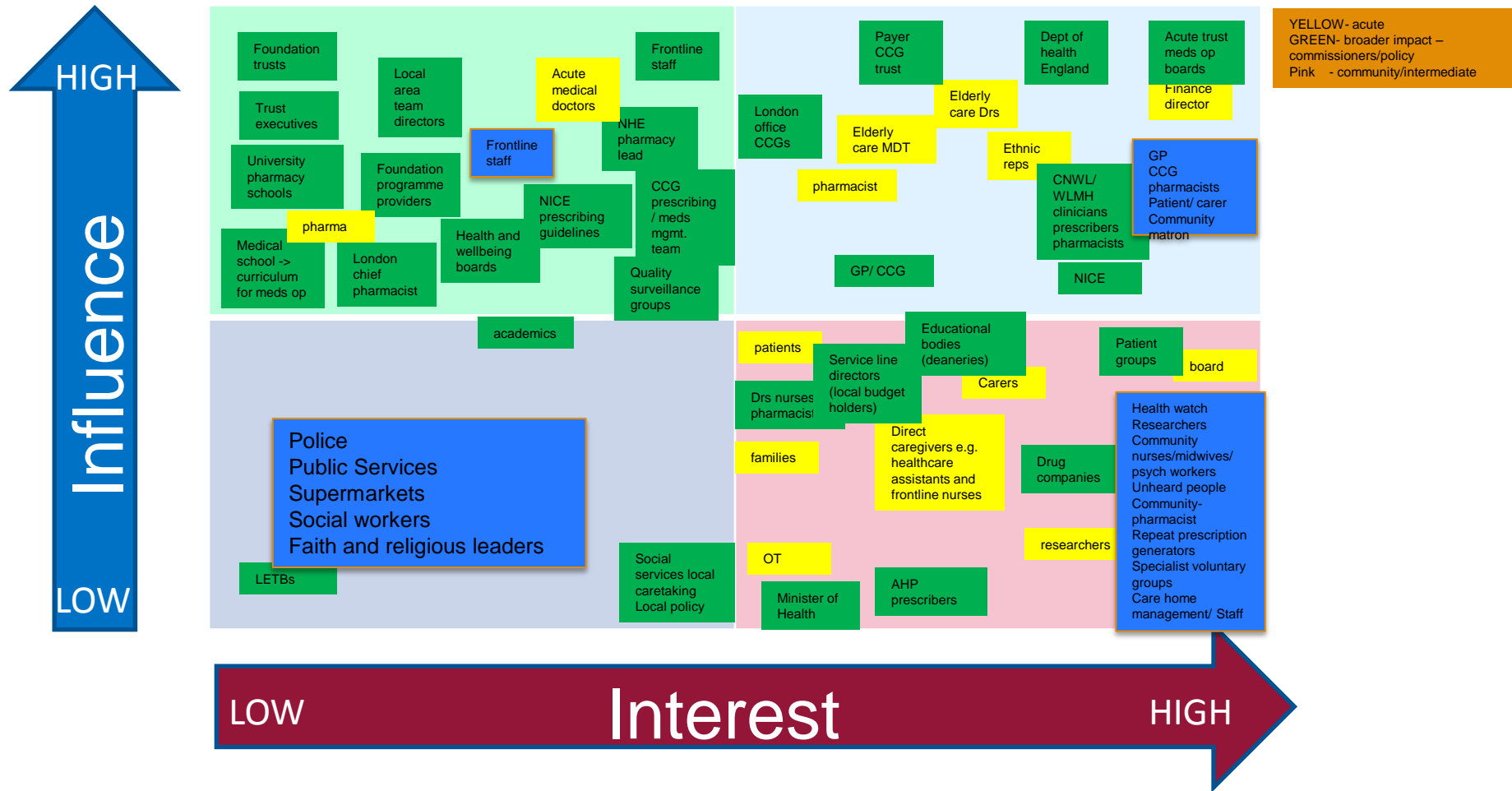
How to get started:

- Write the names or job titles of your project's stakeholders on your matrix

Consider:

- Their levels of interest
- Their influence over the success of your project.

Project Stakeholder Map v.2



Communications plan

Communication Methods

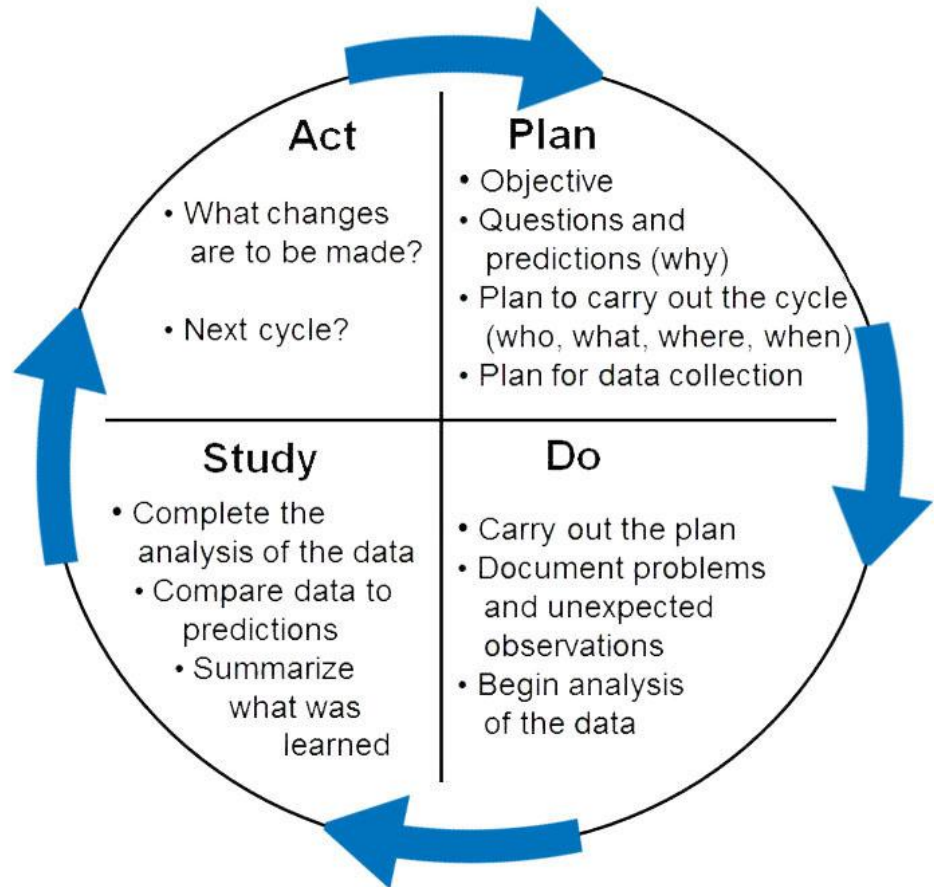
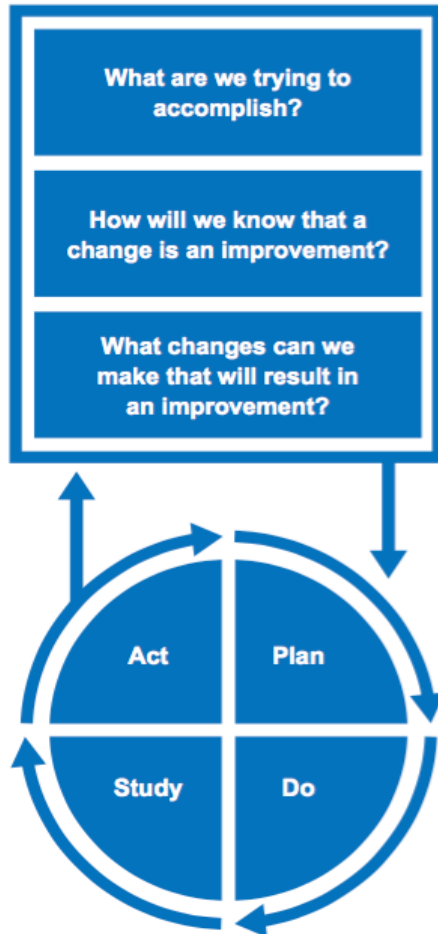
	Junior Doctors	Registrars	Consultants	Junior Pharmacists	Specialist Pharmacists	Chief Pharmacists	Ward Nursing Staff	Senior Nursing	General Managers	Chief of Service	Trust Committees	Patients
Awareness												
Posters available on ward	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pocket Guide given	✓	✓	✓	✓	✓	✓	x	x	x	✓	x	x
Access via intranet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	x
Education												
Feedback sessions (group)	✓	✓	x	✓	x	x	x	x	x	x	✓	x
Feedback sessions 1:1	✓	✓	x	x	✓	x	x	x	x	x	x	x
Ward Rounds	✓	✓	✓	x	✓	x	✓	x	x	x	x	x
Trust Induction	✓	✓	✓	✓	✓	✓	x	x	x	x	x	x
Grand Round	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	x
Feedback												
Email	x	✓	✓	x	✓	✓	x	✓	✓	✓	x	x
Paper Results	✓	✓	x	x	x	x	x	x	x	x	✓	x
Presented on wards	✓	x	x	✓	x	x	✓	x	x	x	x	x
Standing agenda item for meetings	x	x	✓	x	✓	✓	x	✓	✓	✓	✓	x

M Gilchrist/ K Thakkar Pharmacy Nov 2010 v1

Stakeholder management

Who /role	What do we want them to do, when ?	What are their motivations?	What will we do, who, when?	Next step

Plan-Do-Study-Act cycles



Why use PDSA cycles?

Traditional Approach to Activities



Why use PDSA cycles?

Traditional Approach to Activities



Suggested Approach




Benefits of PDSA cycles

- Able to try ideas out sooner than later
- Test lots of ideas in a short time frame
- Try things out under different conditions
- Increase degree of belief that an idea works before scaling up
- Fail fast and learn as you go
- Reduce any risks associated with change because testing on a small scale
- Lower time commitment makes it an easier sell to stakeholders

Activity: Initiate PDSA cycle

<u>PLAN:</u>
What exactly will we do?
Who will do it:
Where:
When (duration):
What: Prep needed?
What data will we need to measure?
How will this data be collected (how often?):
Who will collect it?
What criterion will we use to decide on success?
<i>How many patients will we test this on?</i>
<u>PREDICTION:</u>
<i>We predict that...</i>



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 **Learning Module**




Action effect diagram

✓




Mental and physical wellbeing

✓





Public and patient engagement/involvement

✓





Process Mapping







Long Term Success







Stakeholder engagement







Plan Do Study Act cycles PDSA







Measurement for improvement





 **Modules To Start (0)**


 **Modules To Resume (5)**


Click a module to continue learning...

 Process Mapping


 Long Term Success


 Stakeholder engagement


 Plan Do Study Act cycles PDSA

 **Modules Completed (3)**

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 Action effect diagram

 Mental and physical wellbeing

 Public and patient engagement/involvement

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