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2008

8 team  
members

Learning about the  
process for Quality  
Improvement

Putting together a  
framework for moving  
forward

# Our improvement efforts were like a traffic jam



At times accelerating, then moving slowly, idling and finally accelerating again.

# Team Motivation

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- Encourage team members to attend learning sessions
- Set up debriefing for those unable to attend
- Set up regular meetings (face-to-face & teleconference)
- Celebrate successes
- **INVOLVE PARENTS!**



# Lessons Learned

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- Schedule meetings through the entire length of the collaborative
- Be proactive
- If something isn't working – make changes
- Listen to your stakeholders
- Think SMALL....then think smaller!
- Be careful not to rush to implementation
- Use data (run charts &/or PDSA) to affect change.



# Thinking SMALL

- Don't take on too much
- Break it down into very small steps
  - One idea can be 5 separate PDSA cycles
  - Each PDSA cycle should have several PDSA runs
- Cut it in half, cut in half again, and even cut in half once more
- What can be accomplished or tested in one weeks time



# Use the tools available

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- PDSA forms
- Extranet
- Participate in monthly teleconference calls
- Steal shamelessly

