

Quality Improvement

BTFF- AHEC Cessation Program

This webinar is supported by the Florida Department of Health

Bureau of Tobacco-Free Florida

March 13, 2017

Quality Improvement – The Basics

The purposes of this webinar series are two-fold:

- 1) To provide AHECs with tools and resources to formalize their quality improvement efforts;
- 2) To demonstrate how to use data in the TFFACT Client Management System to guide the quality improvement process.

Learning Objectives

1. Define quality improvement
2. Discuss elements of a quality improvement program
3. Demonstrate how to integrate TTFACT reports into the QI process

Quality Improvement

“Quality improvement consists of *systematic* and *continuous actions* that lead to *measurable improvement* in services and is directly linked to an organization’s service delivery approach or underlying systems of care”.

Quality Improvement

Measuring where you are, and figuring out ways to make things better.



Quality Improvement – Makes Sense!

Improves **client** outcomes

Improves **efficiency**

Cost effective

Proactive

Improves **communication**

Maximizes resources

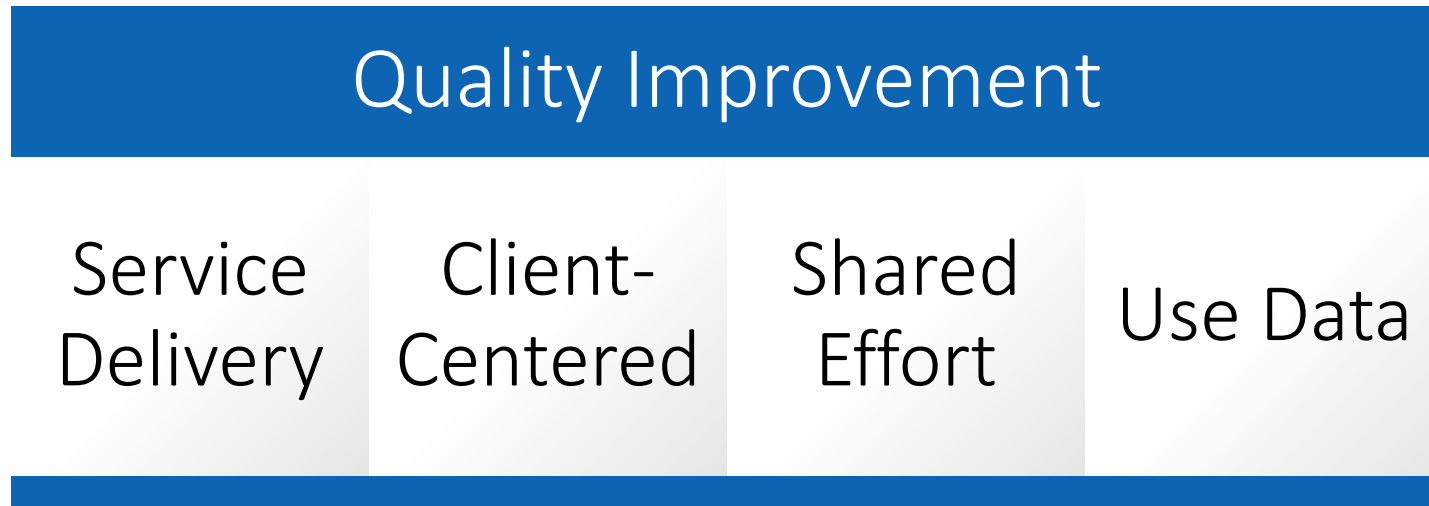
Quality Quotes

“Success is the sum of small efforts, repeated day-in and day-out.” Robert Collier

“Quality begins on the inside... then works its way out.” Bob Moawad

“Quality is not act. It is a habit.” Aristotle

Overview



Getting Started

Creating a Quality Improvement Program



Where do we go from here?

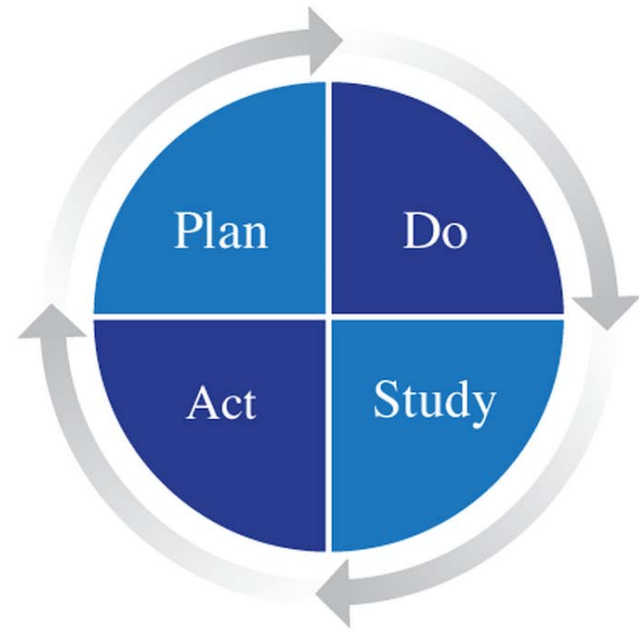
Institute for Healthcare Improvement

Model for Improvement – 3 Questions

What are we trying to accomplish?

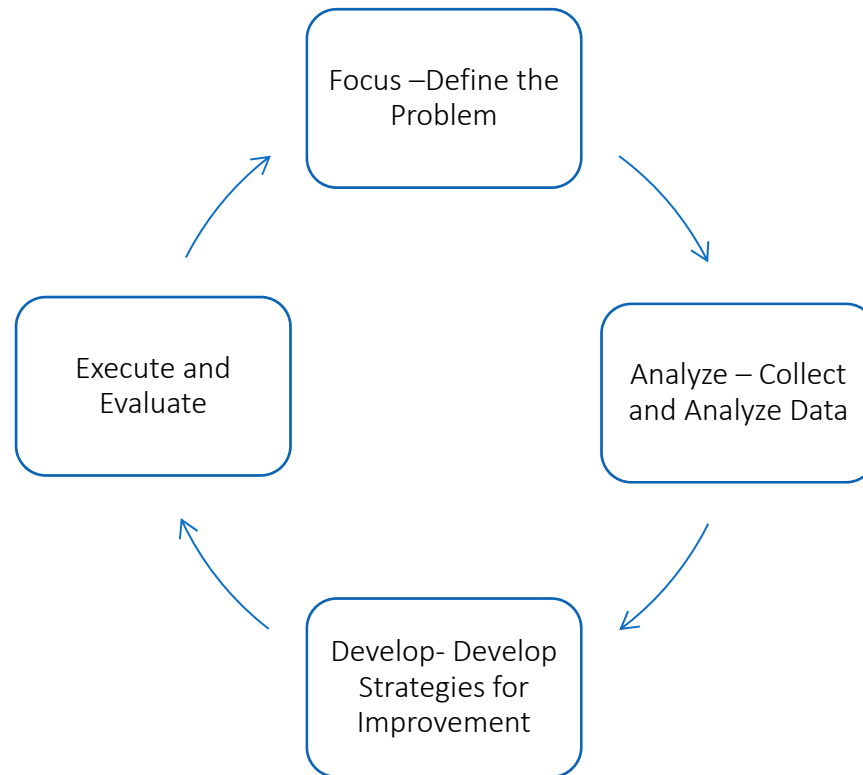
How will we know that a change is an improvement?

What change can we make that will result in an improvement?



Quality Improvement

FADE (Focus – Analyze- Develop-Execute)



Quality Improvement – FADE

FOCUS –

Define process to be improved

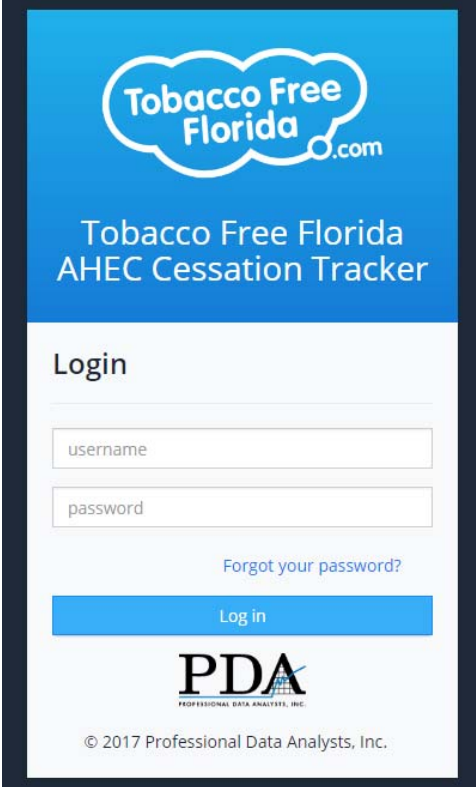
- *Generate a list of problems –*
- *Select one problem*
- *Define Problem*

Quality Improvement - FADE

ANALYZE –

Collect and Analyze Data

- *Decide what you need to know*
- *Determine influential factors*
- *Find the root cause*
- *Collect Data*



The screenshot shows a mobile application interface for the 'Tobacco Free Florida AHEC Cessation Tracker'. The top section has a blue header with the 'Tobacco Free Florida .com' logo and the title 'Tobacco Free Florida AHEC Cessation Tracker'. Below this is a 'Login' section with two input fields labeled 'username' and 'password'. A link for 'Forgot your password?' is positioned below the password field. A blue 'Log in' button is at the bottom of the login section. The footer features the 'PDA' logo (Professional Data Analysts, Inc.) and the copyright notice '© 2017 Professional Data Analysts, Inc.'.

Quality Improvement -FADE

Develop –

Develop strategies for improvement

- Select a solution

Execute and Evaluate –

Implement and monitor for success

- Commit to change
- Monitor data

Celebrate Success

Share results with staff

1. Develop brag board or other public display
2. Acknowledge successes at start of staff meetings
3. Express thanks to the team!

Quality Improvement Example

– Using TFFACT Reports

TFFACT Reports



Dashboard

Client Management

Course Management

Reports

Admin

My Account

Help

Log Off

dhawkins@ufl.edu

Reports

Client

Course

NRT

Quarterly

Staffing

Referral

Client Reports

Report

Date Range

Center

Client Detail

From

mm/dd/yy

To

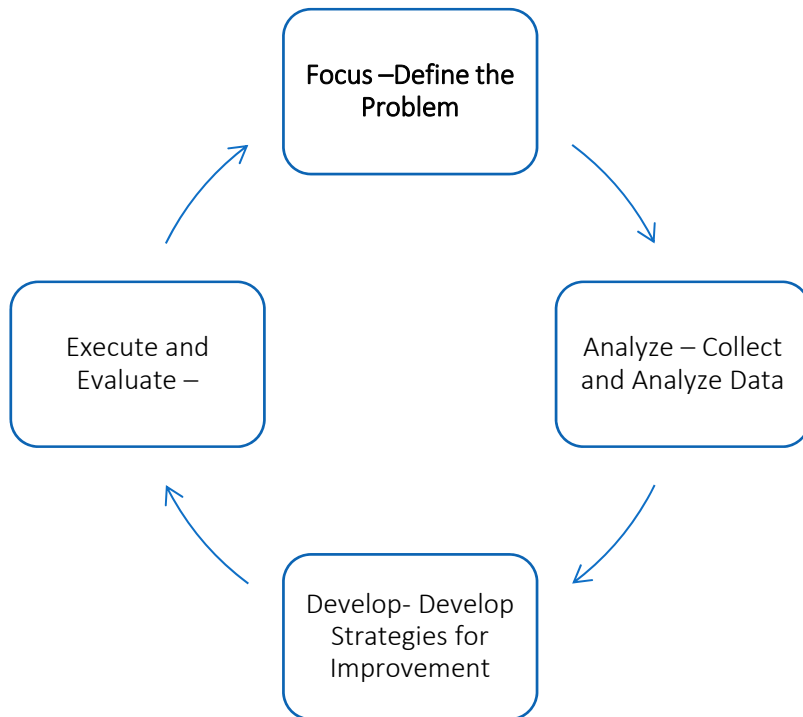
mm/dd/yy

All

Search

The Client Detail report shows details about clients served at courses that ended during the specified range. A client can appear multiple times since this report counts enrollments.

FADE



Problem List

Improve participant completion rates for multi-session courses

Increase referrals from sites engaged in systems change

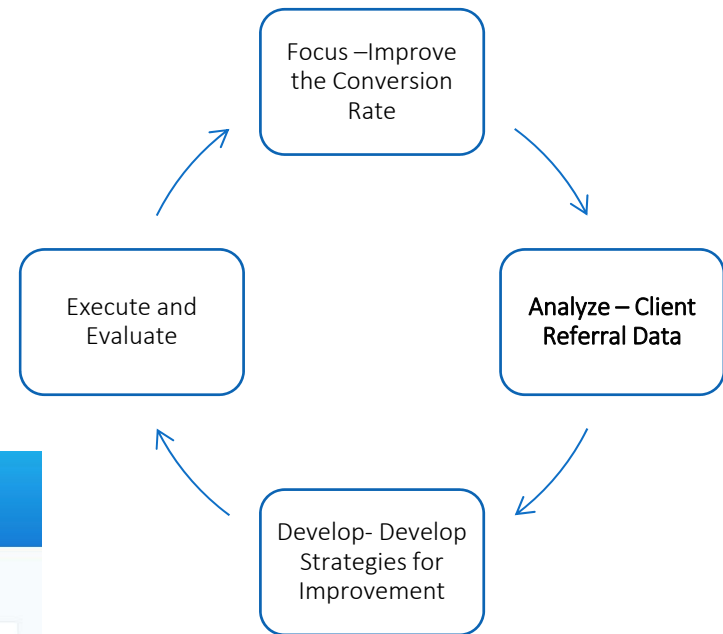
Improve conversion rate- number of participants who enroll that actually attend course

Improve NRT management process- reduce amount of expired NRT

FADE

TFFACT – Report

The screenshot displays the 'Reports' section of the Tobacco Free Florida (TFF) system. The left sidebar contains navigation links: Dashboard, Client Management, Course Management, Reports (highlighted), Admin, My Account, Help, and Log Off. The user's email, dhawkins@ufl.edu, is shown at the bottom of the sidebar. The main content area is titled 'Reports' and features a tabbed interface with options: Client, Course, NRT, Quarterly, Staffing, and Referral (selected). The 'Referral Reports' section includes filters for Report (Client Referral), Date Range (From 2/1/17 to 2/28/17), and Center (Everglades). A 'Search' button is present. A note below the filters states: 'The Client Referral report shows information about the referrals added during the specified range. A client can appear multiple times if they received multiple referrals.'



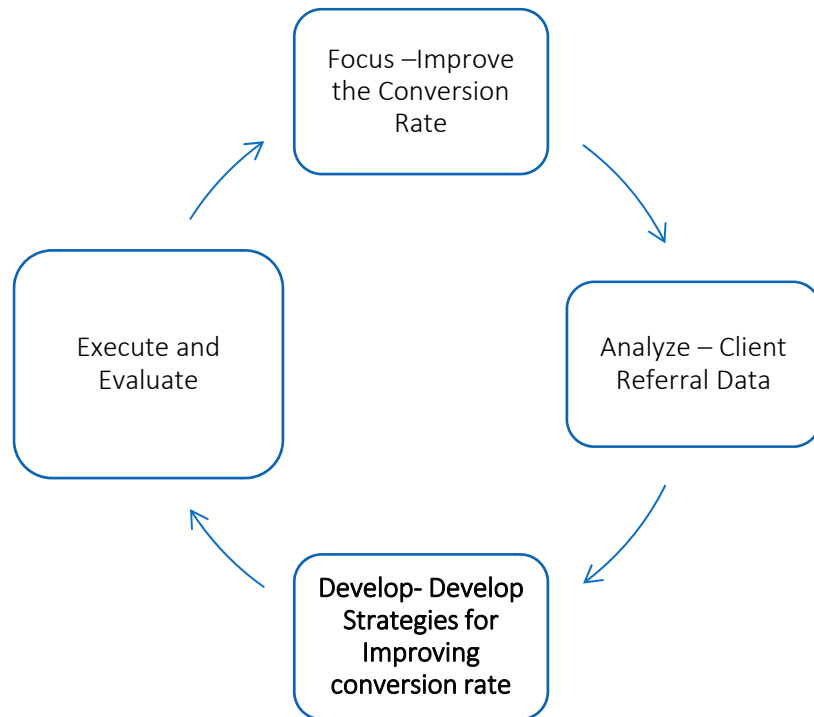
Demonstration

Tobacco Cessation Referral Summary By Week												
Period		Referral Type									Total All Referrals	% Increase/ Decrease of Total All Referrals From Previous Week
		Career Source			Healthcare Provider			Self				
Begin Date	End Date	Total	% Enrolled	% Attended	Total	% Enrolled	% Attended	Total	% Enrolled	% Attended		
7/1/2016	7/3/2016	2	50%	0%	35	34%	23%	25	64%	48%	62	
7/4/2016	7/10/2016	17	35%	18%	301	20%	12%	249	89%	75%	567	815%
7/11/2016	7/17/2016	9	44%	22%	210	22%	16%	251	87%	71%	470	-17%
7/18/2016	7/24/2016	9	0%	0%	363	35%	15%	288	67%	56%	660	40%
7/25/2016	7/31/2016	24	46%	29%	275	30%	16%	263	78%	65%	562	-15%
8/1/2016	8/7/2016	21	38%	10%	240	32%	17%	199	80%	65%	460	-18%
8/8/2016	8/14/2016	15	40%	7%	306	37%	22%	217	81%	64%	538	17%
8/15/2016	8/21/2016	18	50%	33%	280	39%	23%	265	84%	74%	563	5%
8/22/2016	8/28/2016	13	38%	0%	232	31%	15%	205	78%	62%	450	-20%

[illegible]

Transition to TTFACT Client Management System

FADE



What types of referrals should we be concerned about?

What strategies could we put into to practice that might improve conversions?

References

1. Turning Point. *Collaborating for a New Century in Public Health*. <http://www.turningpointprogram.org/Pages/about.html> Accessed March 2, 2017
2. Beitsch LM, Thielen L, Mays G, et al. *The Multistate Learning Collaborative, States as Laboratories: Informing the National Public Health Accreditation Dialogue*. Robert Wood Johnson Foundation. 2006. <http://www.rwjf.org/pr/product.jsp?id=15409>. Accessed March 1, 2017
3. US Department of Health and Human Services. *Quality Improvement Methodology*. <https://www.hrsa.gov/quality/toolbox/508pdfs/developingqiplan.pdf> . Accessed February 26, 2017.
4. Institute for Healthcare Improvement. *How to Improve*. <http://www.ihl.org/resources/Pages/HowtoImprove/default.aspx>. Accessed March 2, 2017

Questions?