

Hawaii Long-Term Care Application of PDSA Cycles

Presented by Mary Erickson
and Dana Mitchell

March 11, 2021

*Better care, better population health
and lower costs through improvement.*



**Quality Improvement
Organizations**
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



Mountain-Pacific
Quality Health

Speaker Info



Mary Erickson, BSN, MSM

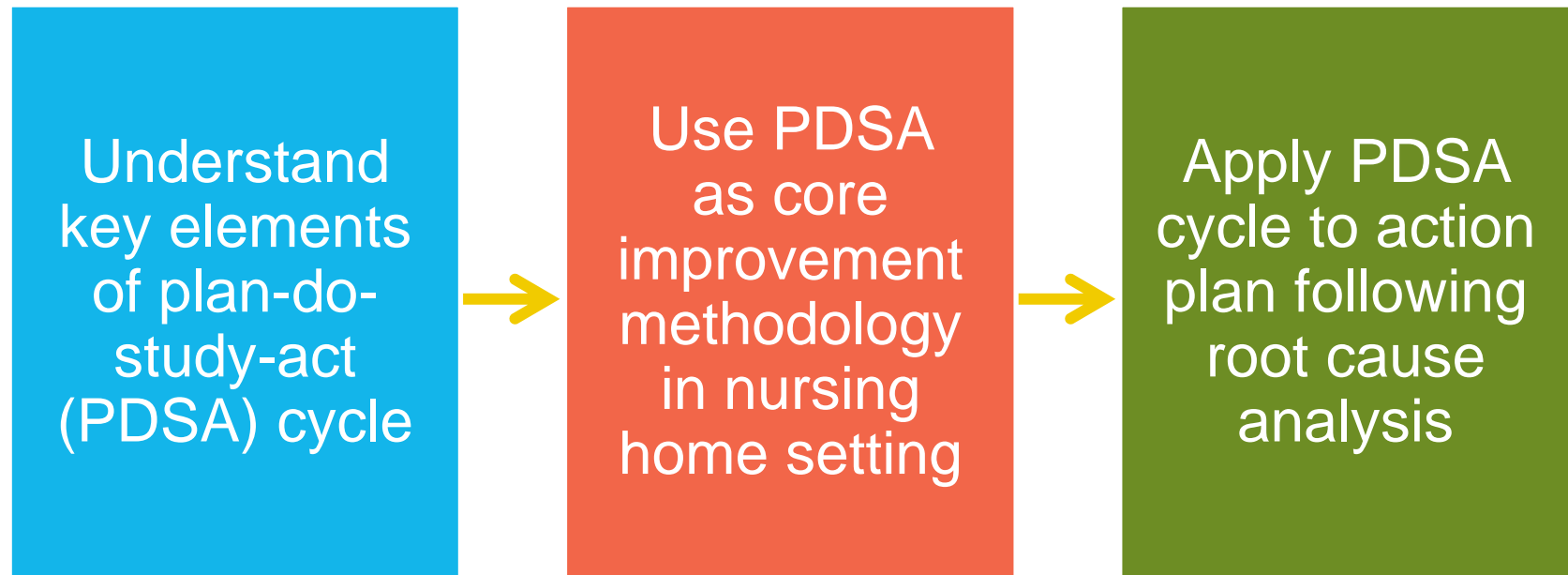
Program Director



Dana Mitchell, BSN

Nursing Home Account Manager
for Alaska and Hawaii

Objectives





**When and why
do we start a
PDSA cycle?**

Session 5: Reliable Processes

If you have a process that does NOT work so well...



Common or
infrequent
failure?



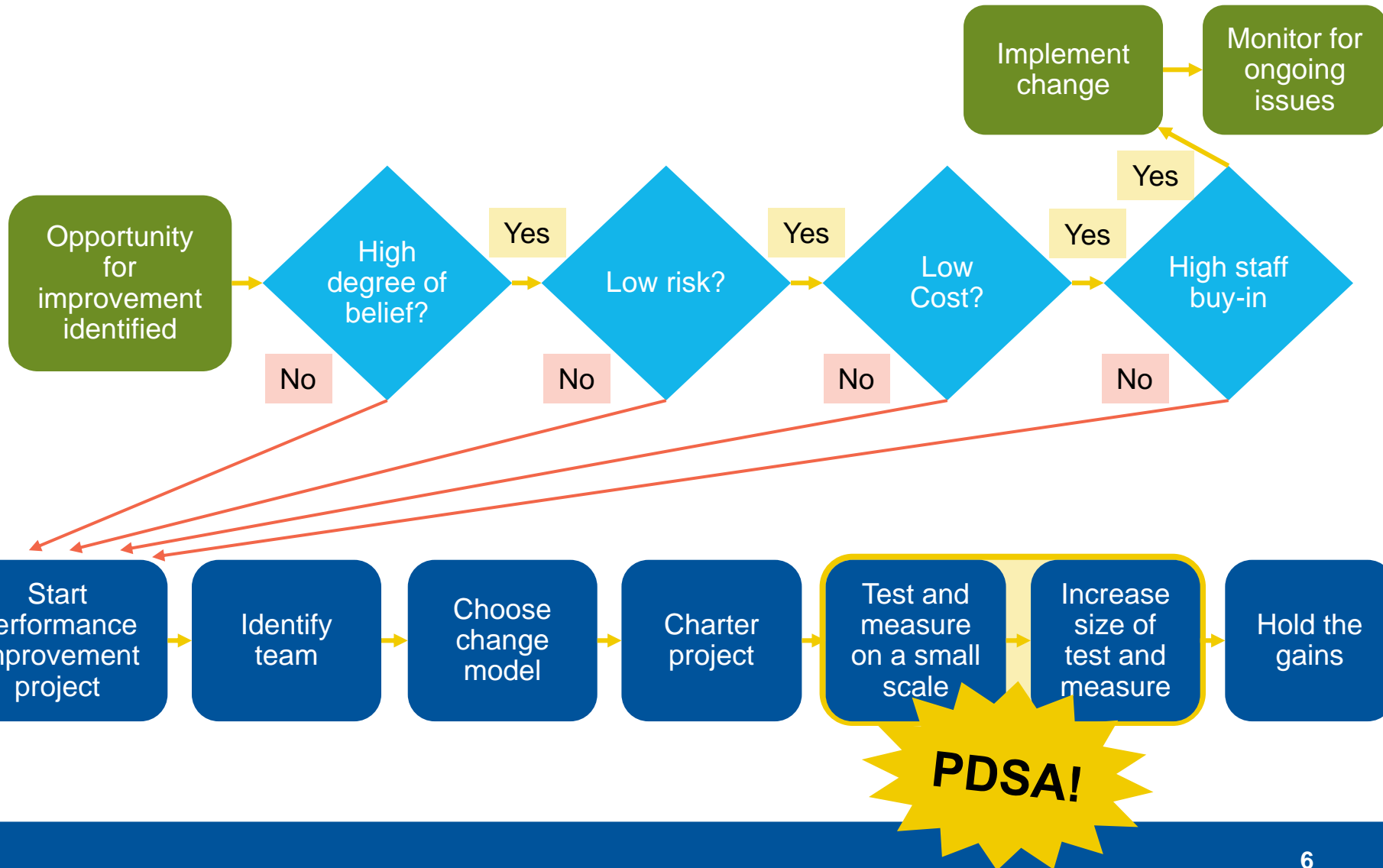
One person
 \neq
common
failure



Process to
fix one
attribute at a
time

PDSA!

Session 6: To PIP or not to PIP



Session 7: Improvement Questions

- What is working? (Appreciative inquiry)
- What is not working? Why? Why? Why? (Root cause analysis)
- What would success look like? (Aim setting)
- How would you know (what would you see) if successful? (Feedback/measure)
- What could you try that would get you closer to success? (Change ideas)
- What could you try out before the next call?



PDSA!

The background of the slide is a close-up photograph of numerous wooden question marks. The question marks are made of light-colored wood and are scattered across the frame, some in sharp focus and others blurred in the background. The lighting is soft, highlighting the natural grain of the wood. At the top of the slide, there are three horizontal bars in blue, yellow, and green. The text 'How do we use PDSA?' is centered in a white, sans-serif font.

How do we use PDSA?

Helpful Tools

- Microsoft Word templates included with this presentation
- Additional Mountain-Pacific change documentation tools: <https://www.mpqhf.org/corporate/health-and-transformation-services/resources/ecqi-resources/>
- Institute of Healthcare Improvement (IHI) tools: <http://www.ihl.org/resources/Pages/HowtoImprove/ScienceofImprovementHowtoImprove.aspx>

PDSA Cycle

Plan

- Objective
- Idea to correct issue(s)
- Include who, what, where, when, why

Act

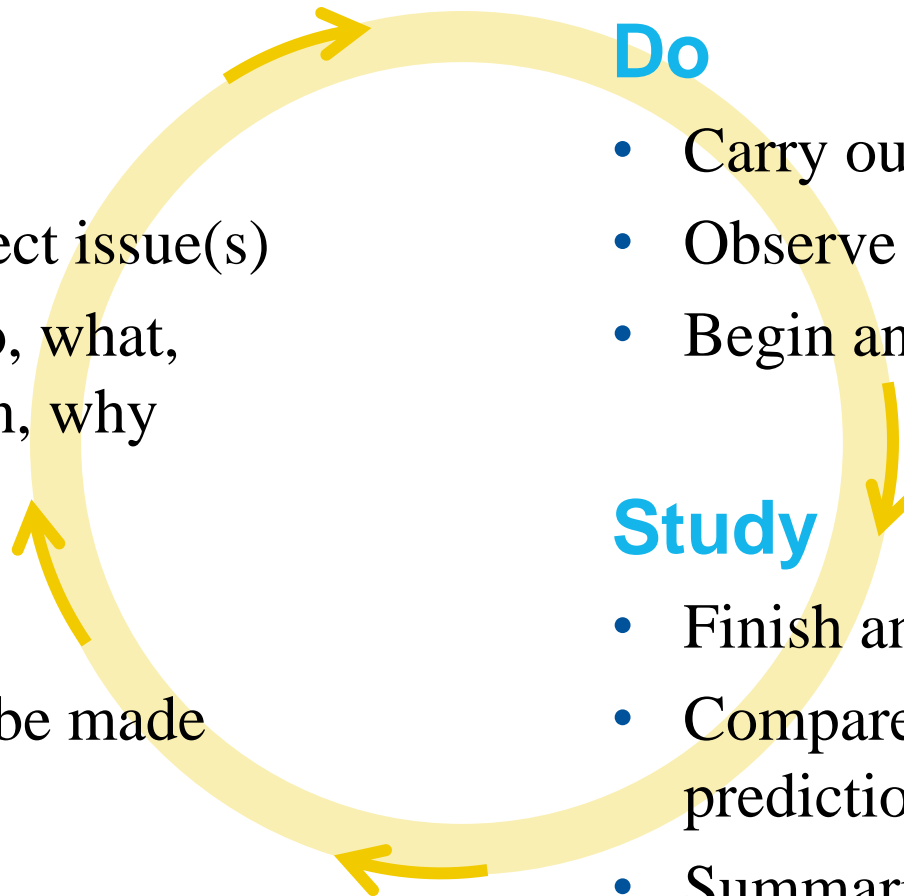
- Changes to be made
- Next cycle

Do

- Carry out the plan
- Observe current plan
- Begin analysis of data

Study

- Finish analysis of data
- Compare data to predictions
- Summarize learnings

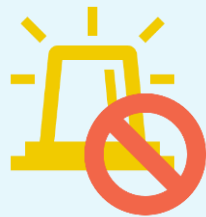


Documentation

Burdensome but serves a purpose:

- Understanding what **interventions or transformation tasks were effective**
- Historical documentation and communication to successors of **what was tried** and **how it worked**
- For a hospital, nursing home or clinic – provides documented **evidence** of quality improvement activities for meeting Centers for Medicare & Medicaid Services (CMS) **regulatory or certification requirements**

Case Examples



Fall prevention alarms,
from many to none



Experience of care and
resident satisfaction
with meals

We are here to help.

Mountain-Pacific Quality Health Hawaii Contact Information

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