

# Jessamine County Quality Improvement

April Harris MPH  
April.Harris@ky.gov

Georgia Heise DrPH  
GeorgiaF.Heise@ky.gov

# Review of Projects

- Spend 30 minutes working with your team on your departmental QI Project or finishing flow charts and critical processes
- Report out to the entire team
  - Status of the project
  - Status of flow charts/critical processes
  - What data was collected for the project

# Review of Projects

- Administrative: *Front Desk Efficiency*
- Clinical: *Internal Referral System*
- Environmental: *Communication*
- Community: *Marketing JCHD*

# WHO AM I?

**Ask YES or NO questions and try to collect data as to who you might be!**

# What is a Storyboard

- Storyboards surfaced at Walt Disney Studios during the 1920's to “articulate a story in an embraceable way.”
- Having proved themselves in other fields and industries, storyboards are now being applied to a system development, web development, and quality improvement.

LOGO  
ORGANIZATION NAME  
ADDRESS

Quality Improvement Story Board  
Team Members:



**PLAN**

Problem Statement

Aim Statement

Process Outline & Relevant Data

Identify Potential Causes

Identify Potential Solutions

Improvement Theory

**DO**

Test the Theory

**CHECK**

Study the Results

**ACT**

Standardize or Develop New Theory

Future Plans

Date

# QI Tool: Storyboard

- A storyboard is a visual method for displaying your quality improvement project.
- Storyboards can “market” public health.
- They also share the QI process with others
  - Local health departments
  - Decision makers
  - Others in the public health field
  - Lessons Learned

# QI Tool: Storyboard

- Helps communicate QI
- Serves as a planning tool
- Helps document the process



# Why a Storyboard

- Tell your QI story in an organized way
- Harness the power of a visual
- Helps guide the work of your process improvement
- Give users real content that is easy to digest
- Highlight your accomplishments
- Aligned with the PDCA cycle

# Organization and Composition

- Getting Started
- Assemble the Team
- Examine the Current Approach
- Identify Potential Solutions
- Develop Improvement Theory
- Test the Theory
- Study the Results
- Standardize the Improvement
- Establish Future Plans

# Storyboard Must Haves

- AIM Statement
- Improvement Theory
- Data & Results
- QI Tools Used
- Learning

# Storyboard Must Haves

- Be succinct and include critical information
- Design the storyboard with an ease of comprehension in mind
- Use visual images to display the data
- Avoid acronyms and jargon

# Storyboard Components: PLAN

## **Problem Statement**

- Background of the issue
- Describe the situation or the problem

## **AIM Statement**

- SMART Objectives
- Ultimate goal or intention of the project
- Address the WHAT, WHEN, HOW MUCH, and FOR WHOM?

# Storyboard Components: PLAN

## **Process Outline and Relevant Data:**

- How was the problem identified?
- What are the root causes?
- What data exists/current process?

# Storyboard Components: PLAN

## Identify Potential Causes & Solutions

- What actions can be tested to address the situation or problem?

## Improvement Theory

- IF...THEN...

# Storyboard Components: DO

- **TEST THE THEORY:**

- Implement the improvement.
- Describe the actions or activities that have taken place to address the problem.
- Collect data and documentation related to the implementation.



# Storyboard Components: CHECK

- **Study the Results:**
  - What are the results of the activities that took place?
  - What measurements were taken to identify if there has been a change or improvement?

# Storyboard Components: ACT

## Standardize or Develop New Theory

- What adjustments were made?
- What will be done to sustain or standardize the solution?
- TAKE ACTION
  - Adopt
  - Adapt
  - Abandon

## Future Plans

- What are the next steps?
- What worked?
- What would you do differently next time?
- How will you monitor and hold the gain?
- How will you share?

# Lessons Learned

- QI Tools like fishbone diagrams, Pareto charts, or flow charts can be very helpful
- Building a storyboard throughout the improvement process may be more efficient than waiting until the end
- Graphic depictions and color add more interest

# Plane Crash Survival!

Work together to create a list of 12 items in order of importance for your survival. You must also list their purpose.