# Jessamine County Quality Improvement

April Harris MPH April.Harris@ky.gov

Georgia Heise DrPH Georgia F. 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

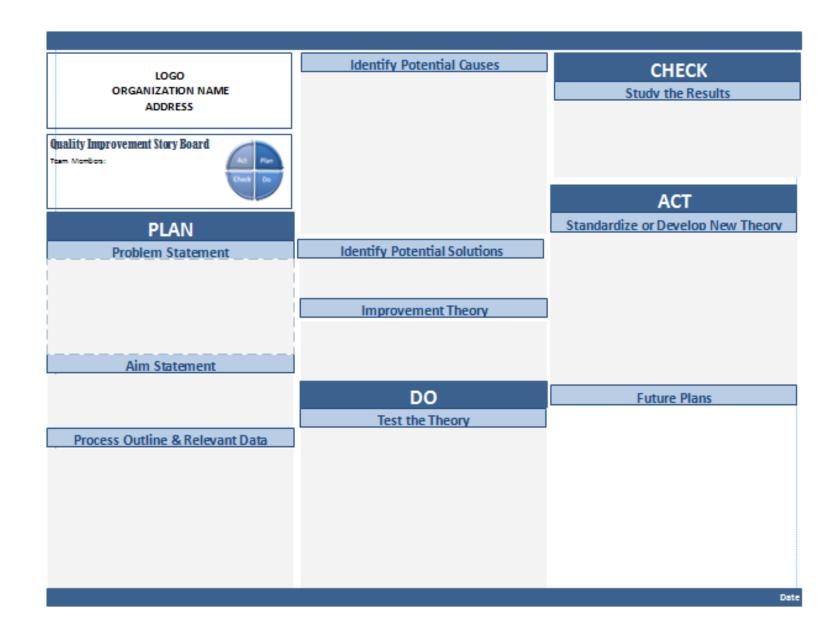
- Administrative: Front Desk Efficiency
- Clinical: Internal Referral System
- Environmental: Communication
- Community: Marketing JCHD

### 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.



### 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.