

A UTI prevention program can also improve:

Falls Skin breakdown Dehydration Pain **Dignity** Quality of Life







5 Steps to Quality Improvement

Get curious about the nature of the problem

- Observe it
- Talk to staff (huddles!)
- Map/diagram/brainstorm
- Measure it

Set a goal for what you want to achieve

Decide what you want to try

Test/try it on a small scale...1 day, 1 resident

Measure your impact in ways that make sense





Step 1 – Get curious...Can we find out:

- Where are the most pressing challenges/questions from staff and residents?
- Where is our system the weakest?
- What are we most worried about?
- What tools can we use to identify weaknesses in our current system?
- Do we have a reliable process for our question?





Step 2: Set the goal for what you want to achieve

 How good do you want to be, by when?

Step 3: What can we try that may lead to an improvement?

- Have you identified opportunities for improvement?
- Where have you seen this process work well?
- Do your colleagues (perhaps those on this call) have suggestions for you?
- Do staff/residents/family members have change ideas to try?





Focus

Pick something to try

- Create a plan for your first test of change
- Test at the level of 1:
- 1 resident, 1 family member, 1 day, 1 week, 1 shift, 1 wing etc.

Measure

Measure your impact

- # of residents and staff engaged who
- % residents who......
- # of days between infections.....





Action....

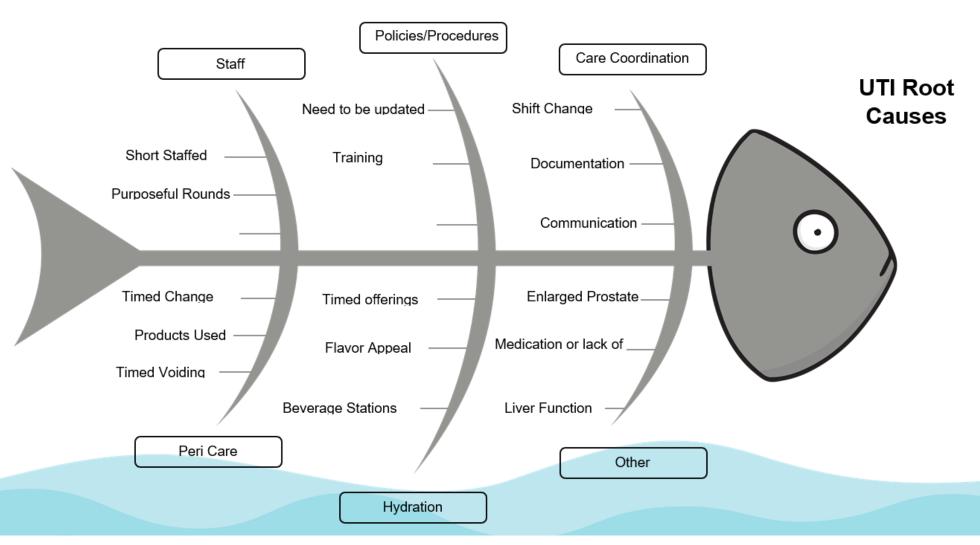
- What are you learning?
- What is working?
- What will you change?
- How can you conduct a Root Cause Analysis to keep improving?
- As you learn how can you increase the size of your tests, the location of your test, the results etc.?

The goal will be to make the improvement the standard!





FISHBONE DIAGRAM









I want to hear your success stories



But.... To achieve Success is also Human



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