



# Geriatric Grand Challenge Care Improvement Initiative

Presentation: Title

# Introduction

1. Agency/facility description
2. Description
  - Patient population
  - Number of beds
  - Unique services

# Care Improvement Initiative Team

1. Names and roles
  - Position
  - Role on care initiative project team
2. Photos if available!

# Care Improvement Initiative Topic Overview

- Topic
- Rationale for topic selection
- Primary goals
- Target patient population

# The 8-Step Process

- Use this template to summarize how you used the Step Process for your care improvement initiative.
- Tell us your story of what you did, why and how you did it, and what happened!

# Step 1: Identify the Problem

1. Describe how you identified the problem & selected the topic for the care improvement initiative
  - Data about patient care problems
  - staff input
2. How did you get input from managers and frontline staff about the problem?
3. Care improvement initiative team: how did you select your team? Did you include opinion leaders?

# Step 2: Review evidence

- What references did you use to learn about the most current and accurate information about the problem?
- What did you find out?
- How did you communicate this information to other staff or managers?
- From this evidence-base, what was the ‘best practice’ that you focused on in the care improvement initiative?

# Step 3: Select outcomes

1. Identify the target population & the outcomes you are looking for:
  - what is the desired change in practice or care, and
  - what is the desired change in the quality of care for the patient
2. Identify short & long term goals



# Step 4: Select interventions

- What new care improvement initiatives did you address?
- How did you assess perceptions about the new care initiatives regarding:
  - Relative advantage: is it better than what they were doing before?
  - Compatability: does it conflict with values or beliefs about what they usually do, or their work routines?
  - Complexity: do they think it is hard to do or understand?
  - Observability: do they see others doing it?

# Step 5: Plan & Implement Staff Management

- Trialability: did you start out your initiative on a small scale?
- Observability: how did you promote the care initiative to make it visible & results observable?
- How did you collect & analyze feedback?
  - Team/staff meetings
  - Focus groups
  - Fishbone chart

# Step 5 continued...

1. What leadership skills did you use to get staff buy-in, support, & involvement?
  - Asking questions, creating vision, listening, modeling, involving staff in early phases, using opinion leaders & champions, demonstrating results, interpersonal connection to dialogue, etc.
2. How did you get feedback to identify barriers & facilitators, & how were these addressed?

# Step 6: Education Strategies

- What mechanisms did you use for communication?
  - newsletter, staff announcements, handouts, posters, job aids, buttons/pins, promotional events
- How did you use different teaching strategies?
  - Classroom teaching
  - Experiential learning techniques
  - Unit-based or bedside teaching
- Who did you involve in teaching?
  - Care Improvement Initiative Team, interdisciplinary team, managers, MD, etc.

# Step 7: Evaluate & Modify

- What is your evaluation plan?
- What tools will or did you use?
  - Random surveys
  - Chart audit
  - Fishbone chart
  - Charts or graphs, reports
  - Staff feedback mechanisms
- What are your current results?
- Will/did you make any changes based on the evaluation?

# Step 8: Sustain

- Summarize where you are at in the Care Improvement Initiative process
  - What does the end point look like?
  - What strengths got you there?
- What are the accomplishments & successes?
- What barriers/unexpected problems slowed you up or led to a change in direction?
- What are the areas that challenge sustainability?

# Summary

- What are the future goals and plans?
- How did you incorporate staff recognition and reward?
- Comment on lessons learned, or surprises that altered your original plans
- Comment on tips you would offer to others who want to do a similar initiative

# Conclusion

- Can you comment on what this experience was like for you personally, your team?
- Did the Care Improvement Initiative have an impact on staff relationships or management practices?



# CONGRATULATIONS!

- Take pride in your accomplishments
- Recognize individuals who extended themselves in different ways

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