

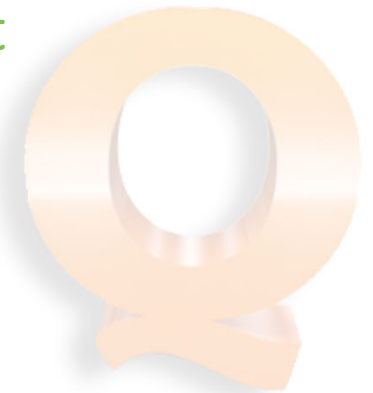


PDSA Cycles and Quality Improvement Project Registry (QIPR)

Lynne E Meyer, PhD, MPH

Liliana Bell, MHA, PMP

August 14, 2020



Today's Goal and Objectives

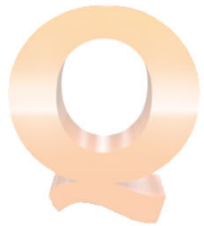
Describe and apply the interrelationship between The Model for Improvement and the Quality Improvement Project Registry (QIPR)

- Describe the Model for Improvement including PDSA cycles
- Ability to use QI tools to visually tell your story
- List and discuss the purposes of QIPR: for what it is intended, for what it is not intended
- Describe and discuss how to submit a project in QIPR using the “Project Information Requirements” template located in the QIPR FAQs
- Describe the requirements and process to request data

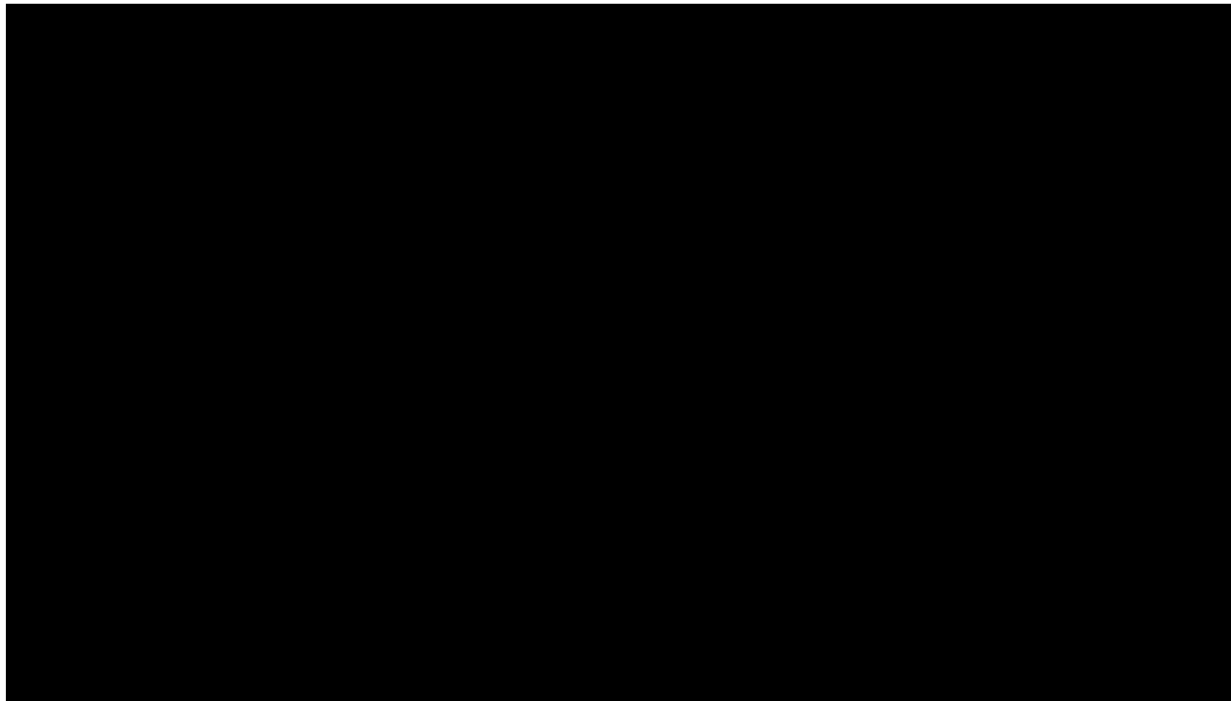


What is the Model for Improvement?

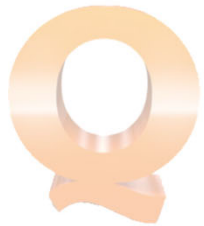
Model for Improvement



Intro to the Model for Improvement



<https://youtu.be/x2yIJnJZDT8>



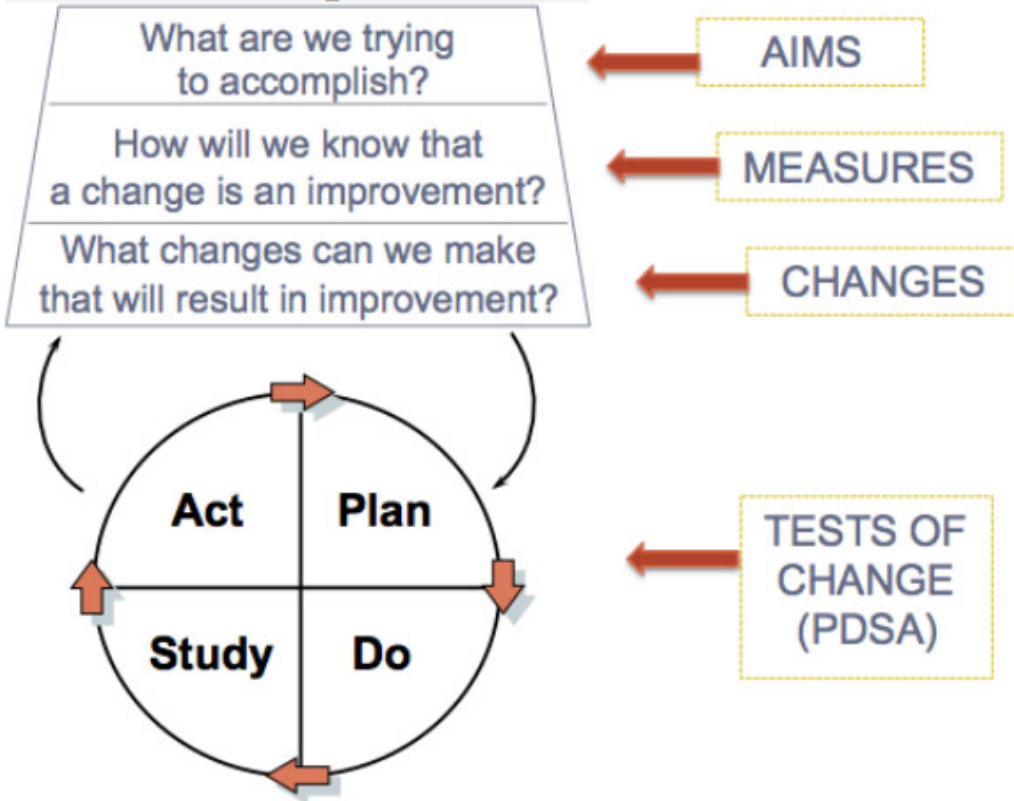
Problem Statement

PROBLEM STATEMENT:

- Why are you doing this project? What is the problem you are addressing? Who is affected? When is it a problem? Why does it matter? How does it affect the patient?
- Consider aligning your project with at least one of the Institute of Medicine's six dimensions of quality: safe, effective, patient-centered, timely, efficient, equitable.
- Current situation is _____, leading to _____ (undesirable event).



Model for Improvement



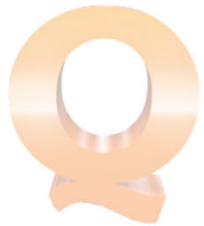
Specific	Is the statement precise about what the team hopes to achieve?
Measurable	Are the objectives measurable? Will you know whether the changes resulted in improvement?
Achievable	Is this doable in the time you have? Are you attempting too much? Could you do more?
Realistic / Relevant	Do you have the resources needed (people, time, support?) Aligns with mission
Timely	Do you identify the timeline for the project – when will you accomplish each part?



AIM STATEMENT: What are you trying to accomplish?

- What do you hope to accomplish with this project? Aims should be SMART, specific, clear, well-defined, and at a minimum describe the target population, the desired improvement, and the targeted timeframe.
- To improve (your process) from (baseline)% to (target)%, by (timeframe), among (your specific population)

To increase / decrease: _____ (process/outcome)
from: _____ (baseline %, rate, #, etc)
to: _____ (goal/target %, rate, #, etc)
by: _____ (date, 3-6 month timeframe)
in: _____ (population impacted)



ESTABLISHING MEASURES: How will you know that a change is an improvement?

- Measurement over time is essential to QI. Measures can be outcome, process, or balancing measures. Baseline or benchmark data are needed to show improvement.
- Align your measure with your problem statement and aim.
- Try to define your measure as a numerator/denominator.

<http://www.ihl.org/resources/Pages/HowtoImprove/ScienceofImprovementEstablishingMeasures.aspx>



https://www.hopkinsmedicine.org/armstrong_institute/_files/patient%20safety%20and%20quality%20improvement%20project%20tools/spirit_toolkit/module%203_worksheet%20for%20qi%20project.pdf

Types of Measures and Examples

- **Outcome Measures** - How does the system impact the values of patients, their health and wellbeing? What are impacts on other stakeholders such as payers, employees, or the community?
 - For diabetes: Average hemoglobin A1c level for population of patients with diabetes
- **Process Measures** - Are the parts/steps in the system performing as planned? Are we on track in our efforts to improve the system?
 - For diabetes: Percentage of patients whose hemoglobin A1c level was measured twice in the past year
- **Balancing Measures (looking at a system from different directions/dimensions)** - Are changes designed to improve one part of the system causing new problems in other parts of the system?
 - For reducing patients' length of stay in the hospital: Make sure readmission rates are not increasing



SELECTING CHANGES: What changes can be made that will result in improvement?

- Ideas for changes often come from those working in the system, from other similar improvement efforts, or from change concepts and theory. What are some opportunities for change and improvement? What changes are you considering?
- What specific change concepts will achieve the Aim?



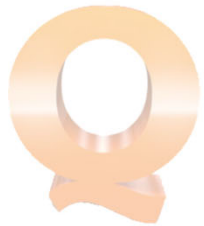
TESTING CHANGES: Continuous improvement is built on small incremental changes, using a systematic scientific approach to test their impact and feasibility. The Plan-Do-Study-Act (PDSA) cycle can be used as a model on which to structure tests of change.

- **Plan:** What is the objective of this particular test of change? What do you think will happen and why? How, when, where, and by whom will the change be tested? What data will you collect?
- **Do:** What happened as you conducted the test? What did you observe? What problems or unexpected observations were encountered?
- **Study:** What data did you collect? What does the data show? How does it compare to your predictions? Is the quality of the data adequate? What did you learn? Include a graph or chart of your data.
- **Act:** If the test did not show ideal improvement, what modifications should be made to your change? What would be the plan for the next test? If the test did show desired improvement, what are the next steps for implementing or spreading the change?

Abort, Adapt or Adopt

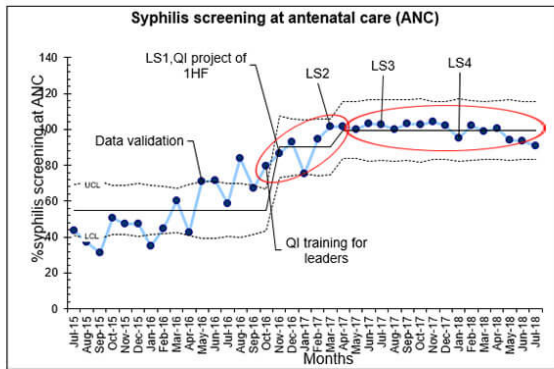


PROJECT SUMMARY: What were the outcomes of the project? Did you achieve the project goals? What were the main lessons learned? Are the improvements or changes sustainable? How will you implement/spread any identified improvements? What would be the best next steps?



Visually share your QI story using QI Tools...

Run chart with events over time to demonstrate change

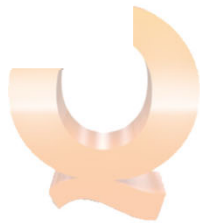
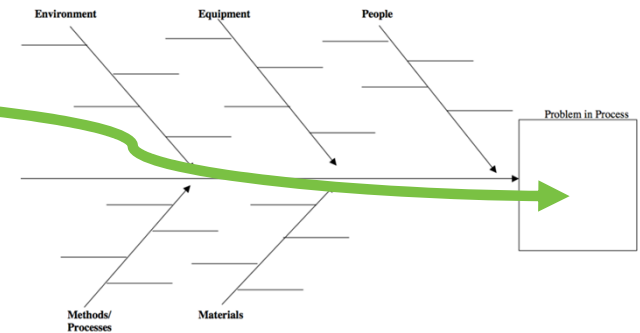


NOTE: LS = learning session; QI = quality improvement

High Level Pareto Chart indicating largest area. Drill Down largest area with it's own Pareto Chart



Biggest bar of SubPareto Chart becomes the head of the Fishbone Diagram (Ishikawa Cause and Effect)



<https://www.gimacros.com/lean-six-sigma-blog/how-to-create-a-quality-improvement-poster/>
<https://www.gimacros.com/pdf/How-To-Develop-A-Kick-Butt-Improvement-Poster.pdf>

QIPR qipr.ese.ufhealth.org/

QIPR

SEARCH LOGIN ADD PROJECT FAQs

BIG AIMS

ZERO HARM
REDUCE VARIATION
INCREASE VALUE
TRANSFORM OUR CULTURE

PERFECT PATIENT EXPERIENCE

find

Have an existing Quality Improvement project? Search our existing projects.

create

Work at UF Health? Create your own Quality Improvement project with QIPR Project Registry.

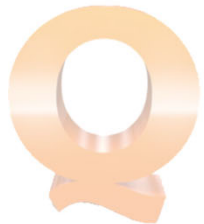
Start a **Quality Improvement** project at UF Health.

Get started now.

Create Account

Sign In >>

Frequently Asked Questions



Purposes of QIPR

- QIPR = Quality Improvement Project **Registry**
- For projects specifically conducted at UF Health (Gainesville and Jacksonville)
- QIPR Purposes/Rationale
 - **Search registry** to find similar QI Projects and/or advisors
 - Collaborate with other interprofessional and/or interdisciplinary **teams**
 - **Assist in IRB screening** through self-certification questions
 - Ability to gain **access to QI data** with QIPR certificate



What QIPR is NOT:

- An approval of a QI project nor a research project
- An alternative to IRB review of research proposals
- An authorization to proceed with your project
- A guarantee of a well-planned QI project
- A notification mechanism to all project stakeholders
- A data repository
- A tool for disseminating outcomes (use NI for results/outcomes)



Best Practices for QIPR Projects

- Search QIPR for similar projects, collaborators and/or advisors
- Plan as a team-based project
 - Include interprofessional and/or multidisciplinary team members
- Obtain reviews/approvals needed (advisor, financial, leadership, etc.) **before** submission
- Use QIPR's "*Project Information Requirements*" **Word** document found in the FAQs section
- Paste from Word document into QIPR to alleviate time-out issues



Project Information Requirements

<https://qipr.ese.ufhealth.org/>

CLICK on

SEARCH

LOGIN

ADD PROJECT

FAQS

QIPR

SEARCH LOGIN ADD PROJECT FAQS

Frequently Asked Questions

? What is QIPR?

The Quality Improvement Project Registry (QIPR) for UF Health quality improvement projects.

? Are there differences between Quality Improvement and Research?

Yes, there are several important distinctions between quality improvement/quality assurance and research. To read more about these differences, visit the following webpages:

- UF IRB's QA/QI vs Research
- American Nurse today: Differences Between QI and Research

? Why should I use QIPR?

- Share your QI projects, learn from others, and see current improvement projects to connect and collaborate
- Apply credit to New Innovations (for Residents and Magnet only)
- Access to Quality Department experts and data resources

? What do I need to get started?

- Search QIPR to learn about existing quality improvement projects
- Make sure you have a mentor for your project if you are a resident/trainee/student
- Complete QI project charter

? What do I need to do before I start my QI project if publication is a consideration?

Please visit UF IRB's QA/QI vs Research webpage.

? Where can I learn more about PDSA cycles?

- CMS.gov has a PDSA Cycle Template
- Visit the AMA Stepsforward Quality Improvement Using Plan-Do-Study-Act website. Includes downloadable tools such as run chart, gap analysis, etc.
- Earn an Institute for Healthcare Improvement certificate

? Before I register a project, what do I need to do?

- Review all FAQs
- Review Project Information Requirements for details of what you will need to register your project.

? Do I need IRB approval?

Most QI projects do not require IRB approval if they meet QI criteria. If the project does not meet QI criteria, the IRB will need to review the project. QIPR will help to determine if the project meets QI criteria.

? How can I get help?

- Visit the Quality Improvement Resources and Education website
- Contact us at 352-265-0002 or QIPR@shands.ufl.edu

? I have my QIPR certificate and need data. Who do I contact?

- Submit a data request to the appropriate group and provide a copy of your certificate. Please note, these groups will validate your data request with the QIPR Team.
- UF Health Gainesville Hospital Decision Support Services - Submit a Report Request
- UF Health Gainesville UFHP Business Analytics - Submit a Report Request
- UF Health Jacksonville Data Analytics and Reporting (DARC) - Submit a Report Request

*Please note that any misuse of certificate privileges may result in the loss of all future data access.

266 Pending Projects

1496 Active Users

75 Projects Added This Month

933 Registered Projects

UFHealth
UNIVERSITY OF FLORIDA HEALTH
The UF Health Sebastian Ferrero Office of Clinical Quality & Patient Safety

UF UNIVERSITY OF FLORIDA
ESE at the University of Florida

Contact The QIPR Team

For technical difficulties, please submit an IT Help Request

For QI project questions, please call 352-265-0002 or email QIPR@shands.ufl.edu

© 2019 QIPR Project Registry 1.1.2.1 Maintained by ESE at the University of Florida



UFHealth
UNIVERSITY OF FLORIDA HEALTH



Project Information Requirements Document

- Save “Project Information Requirements” Word document
- Use as a template to describe your project before entering information into QIPR

UF Health Quality Improvement Project Registry (QIPR)
QIPR@shands.ufl.edu



Data needed to enter a QI project in QIPR

Important Note: Whoever enters the QI project in QIPR is considered the Quality Improvement Principal Investigator

Directions: QIPR submissions work best if drafted in Word and then copied and pasted into QIPR. Please use the format below to help draft your project for submission. Once you have entered your project into QIPR, the next step will be to answer the Self-Certification Questions (see end of this document for explanations). Based on your responses, you will either receive a certificate that verifies your project has been registered or notification that your project needs review by the IRB.

Project Title *(full project title goes here)*

Improving intern PPE and hand hygiene skills for patients with or suspected of having C. difficile infections

Project Description *(Describe your QI Project including 1) what you are trying to accomplish, 2) how you will know that a change is an improvement, and 3) what changes can be made that will result in improvement in relation to your Plan-Do-Study-Act (PDSA) cycle.*

Background: Trying to improve compliance with enhanced contact precautions gowning as hospital-acquired infections are a lingering and troublesome problem for healthcare facilities. Every year, Medicare cuts payments for hospitals that fall in the worst-performing quartile on hospital-acquired conditions, including patient infections with potentially deadly pathogens. Erasmus et al. systematically reviewed 96 hand hygiene studies from around the world. The median hand hygiene compliance rate was reported to be 40% in all types of hospital units. It has been demonstrated that when staff comply with proper PPE and hand hygiene, infection rates can be reduced. Incoming interns who successfully passed the enhanced contact precautions during the first objective structured clinical exam (OSCE) was 16%.

Project Description and Proposed Improvement Changes: Incoming interns are tested during an OSCE one week prior to beginning residency training to ascertain their baseline skills in PPE and hand hygiene for patients with known or suspected infections that represent an increased risk for contact transmission. In order for an intern to pass the case, all graded checklist items must be passed.

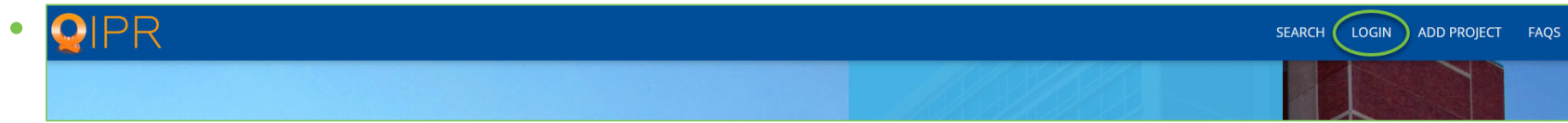
Updated July 31, 2019

Page 1 of 8

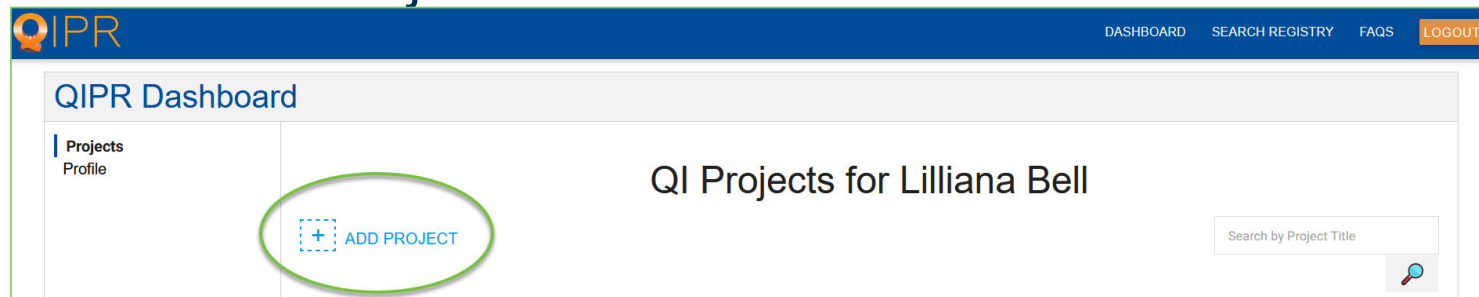


Adding a Project to QIPR

1. “Login” using Gatorlink – access from on campus or remotely via UF or UF Health VPN



2. Click on “Add Project

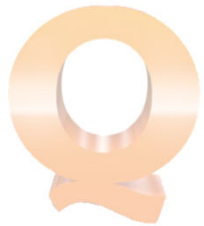


Adding a Project to QIPR

3. Paste information from completed Project Information Requirements document into QIPR

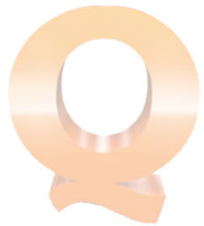
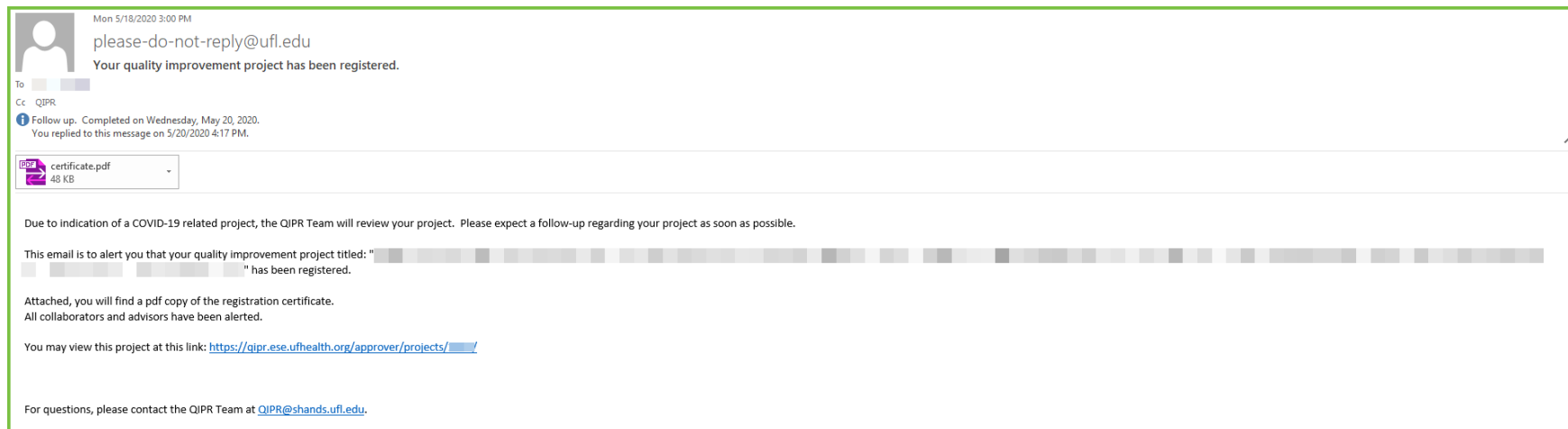
The screenshot shows the 'QI Project Information Form' interface. At the top, there is a navigation bar with 'ADMIN', 'DASHBOARD', 'SEARCH REGISTRY', 'PAGES', and 'Logout'. The main heading is 'QI Project Information Form' with a sub-heading: 'Please fill out the following form with information about your unique Quality Improvement project. To facilitate your QI project entry, please refer to the [Project Information Requirements](#).' Below this are three input fields: 'Project Title *' with a placeholder 'Full project title goes here.', 'Project Description *' with a placeholder 'Describe your QI Project including 1) what you are trying to accomplish, 2) how you will know that a change is an improvement, and 3) what changes can be made that will result in improvement in relation to your Plan-Do-Study-Act cycle.', and 'Overall SMART Goal *' with a placeholder 'The overall SMART goal(s) of this project to Address each component: S - M, A, R, T - what is the specific level of improvement you are seeking to achieve.'

Note: Whoever enters the project in QIPR is considered to be the Quality Project Investigator (QPI)



COVID-19 Related Projects

- If COVID-19 question is “Yes”, your project will be reviewed



Can a Project be both QI and Research?

- Yes
- If you have questions please call the IRB Office at 352-273-9600.



If IRB approval has already been obtained

- Add your IRB number in the related field

IRB Number

If applicable and available, provide your IRB number if your project is a joint QI/Research project.

Note: If no IRB number, provide summary of any discussion with the IRB, otherwise leave blank



QIPR Self Certification Questions

- Six self certification questions
- Used to assist in determining whether projects may need review by the IRB



Self Certification Questions

IPR ADMIN DASHBOARD SEARCH REGISTRY FAQs LOGOUT

Self Certification Questions

Please answer the following questions about your QI project.

Is this a multi-site project (e.g. there is a coordinating or lead center, more than one site participating, and/or a study-wide protocol)? Please note that for IRB purposes all UF Health Gainesville and UF Health Jacksonville sites are considered as one location/institution so would not be considered a multi-site project.

[\[Why are we asking? \]](#)

Yes No

IPR ADMIN DASHBOARD SEARCH REGISTRY FAQs LOGOUT

Is this a multi-site project (e.g. there is a coordinating or lead center, more than one site participating, and/or a study-wide protocol)? Please note that for IRB purposes all UF Health Gainesville and UF Health Jacksonville sites are considered as one location/institution so would not be considered a multi-site project.

This question is intended to determine whether the project is limited to local activities or whether multiple sites are conducting the same activities. The latter is an indication that the results may be generalizable. If multiple institutions are conducting the activities, it's less likely that the outcomes will only be used for quality improvement or program evaluation at the local institution. As a result, for multi-site projects, this IRB QI/Program Evaluation Self-Certification Tool is not a sufficient indicator of whether IRB review is required. If the answer to this question is "Yes," IRB review may be required. Note that, in some cases, UF personnel work with a community partner on a local QI/program evaluation project; in these instances, a "not research" determination may still be applicable. In this case, please contact the Health Sciences IRB Office at 352-273-9600 for additional guidance.

Please note that for IRB purposes all UF Health Gainesville and UF Health Jacksonville sites are considered as one location/institution so would not be considered a multi-site project.

[\[Why are we asking? \]](#)

Yes No

Will the project... [\[Why are we asking? \]](#)

Yes No

Has the project... GOT IT!



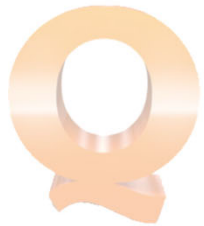
QIPR Self Certification Questions

1. Is this a multi-site project (e.g. is there a coordinating or lead center, more than one site participating, and/or a study-wide protocol)?

- Examples of how to answer:

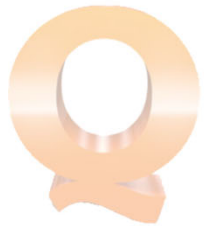
- 2 different units in GNV North Tower = 1 site
- 1 unit in GNV North Tower and 1 unit in GNV South Tower = 1 site
- 1 unit in GNV HVN Tower and 1 Unit at JAX = 1 site
- UF Health GNV outpatient clinic and Emory outpatient clinic = 2 sites

Note: for IRB purposes, all of UF Health is considered one site (Gainesville and Jacksonville).



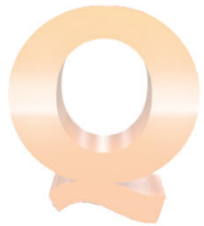
QIPR Self Certification Questions

2. Will the project involve testing an experimental drug, device (including medical software or assays), or biologic?
3. Has the project received funding (e.g. federal, industry) to be conducted as a human subjects research study?
4. Will the project occur regardless of whether individuals conducting it may benefit professionally from it?



QIPR Self Certification Questions

5. Is the project intended to improve or evaluate the practice or process within a particular institution or a specific program?
6. Is this a systematic investigation designed with the intent to contribute to generalizable knowledge (e.g. testing a hypothesis; randomization of subjects; comparison of case vs. control; observational research; comparative effectiveness research; or comparable criteria in alternative research paradigms)?



QIPR Certificate of Registration

Project ID: 1319

CERTIFICATE OF REGISTRATION

Laura Jacobsen

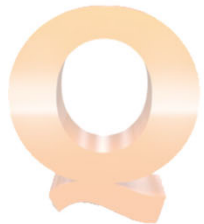
Your quality improvement project entitled "Pediatric Diabetes Clinic Quality Improvement Project to Improve Continuous Glucose Monitor Uptake, Diabetes Distress Levels, and Glycemic Control" at UF Health Gainesville

has been registered on 07/10/2020.

UF Health wishes your team much success in your efforts to improve patient quality.

This registration confirms that you have answered the criteria questions accurately and have not knowingly and willfully made false statements. If your project changes in design or focus, please re-register this quality improvement project. QI Project Criteria includes the following:

- The project is intended to improve or evaluate the practice or process within a particular institution or a specific program.
- It has not received funding to be conducted as a human subjects research study.
- It is not a systemic investigation designed with the intent to contribute to generalizable knowledge.
- It is not a multi-site project.
- You will abide by all HIPAA privacy rules.
- The project will not involve testing an experimental drug, device, or biologic.
- The results of this project are intended for quality improvement at this institution.
- The project will occur regardless of whether individuals conducting it may benefit professionally from it.



Certificate Obtained and I Need Data

UF Health Gainesville Hospital Decision Support Services

UF Health Gainesville UFHP Business Analytics

UF Health Jacksonville Data Analytics and Reporting (DARC)



QIPR SEARCH LOGIN ADD PROJECT FAQs

Frequently Asked Questions

What is QIPR?
The Quality Improvement Project Registry (QIPR) for UF Health quality improvement projects.

Are there differences between Quality Improvement and Research?
Yes, there are several important distinctions between quality improvement/quality assurance and research. To read more about these differences, visit the following webpages:
• [UF IRB's QA/QI vs Research](#)
• [American Nurse today: Differences Between QI and Research](#)

Why should I use QIPR?
• Share your QI projects, learn from others, and see current improvement projects to connect and collaborate
• Apply credit to New Innovations (for Residents and Magnet only)
• Access to Quality Department experts and data resources

What do I need to get started?
• [Search QIPR](#) to learn about existing quality improvement projects
• Make sure you have a mentor for your project if you are a resident/trainee/student
• Complete [QI project charter](#)

What do I need to do before I start my QI project if publication is a consideration?
Please visit UF IRB's [QA/QI vs Research](#) webpage.

Where can I learn more about PDSA cycles?
• [CMS.gov](#) has a PDSA Cycle Template
• Visit the [AMA Stepforward Quality Improvement Using Plan-Do-Study-Act website](#). Includes downloadable tools such as run chart, gap analysis, etc.
• Earn an Institute for Healthcare Improvement certificate

Before I register a project, what do I need to do?
• Review all FAQs
• Review [Project Information Requirements](#) for details of what you will need to register your project.

Do I need IRB approval?
Most QI projects do not require IRB approval if they meet [QI criteria](#). If the project does not meet [QI criteria](#), the IRB will need to review the project. QIPR will help to determine if the project meets [QI criteria](#).

How can I get help?
• Visit the [Quality Improvement Resources and Education](#) website
• Contact us at 352-265-0002 or QIPR@shands.ufl.edu

I have my QIPR certificate and need data. Who do I contact?
• Submit a data request to the appropriate group and provide a copy of your certificate. Please note, these groups will validate your data request with the QIPR Team.
• UF Health Gainesville Hospital Decision Support Services - [Submit a Report Request](#)
• UF Health Gainesville UFHP Business Analytics - [Submit a Report Request](#)
• UF Health Jacksonville Data Analytics and Reporting (DARC) - [Submit a Report Request](#)

*Please note that any misuse of certificate privileges may result in the loss of all future data access.

266 Pending Projects 75 Projects Added This Month
1496 Active Users 933 Registered Projects

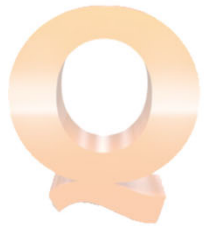
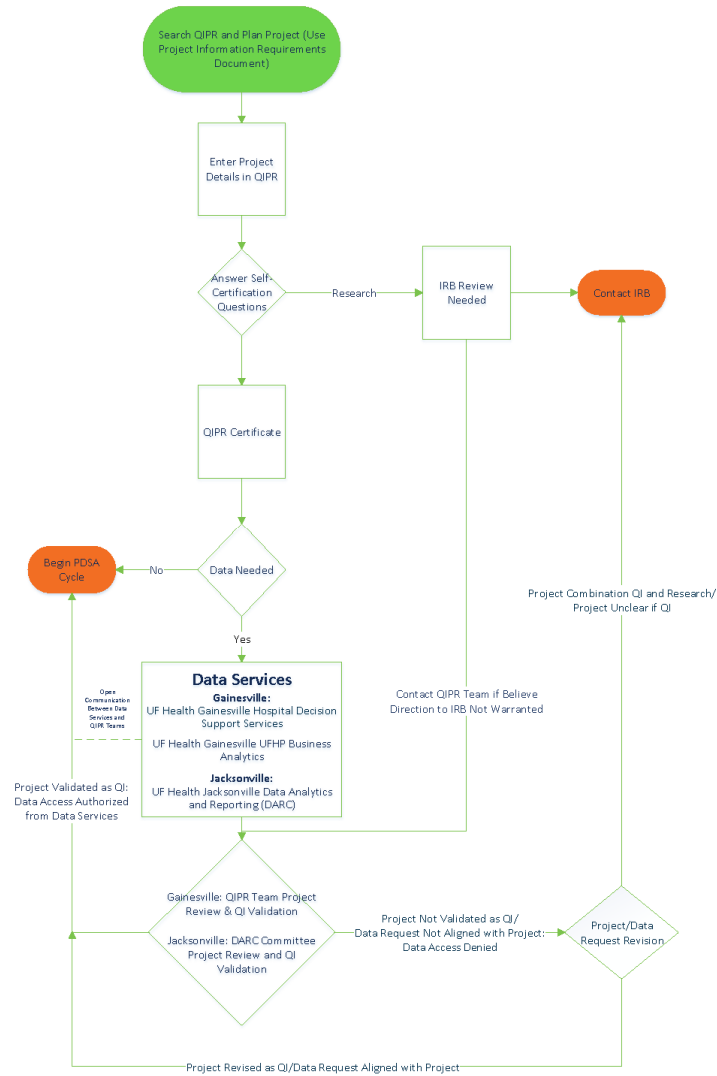
UFHealth UNIVERSITY OF FLORIDA HEALTH
The UF Health Sebastian Ferrero Office of Clinical Quality & Patient Safety

UF UNIVERSITY OF FLORIDA
ESE at the University of Florida

Contact The QIPR Team
For technical difficulties, please submit an [IT Help Request](#)
For QI project questions, please call 352-265-0002 or email QIPR@shands.ufl.edu

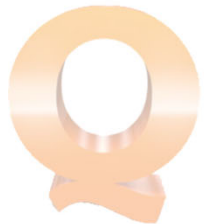
QIPR Workflow

The QIPR Workflow: Current State

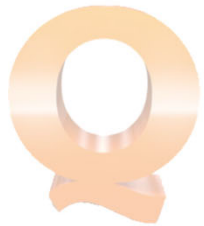


QIPR Version 2.0 Highlights (September 2019)

Objectives	How Achieved
<ul style="list-style-type: none"> Improve expectation of QIPR project entry to facilitate clear development and execution of quality improvement projects and data collection efforts 	<ul style="list-style-type: none"> Revised QI Project Information Form Revised FAQ document and “Why We Ask” Self Certification Questions
<ul style="list-style-type: none"> Enhance the QIPR reporting process to support UF Health’s quality improvement focus and accreditation goals. Support Jacksonville merger with Gainesville IRB process 	<ul style="list-style-type: none"> Integrate QIPR into both UF Health Gainesville and Jacksonville QI processes and resources
<ul style="list-style-type: none"> Streamline the end user experience and facilitating collaboration on quality improvement projects 	<ul style="list-style-type: none"> Email notification to QPI, Collaborators, and Advisors of QI project updates including registration (with certificate) or recommendation for IRB review



Questions?



Save the 2021 Dates



JOIN US TO CELEBRATE

Patient Safety and Quality Week: March 9-12

Presented by the UF Health Sebastian Ferrero Office of Clinical Quality and Patient Safety

