

CATCH RURAL Falls

*Coordinated Action Toward
Community Health: RedUce
Risk And Limit Falls*

**Applying the Model for Improvement to
Improve Use of Interventions that
Address Feet and Footwear Concerns**

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Introductions and Contact Information

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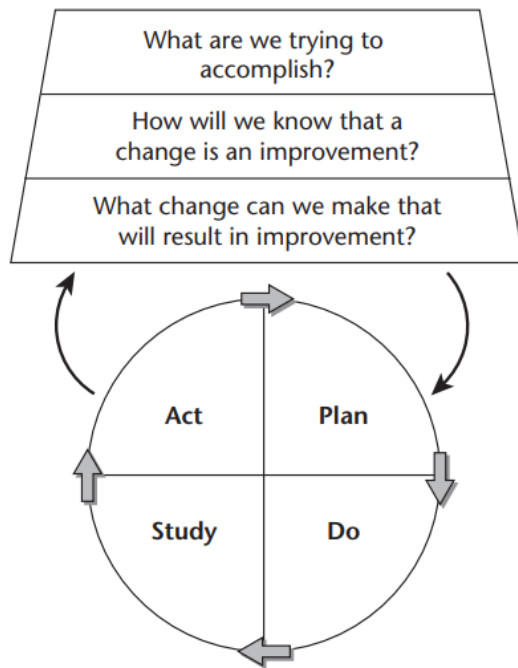
Educational Objectives

- Describe the Model for Improvement
- Create an aim statement for your efforts to improve use of interventions that address feet and footwear concerns
- Establish outcome, process, and/or balancing measures for your efforts to improve use of interventions that address feet and footwear concerns
- Identify specific change(s) to test to improve use of interventions that address feet and footwear concerns



Model for Improvement

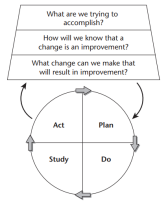
Framework for accelerating improvement



- Form the team
- Set aim(s)
- Establish measures
- Select change(s)
- Test change(s) using Plan-Do-Study-Act (PDSA) cycles
- Implement change(s)
- Spread change(s)



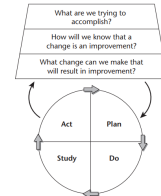
What Are We Trying to Accomplish?



- Defining your aim for effort
- Sets direction and purpose for the entire improvement initiative
- Align your work with organizational priorities, focus on impact, engage relevant stakeholder to support the work



Creating a Project Aim Statement



Aim Statement:

A clear summary statement of what your team hopes to achieve in a measurable way over a specific amount of time including the magnitude of the change you will achieve

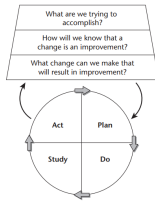
Aim Statement Formula Template

To increase / decrease _____
(process/outcome),
from _____ (baseline %, rate, #, etc.),
to _____ (goal/target %, rate, #, etc.),
by/over _____ (date, timeframe),
in _____ (population impacted),
by doing _____ (changes planned)

Intervention to Address Feet and Footwear Concerns Example Aim Statement

To increase the percentage of older adult patients receiving education on feet and footwear concerns from 0% to 80% over the next six months for all adult patients ages 65 and older who visit the clinic and screen positive for fall risk and have identified feet/footwear concerns.

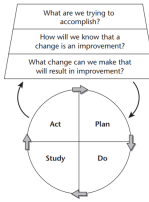
What Change Can We Make That Will Result in an Improvement?



- Identifying and testing specific changes that are likely to lead to improvement
- Generate change ideas
 - Logical thinking
 - Creative thinking with brainstorming
 - Benchmarking and learning from others
 - Flowcharts, cause and effect diagrams, etc.
 - Use change concepts
- Develop specific interventions
- Remember, not all change will lead to improvement



Feet and Footwear Concerns Improvement Project: Select Change(s) to Test



Automate reminders for patients due for an assessment to identify feet and footwear concerns

Conduct staff education about assessment of feet and footwear and available interventions

Conduct an assessment of feet and footwear for eligible patients using one or more standardized approaches

Conduct patient education about the importance of evaluating their feet and footwear and available options for intervention

Standardize process for automatic referral to podiatry if available

Create a process to follow-up with patients to monitor adherence to recommended feet/footwear interventions



Change Concepts to Inform Improvement Ideas to Address Feet and Footwear Concerns



Focus on the service

- What improvements can you make to the design of the service?
- e.g., What approaches to assess feet and footwear concerns and intervention work well for your patient population? When might you offer an assessment? How do you inform patients about the process?



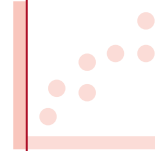
Enhance the patient relationship

- How can you better understand and respond to patient needs?
- e.g., What are patients receptive to about assessing their feet and footwear and associated interventions? What is necessary to overcome any resistance?



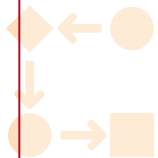
Manage time

- How can you reduce/optimize the time spent on organizational functions?
- e.g., How can you streamline assessment(s) and intervention(s), knowing the process could take a variable amount of time?



Manage variation

- How can you reduce the frequency of poor results?
- e.g., How can you standardize your processes to assess feet and footwear and provide intervention(s) so that all eligible patients receive an accurate assessment?



Improve workflow

- How can you change the workflow so that the process is planned and flows smoothly?
- e.g., When is best in the patient's visit to complete an assessment of their feet and footwear and associated intervention(s)? When are results documented into the EHR?

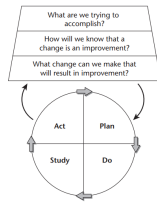


Change the work environment

- What would make the environment better able to support improvement?
- e.g., What information, training, resources are needed to support changes to incorporate assessment of feet and footwear and associated intervention(s)?



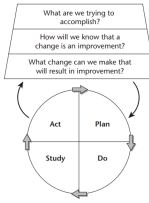
How Will We Know That a Change is an Improvement?



- What data will help you determine if the change(s) you are testing lead to improvement?
- Establish a baseline and collect and track data over time
- Name the measure – many are #, %, or a rate
- Provide a clear operational definition for your measure:
 - Numerator – count of the events or outcomes you are trying to improve; the specific result you are measuring or the subset of the denominator that experienced what you are trying to improve
 - Denominator – total population or opportunities for the event or outcome to occur; sets the scope of your measurement
- Clarify who will collect the data, how often, what is included/excluded, and where the data will come from

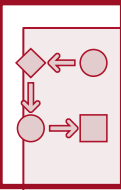


Feet and Footwear Concerns Improvement Project: Establish Relevant Measures



Outcome

How is our system performing?
What is the impact on patients?



Process

Are the parts/steps in our system
performing as we planned?



Balancing

Are our changes having
impacts/causing new problems
in other parts of the system?

Use of Interventions to Address Feet and Footwear Concerns Process Measure

Percentage of adult patients ages 65 and older who screened positive for fall risk and with identified feet/footwear concerns who are offered patient education about their respective feet/footwear concerns during their appointment

- Numerator: # of patients aged 65+ with feet/footwear concerns who are offered this specific patient education
- Denominator: Total # of patients aged 65+ who were eligible to receive this specific patient education

Use of Interventions to Address Feet and Footwear Concerns Outcome Measure

Percentage of adult patients ages 65 and older who screened positive for fall risk with identified feet/footwear concerns and with documented patient education for their respective feet/footwear concerns in the EHR

- Numerator: # of patients aged 65+ with feet/footwear concerns who have documented patient education for their respective concerns in the EHR
- Denominator: Total # of patients aged 65+ who were eligible to receive this specific patient education



Summary: Review of Objectives

- The Model for Improvement can guide your efforts to improve use of interventions that address feet and footwear concerns
- A clear aim statement guides your work and informs what success looks like for your improvement efforts
- Clearly defined measures help to inform if you achieved your aim, made a difference, and the impact of your changes
- Think carefully about the specific changes you want to test to improve use of interventions that address feet and footwear concerns



Model for Improvement Resources

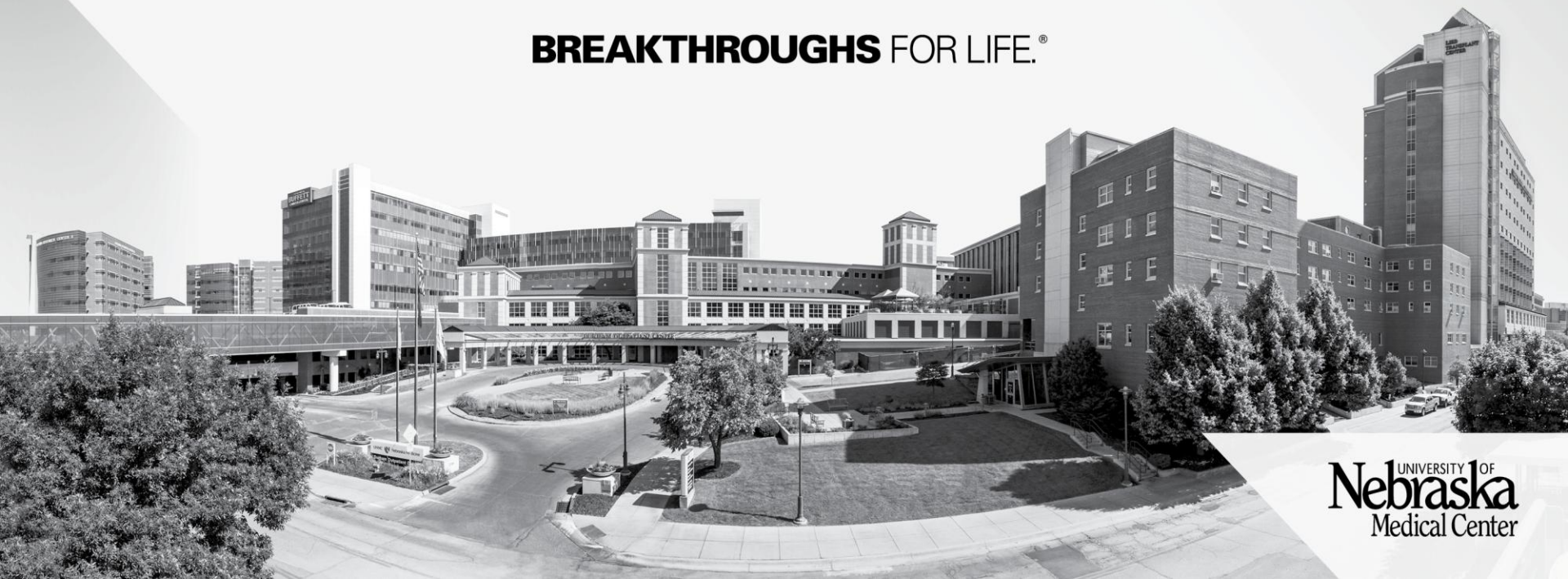
- Institute for Healthcare Improvement. Aim Statement Worksheet
- Institute for Healthcare Improvement. Quality Improvement Project Measures Worksheet
- Institute for Healthcare Improvement. Quality Improvement Project Change Concepts Worksheet





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