

Understanding the problem before we find solutions



Aim and Objectives

The aim of this workshop is to provide you with the skills to understand the problem before finding the solutions

By the end of the workshop you will have an understanding of:

- Baseline data
- How to process map
- How to perform a root cause analysis using 5 why's



10 steps in QI

KQUIP Methodology

1. **Agree an area for improvement**
2. **Involve and assemble your team**
3. **Understand your problem/ system**
4. **Define project aim and scope**
5. **Choose 'just enough' project measures**
6. **Develop change ideas**
7. **Test change ideas (PDSA)**
8. **Measure impact of changes**
9. **Do further PDSA cycles**
10. **Implement successful changes**

Model for improvement

What are we trying to accomplish?

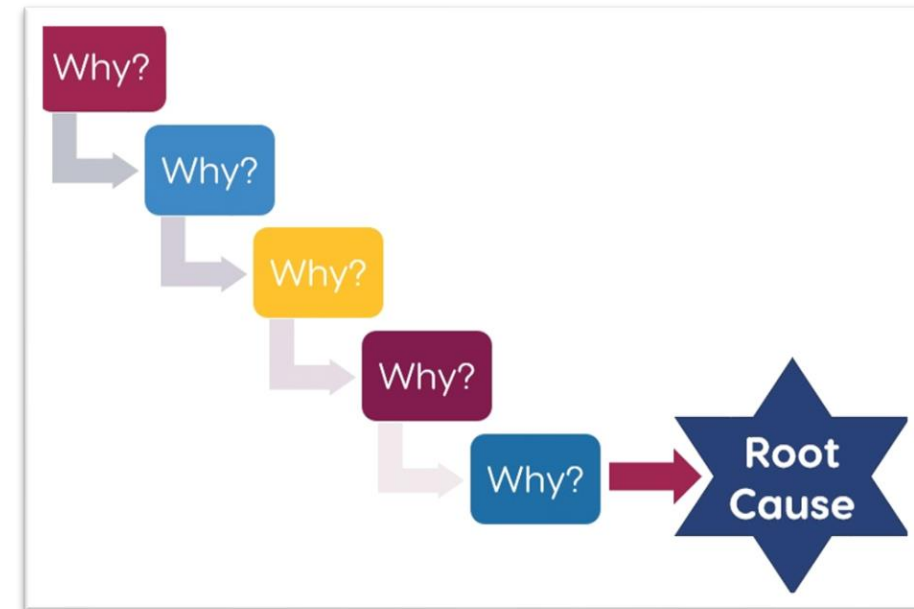
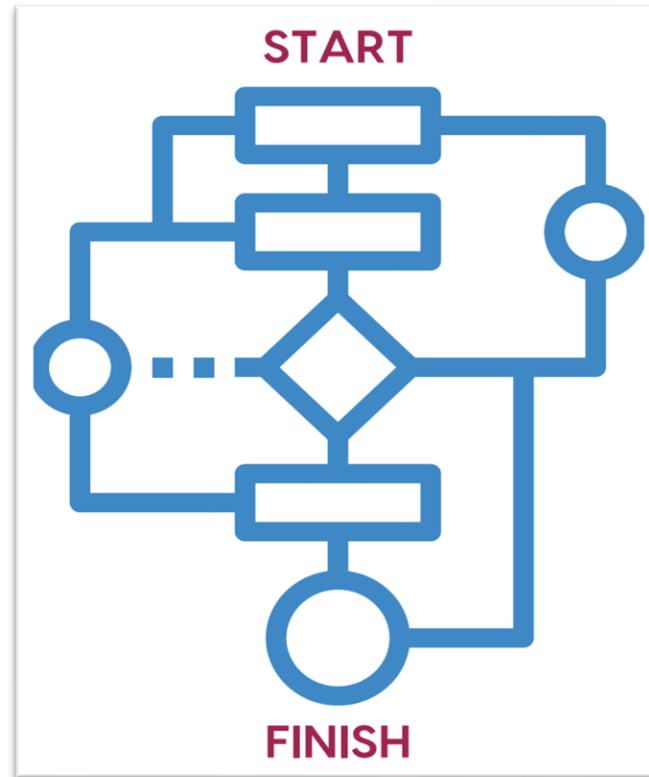
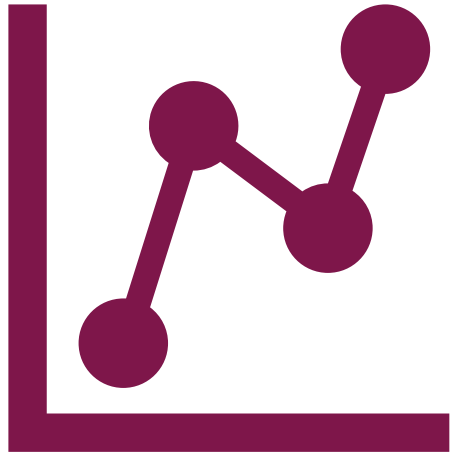
How will we know that a change is an improvement?

What change can we make that will result in improvement?



Share your progress

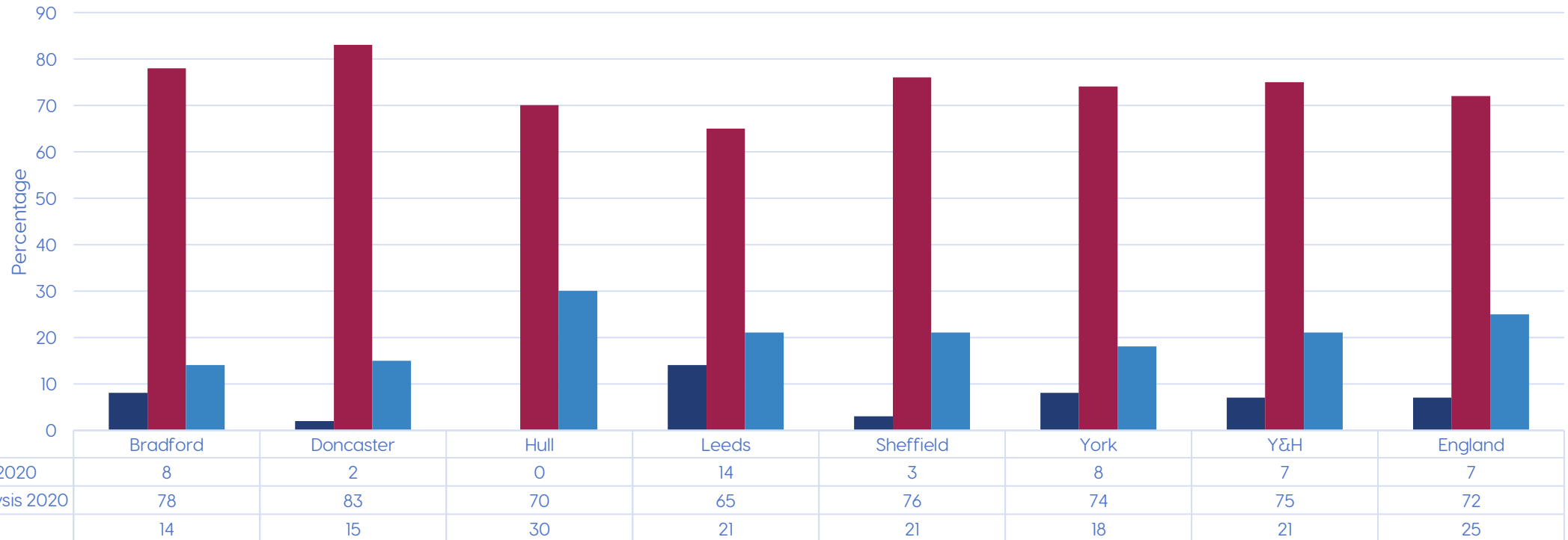
Understand the problem – three methods/ tools



Baseline data



Modality of incident adult patients in Y&H, 2020

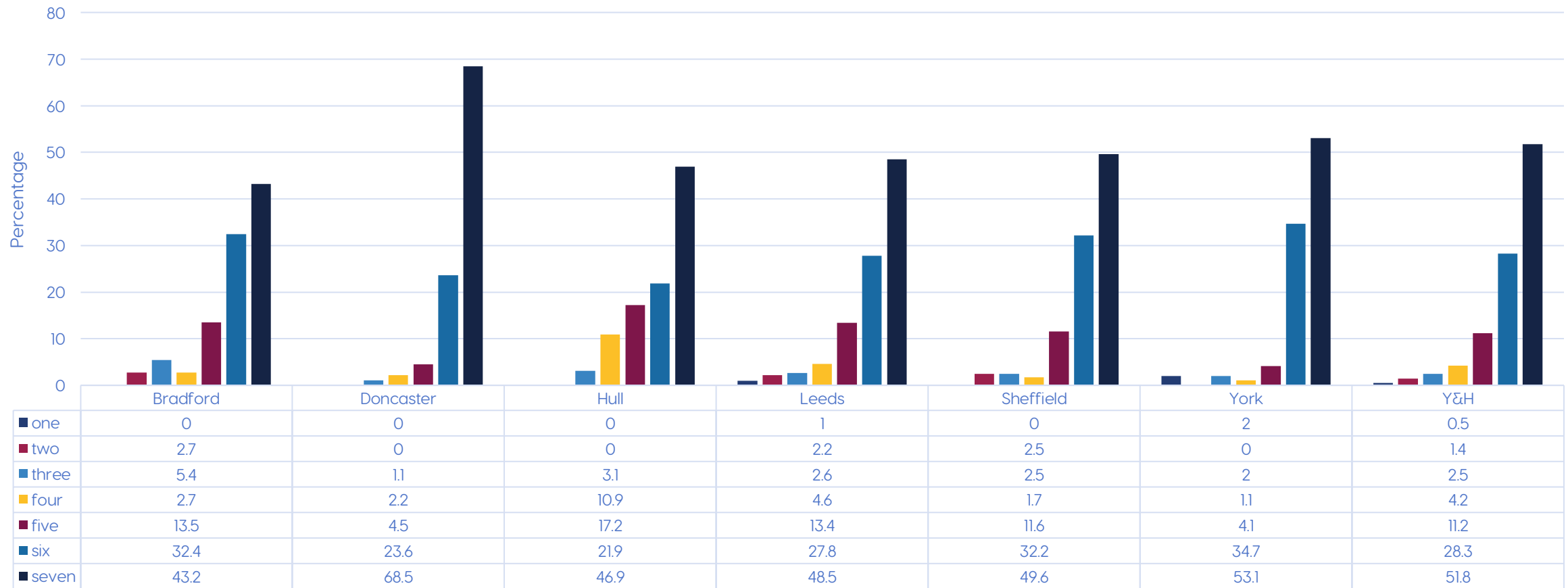


Renal Units in Y&H

Baseline data – not all patient outcomes

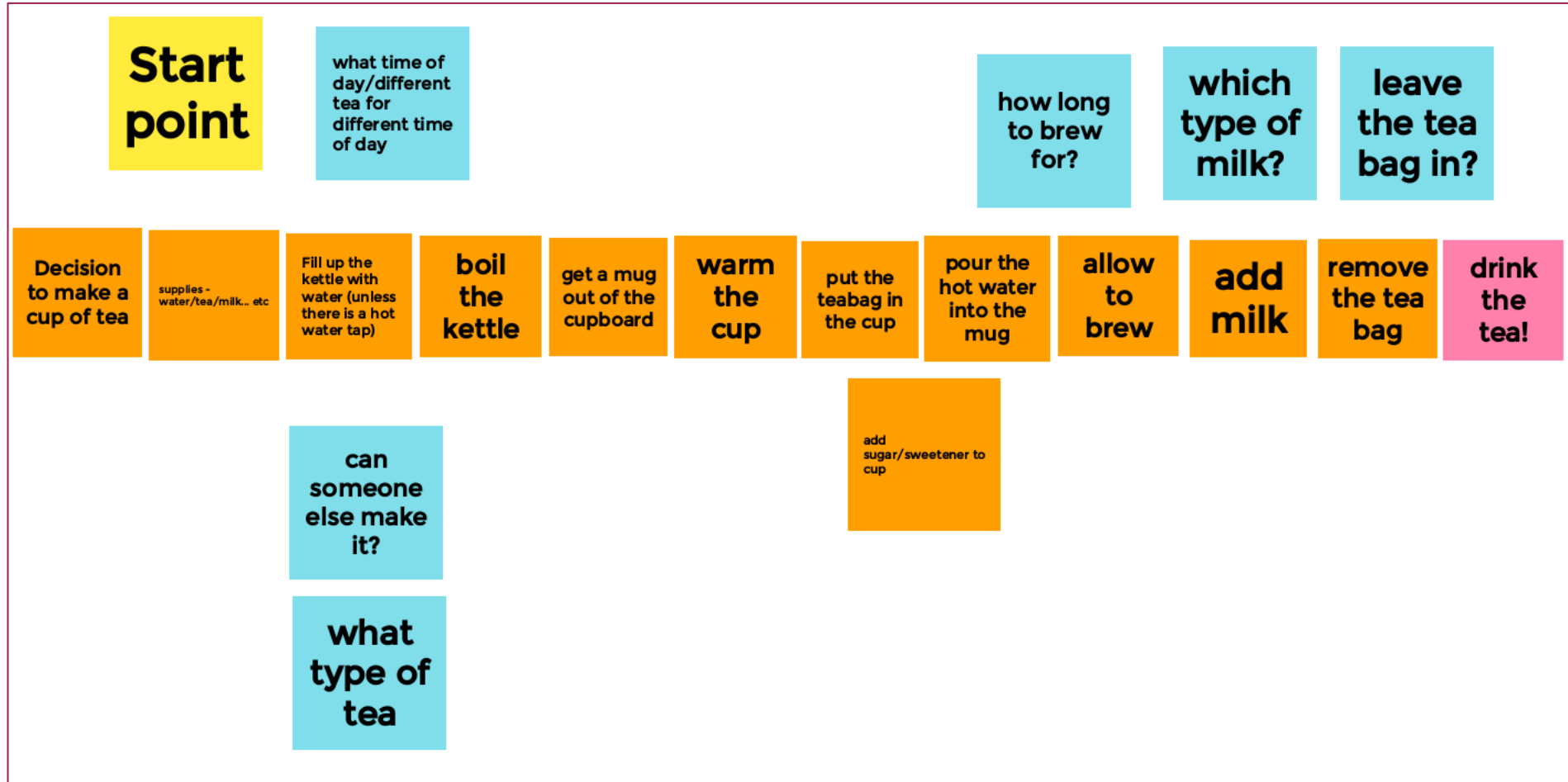


Y&H Patient Reported Experience Measures **2020**
Overall Experience of the Service



Y&H Renal Units

Process map to understand barriers/ problems in the pathway



Using 5 Why's – understanding the root cause of the problem



Problem – The Washington Monument was falling apart

Why? – Because the harsh chemicals used to clean it

Why? – Because of all the bird droppings

Why? – The birds feasted on the spiders

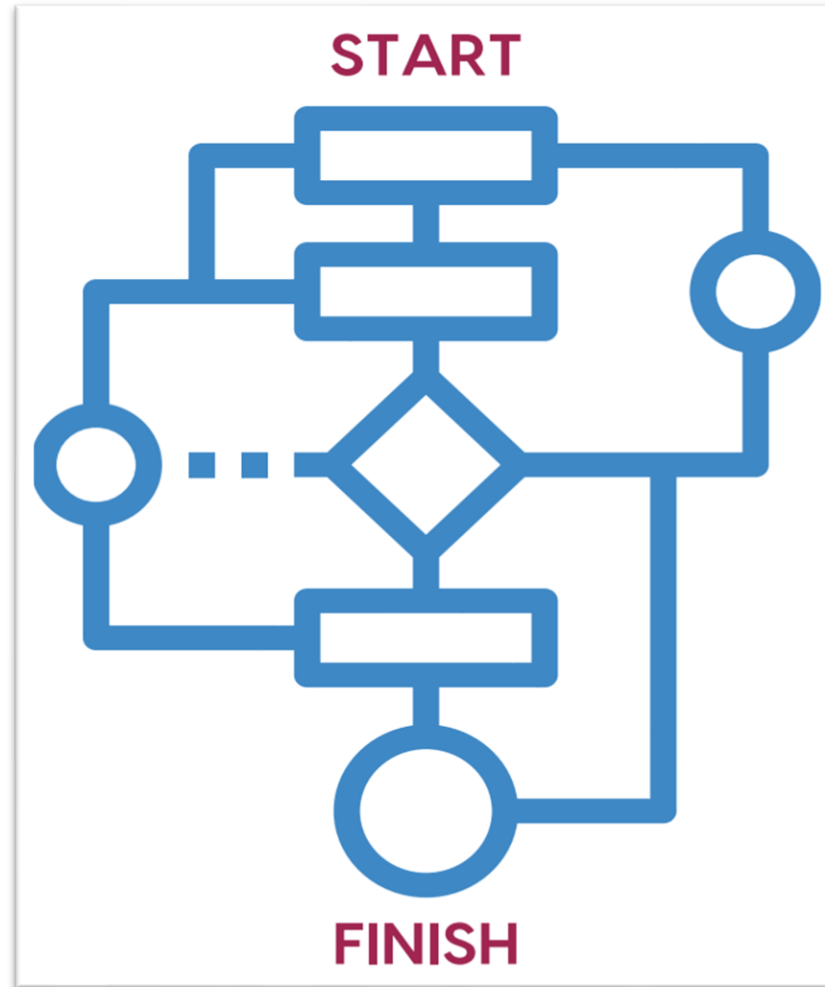
Why? – The spiders feasted on the gnats

Why? – Gnats were attracted to the lights

Why? – Because the monument was the first building to turn on their lights

Solution – turn lights on 30 mins later

Now its over to you to understand the problem



Next Steps

Leeanne Lockley



10 steps in QI

KQUIP Methodology

1. Agree an area for improvement
2. Involve and assemble your team
3. Understand your problem/ system
4. Define project aim and scope
5. Choose 'just enough' project measures
6. Develop change ideas
7. Test change ideas (PDSA)
8. Measure impact of changes
9. Do further PDSA cycles
10. Implement successful changes

Model for improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

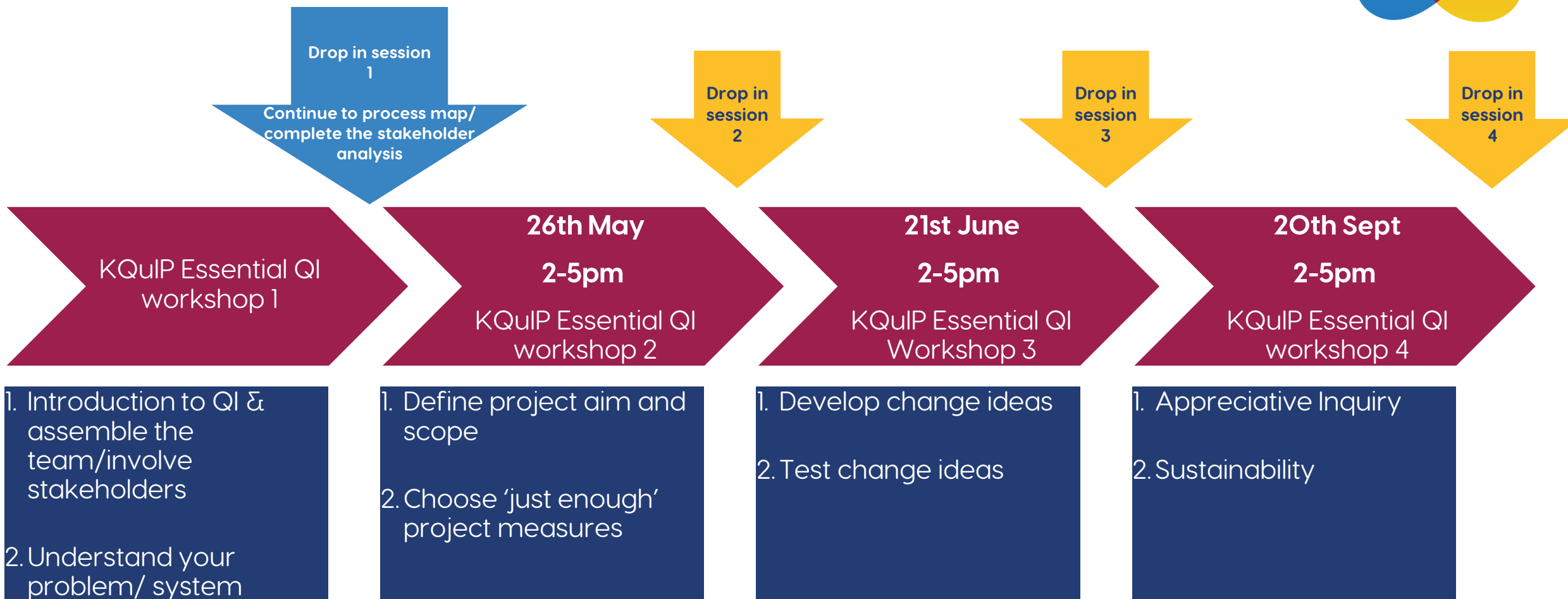


Share your progress



Year 1 – Train & Support

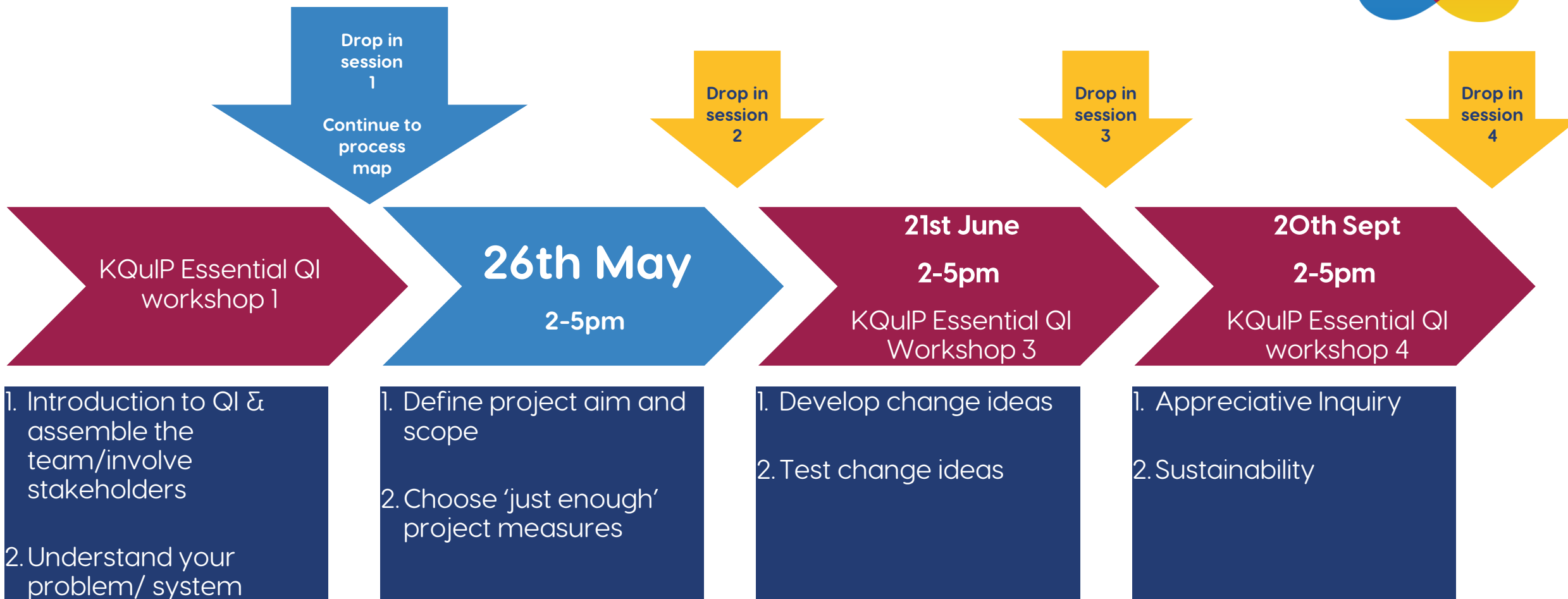
Transplant, Dialysis Access, Psychosocial Care





Year 1 – Train & Support

Transplant, Dialysis Access, Psychosocial Care



KQuIP is here to support



Leeanne.lockley@renalregistry.nhs.uk

[KQuIP@renalregistry.nhs.uk](https://www.renalregistry.nhs.uk/KQuIP)

Text/ What's App - 07534917171

Facebook – Think Kidneys

Twitter - @lockley_leeanne

Twitter - @ThinkKidneys

Instagram – Think Kidneys