

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?

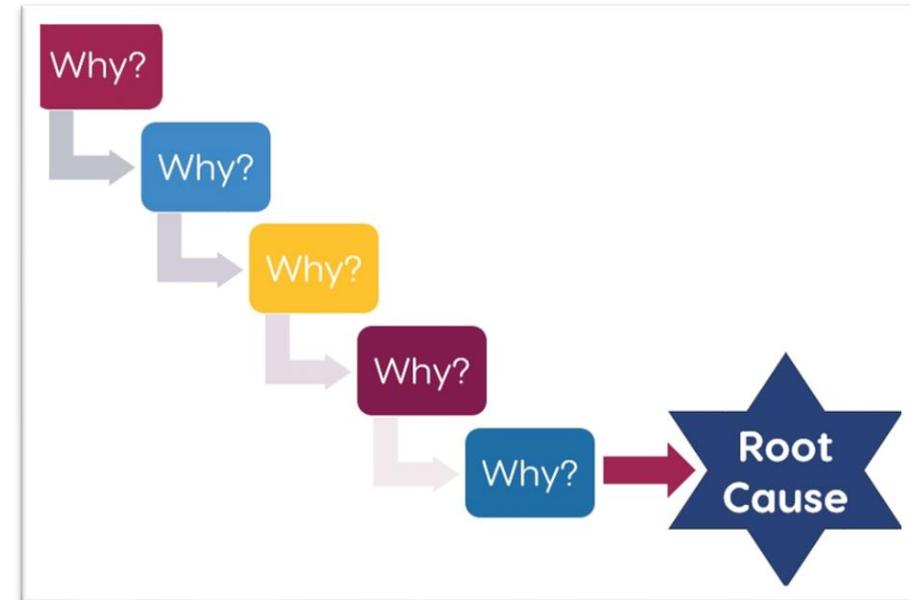
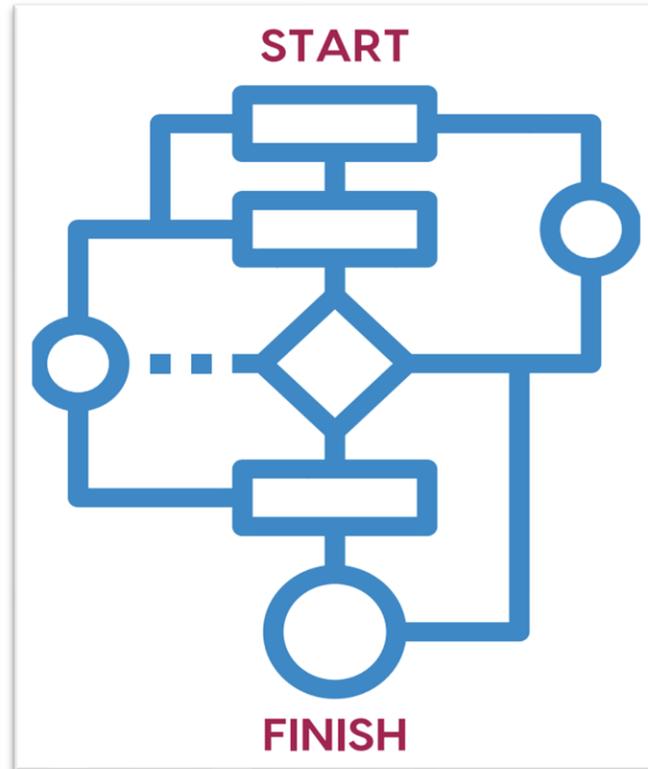
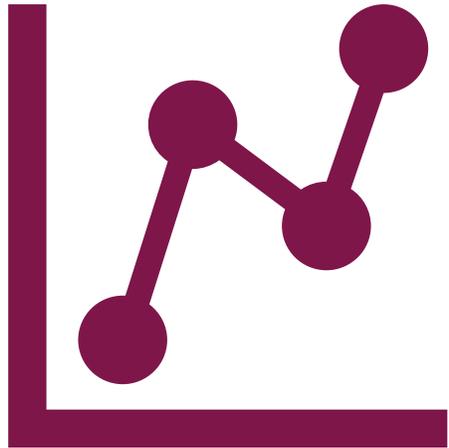
How will we know that a change is an improvement?

What change can we make that will result in improvement?



Share your progress

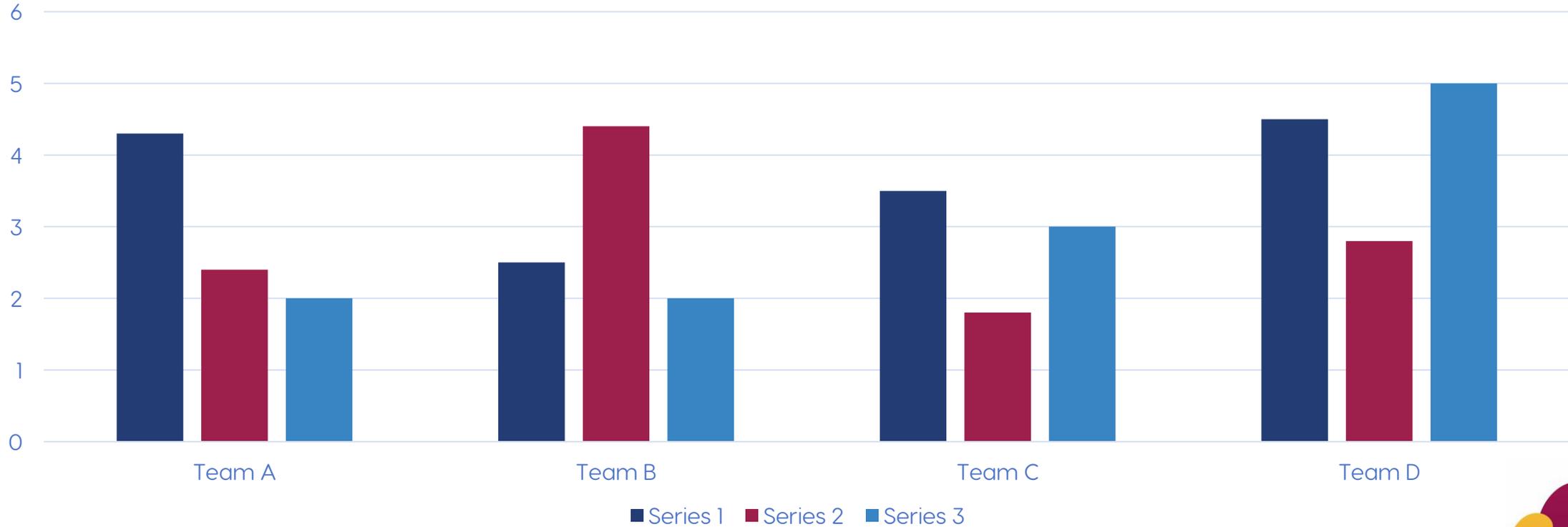
Understand the problem – three methods/ tools



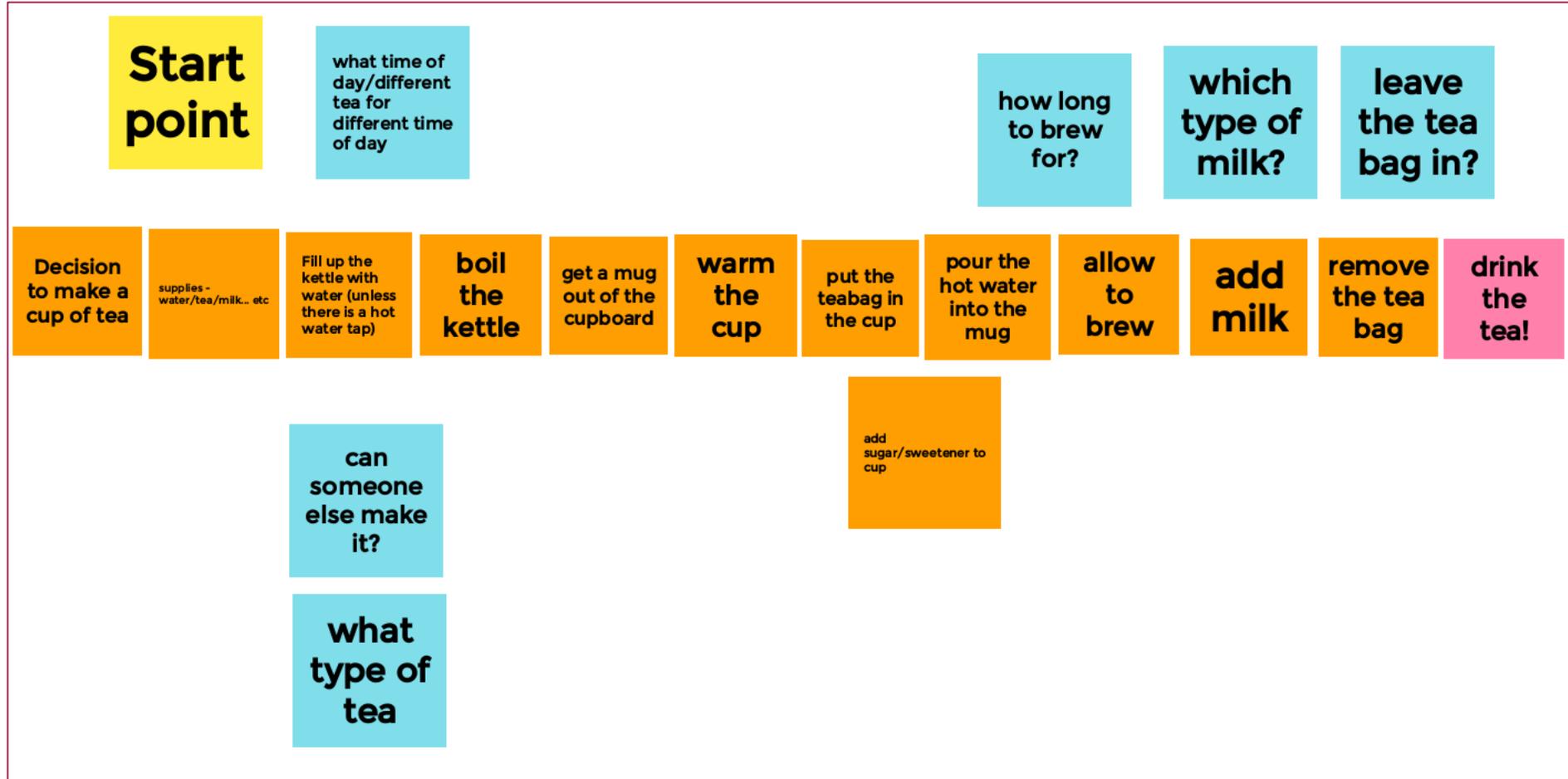
Baseline data



Baseline measures



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

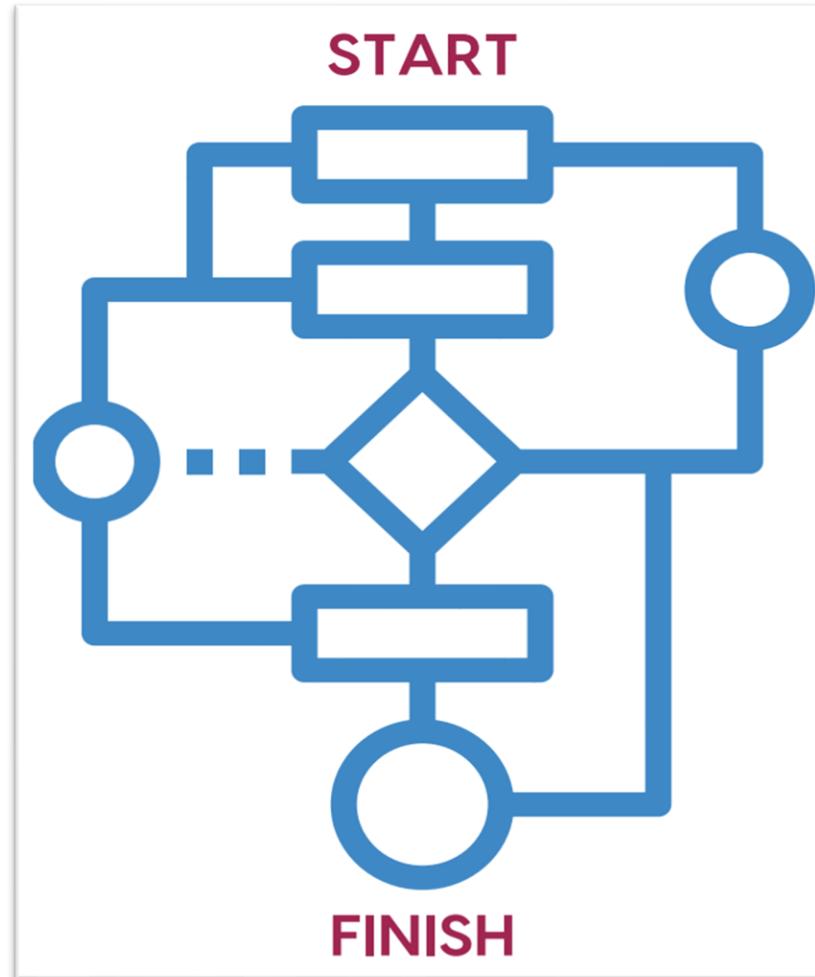
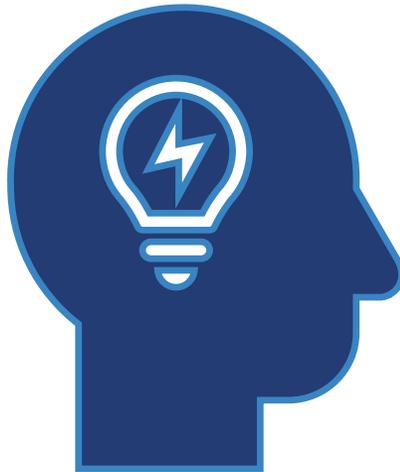
Why? – The spiders feasted on the gnats

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

Ranjit Klare



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Share your progress

Year 1 – Facilitate & Support



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Next steps



We suggest between now and then you work on:

1. Building your teams – have you got the right people around you to achieve your goals?
2. Understanding your problem using baseline data, five whys and/or process mapping

**Please complete the short evaluation survey – in the chat-box now –
before you leave**

Got a question?



Your KQulP programme manager is:

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We are here to help!

