Quality Improvement (QI) Learning Academy
April 16, 2021

HEALTHY start
TA & SUPPORT CENTER

NICHQ
National Institute for
Children's Health Quality

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Agenda

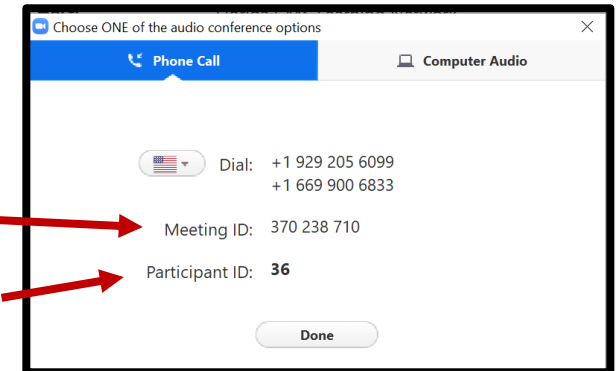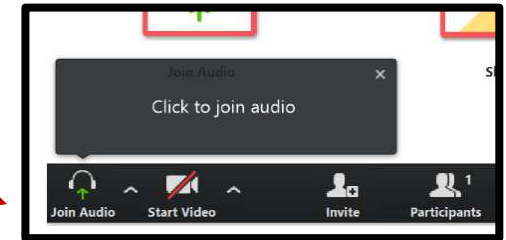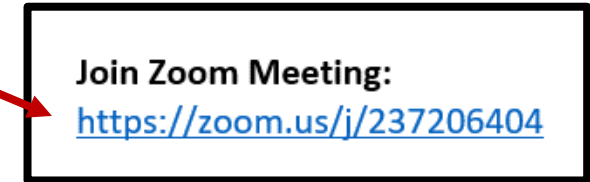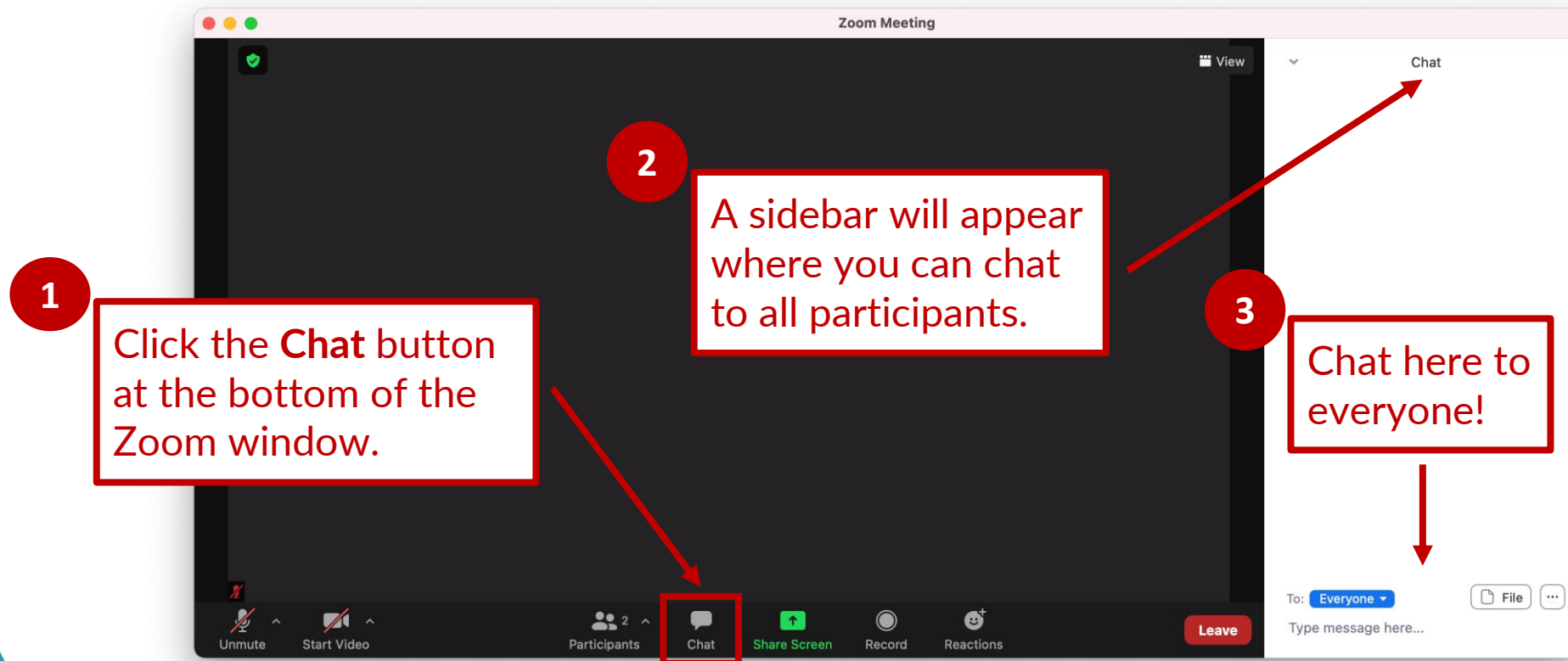|	
Housekeeping	Lisa Hong, NICHQ
Welcome	Olivia Giordano, NICHQ
Testing Changes that Grow Equity	Jane Taylor, EdD
Next Steps	Danisha Charles, NICHQ

Meeting Logistics

- This session is being recorded.

- All participants are muted upon entry. We ask that you remain muted to limit background noise.

- Members are encouraged to participate in the discussion by typing your comments or asking questions using the chat box.

Connecting to the Audio Conference

- Join the Zoom Meeting by **clicking the Zoom Meeting link** & launching the Zoom application

- An audio conference box will appear
  - If you do not see the box, click '**Join Audio**'

- From the audio conference box, select '**Phone Call**' or '**Computer Audio**'
  - If using the phone:
    - Dial one of the given numbers next to "**Dial**"
    - You will be prompted to enter the **Meeting ID**
    - Then you will be prompted to enter the **Participant ID**

How to Chat

1 Click the **Chat** button at the bottom of the Zoom window.

2 A sidebar will appear where you can chat to all participants.

3 Chat here to everyone!

Welcome
Back
to the
Healthy
Start
Learning
Academy!

Did you attend the last QI Learning Academy session or watch the recording?

Or is this your first session?

Quality Improvement Learning Academy

Goal:

Build grantee knowledge and develop grantee skills around Quality Improvement (QI), to support them in executing a QI project with an equity lens, achieving their programmatic goals, and meeting the Healthy Start benchmarks

QI Learning Academy Schedule

Session #1: Power, Philosophy and Culture: Introduction to Quality Improvement	February 18, 2-4 p.m. EST
Session #2: Using Power-Leveling Tools	March 18, 2-4 p.m. EST
Session #3: Using Data that Grows Equity	April 16, 2-4 p.m. EST
Session #4: Testing Changes with an Equity Focus	May 20, 2-4 p.m. EST
Session #5: Implementation, Holding the Gains and Spreading Change	June 18, 2-4 p.m. EST

QI Learning Academy Session #3

Learning Objective:

Develop the facility to answer the first two questions in the *Model for Improvement* with an equity focus

Jane Taylor, EdD
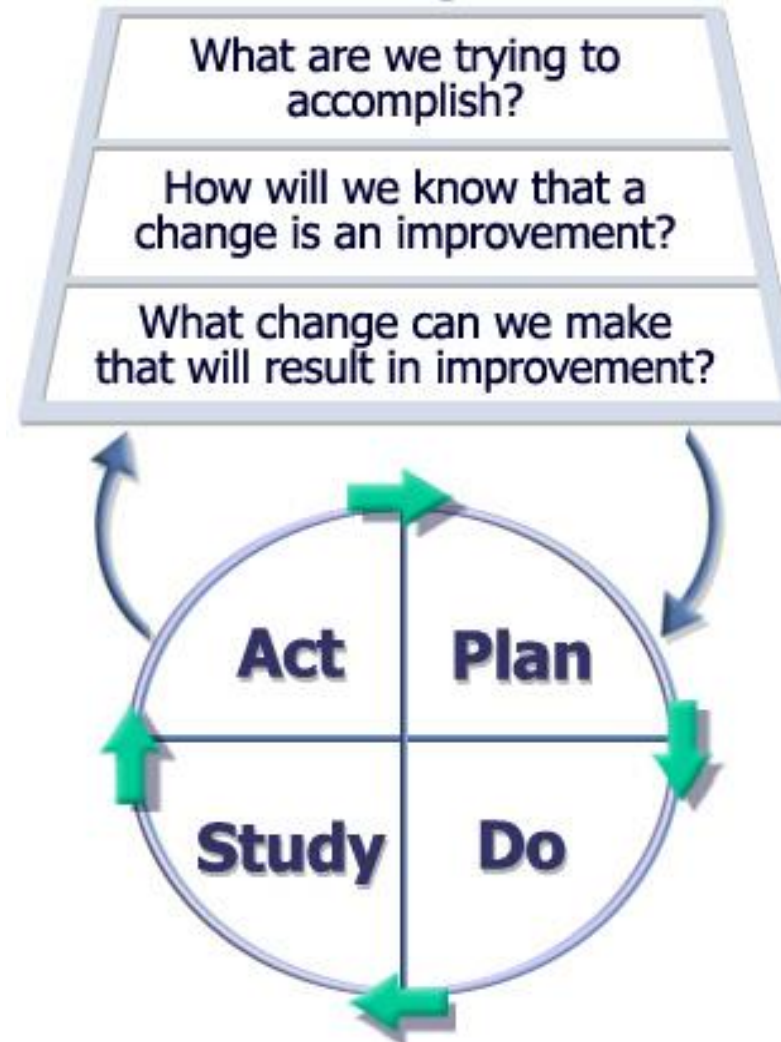Improvement Advisor and Healthy Start Faculty

Acknowledgement of Country: Bandolier Bags

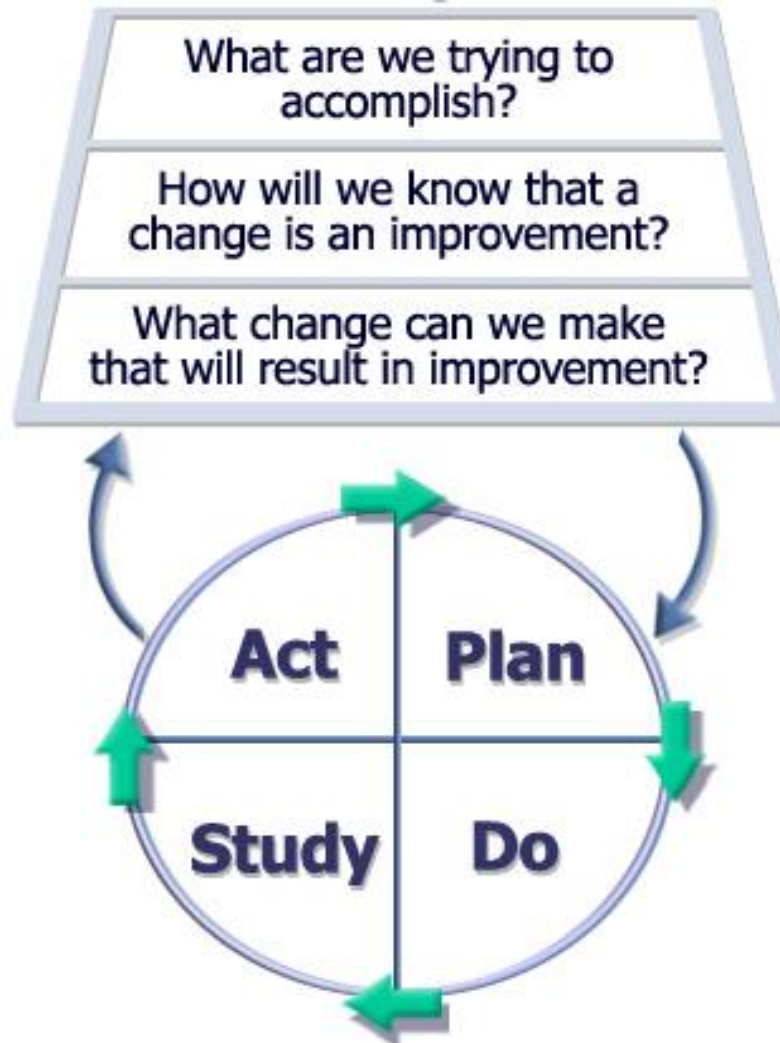MN Historical Society

Review Workshop #1

✓Introduction to Model for Improvement

✓Power mapping: data, influence, funding

✓Historical context of improvement

Review Workshop #2

✓ Tools that support distribution of power

- Divergent thinking: Brainstorming, nominal group, affinity diagrams
- Convergent thinking: matrix of impact and ease; multi-voting, ranking
- Team roles and rotating of team roles
- 7 step meeting agenda
  1. Clarify the objective of the meeting
  2. Review roles
  3. Review the agenda and time allotment
  4. Work through the agenda
  5. Review the meeting record
  6. Determine next steps and plan next agenda
  7. Evaluate the meeting

The 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?

Act | Plan

Study | Do

What are we trying to accomplish?

"We want to do more than survive: to thrive!" - Bettina L. Love

- Work on the conditions that drive our systems
  - Structures
  - Processes
  - Values and social norms

What are we trying to accomplish?

Traditional
- What?
- By when?
- For whom?
- How much improvement?

Reframing
- *What is our freedom dream?*
- *By when?* → It's been 400 years!
- *For whom?* → Those who will benefit the most. Pinpoint focus.
- *How much?* → Enough to know we are thriving not surviving

Dissatisfaction with the status quo is not the same as creating a sense of urgency.

On your own, for 7 minutes, write an aim statement about an improvement you would like to make.

- *What do you dream of doing?*

- *For whom: Who will benefit most?*

- *How long will this take; by when do you want to see improvement?*

- *How much improvement? How will you know things are better, how will you know if you are surviving or thriving?*
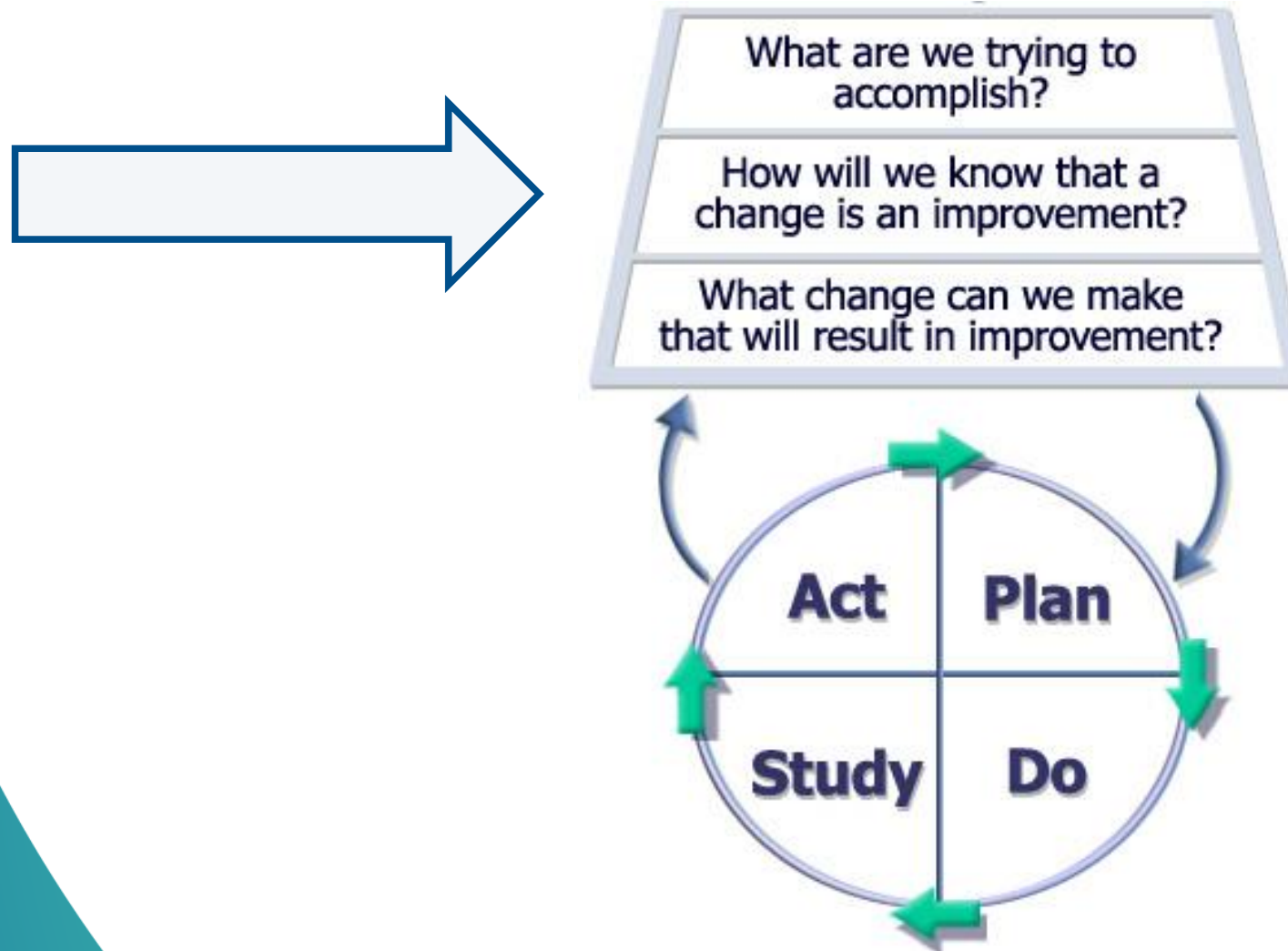
I dream all black and brown women are encouraged, supported and given space and time to breast feed.

 I want to work with women at Peoples Clinic while they are pregnant.

I want to see an improvement within 2 years.

I will measure the number of women I support prior to delivery and how many breast feed and for how long. I hope to work with at least 100 or more women over the next 12 months.

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The Model for Improvement

Some myths about data

What myths can we surface about data?

- If you can't measure it, it can't happen.
- If you measure it, you can manage it.
- If you measure it, you can improve it.
- If don't measure it, it doesn't matter.
- . . . It doesn't exist

How will we know a change(s) is an improvement, or that we are thriving?

- It requires data!
  - Qualitative data
  - Quantitative data

Qualitative Data

- Our stories told and untold
  - If untold stories are the route to justice, how do we surface them?
    - With each other
    - With clients
    - Within our communities
  - How to we follow them into justice and love?
- Observations
  What is not seen is often as or more important that what is visible.
- Lived Experiences
  - Including perceptions, feelings, values, memories

Quantitative Data

- Traditionally, improvement science is privileged.
  - Privilege comes from Latin "private law"
- Unique language games can make statistics and understanding data inaccessible to the uninitiated.
- Data always has a point of view; it is not objective.
- Data is not free: time, $$, effort to collect
- *"Measure what you value."* –Gholdy Muhammad

BREAKOUT #1

What do you value?

In groups of four and 20 minutes:

1. Introduce yourselves

2. Discuss
   - Think about an aspect of your work at Healthy Start that you care most about.
   - If you had to pick a few measures or ways to show you were improving services in this area – what would you select?

3. Prepare to share a couple of examples when you return.

Some other data considerations

What do we do with data we collect?

- *Why am I always being researched?*
  - A guidebook for community organizations, researchers, and funders to help us get from insufficient understanding to more authentic truth.

Measuring for improvement

- Percentages matter: denominators matter

- Whose perspective are we measuring?

- Historical pathologizing through measurement
  - Measuring deficit, illness, death

- We need to measure what we care about, and what our clients and our community cares and values

Data Traditions

What other issues have you noticed about data collection?

- Ignoring differences

- Insistence on statistical significance

- Lack of transparency or even need to reveal researcher's point of view

- Sharing assumptions behind our data collection

- Burden of data collection

- Data as a surrogate and change avoidance strategy

What are we trying to accomplish?

Traditional

- Outcome
- Process
- Balancing

Reframing

- What we value
- What we value about how we do it, make it happen
- How we make sure no one else is harmed

Earlier, you wrote an aim statement; your dream. Now let's take 7 minutes to think about measuring what you value. Use the worksheet and create a family of measures.

- **Outcome**: What matters most to your clients, what do they care about?
  - Select a couple of things you want to measure.

- **Process**: What needs to happen to make this real?
  - Select a couple of things to measure that would help you understand whether you are doing things to make what your clients want happen.

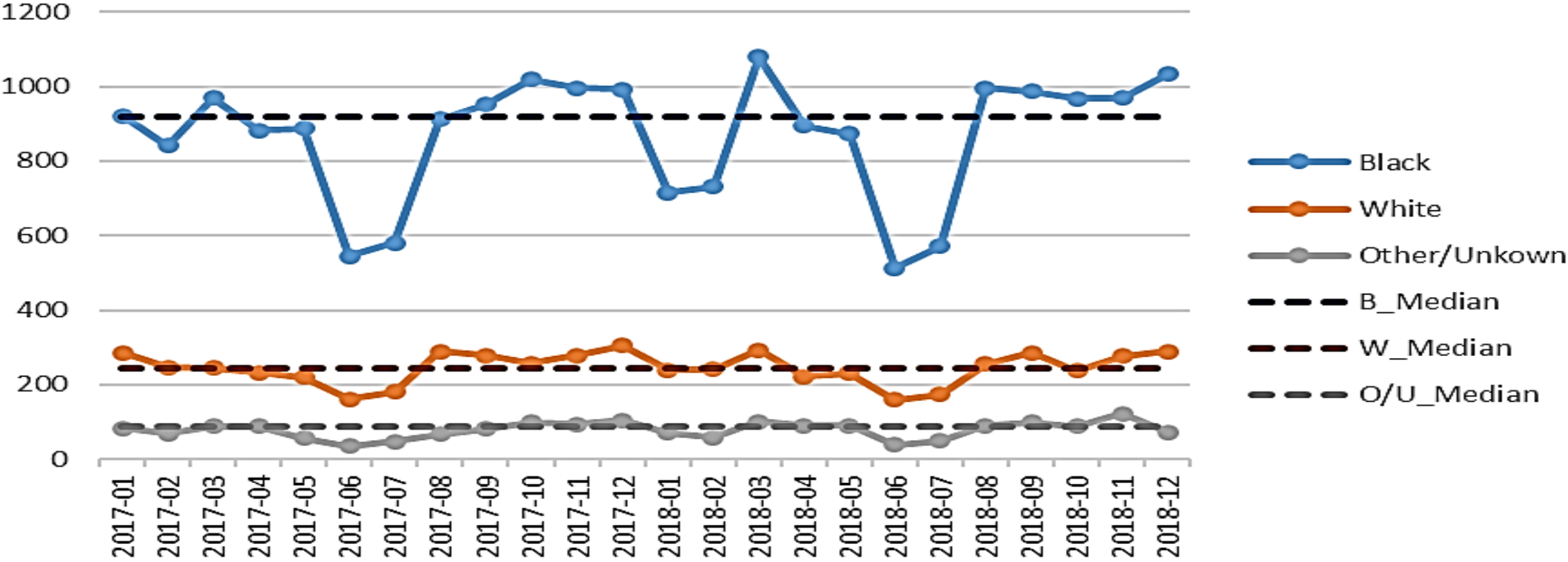- **Balancing**: Is there any unintentional harm; robbing Peter to pay Paul?

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BREAKOUT #2

In groups of three, for 15 minutes

1. Review your aim/dream statement.
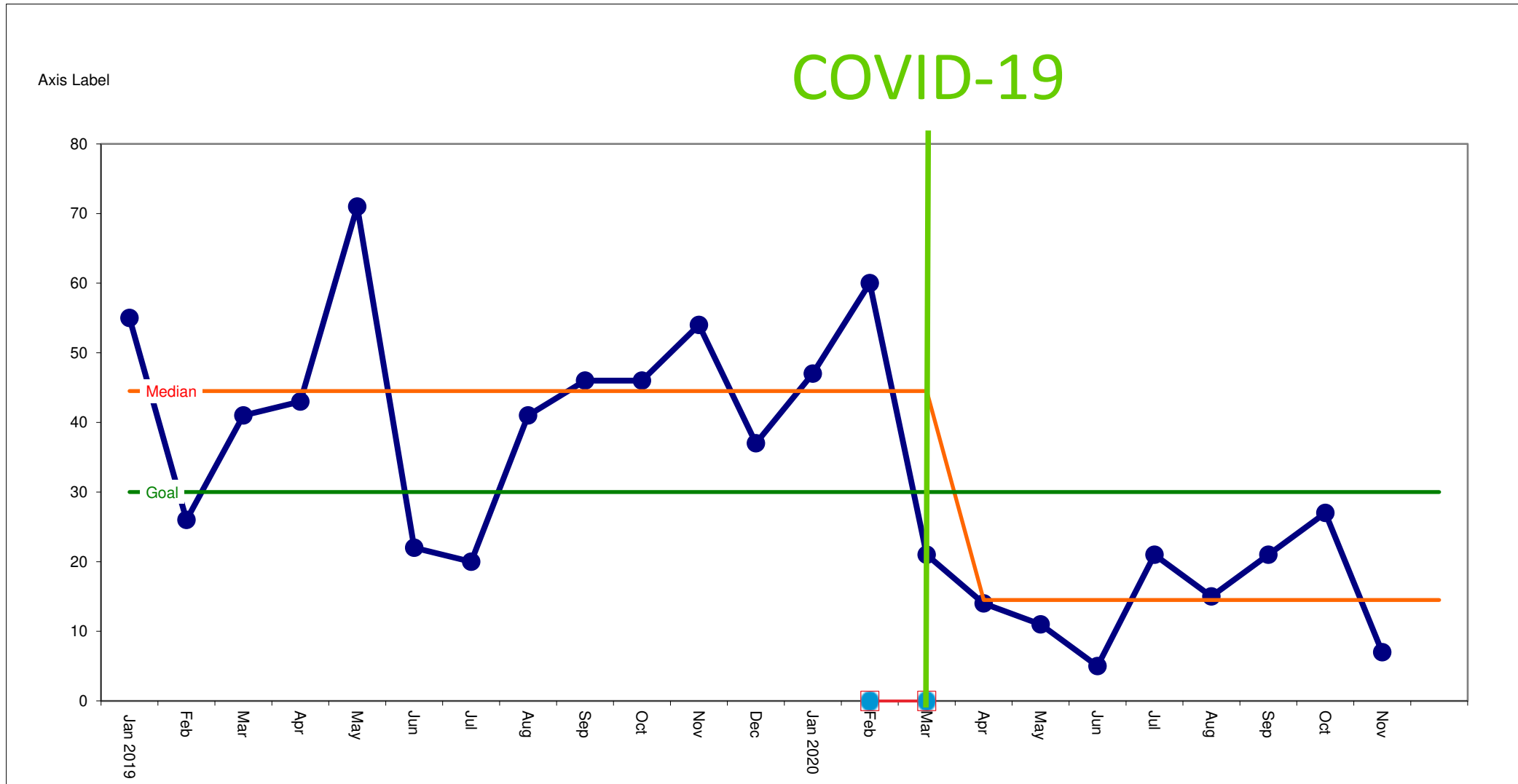2. Share what you might measure.

Visualizing data

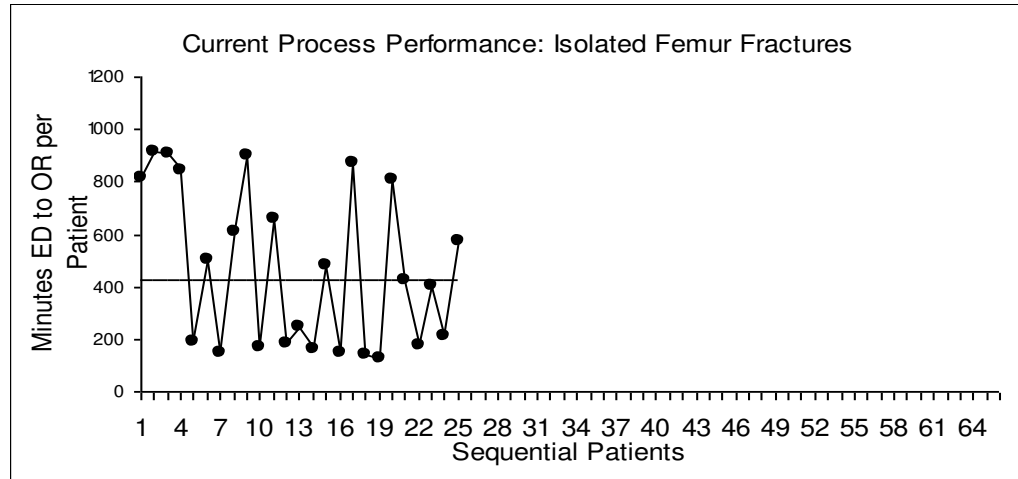Medicaid Asthma ED Visits, all ages, by Race
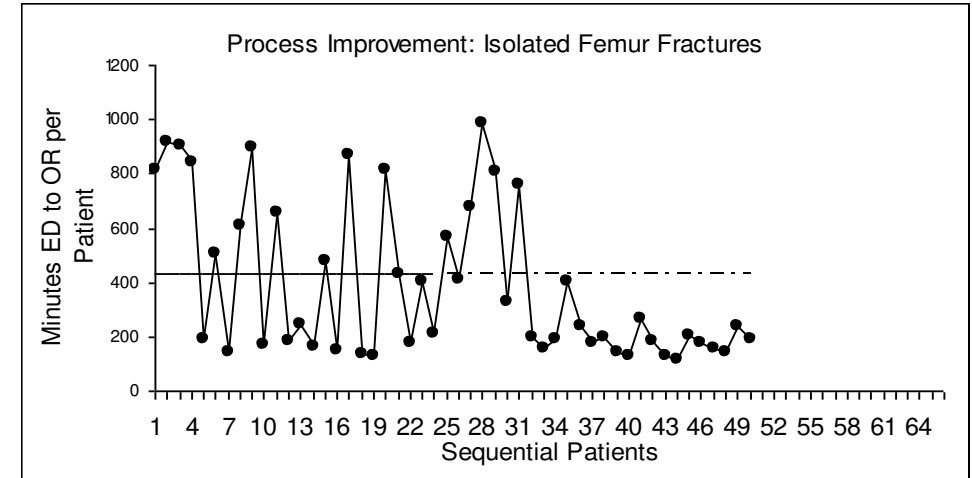
Look at data in a sequence.

COVID-19 Effect

Visit the data.
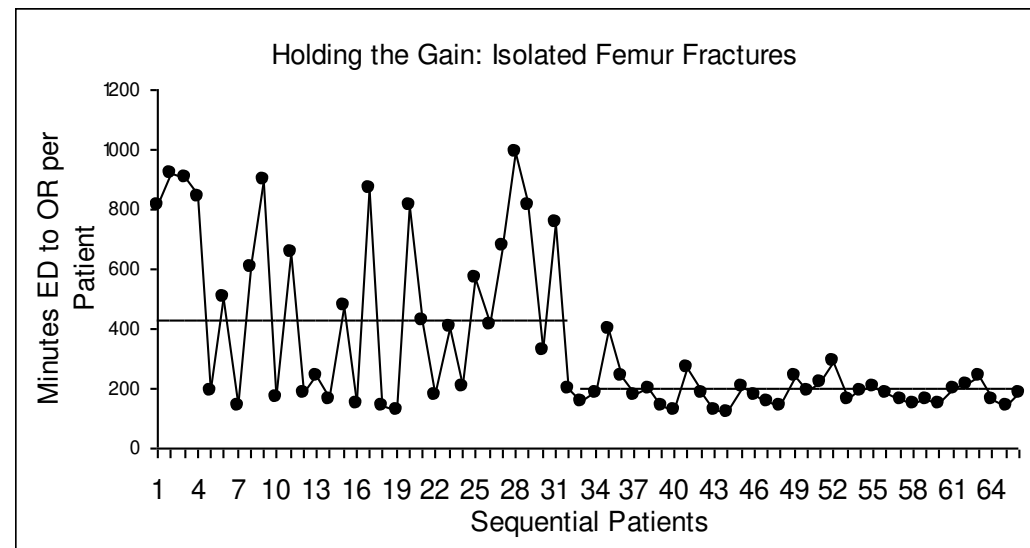
Three Uses of Statistical Process Control Charts

1. Make process performance visible

Current Process Performance: Isolated Femur Fractures

2. Determine if a change is an improvement

Process Improvement: Isolated Femur Fractures

3. Determine if we are holding the gains

Holding the Gain: Isolated Femur Fractures

Back to Basics @ IHI Annual Forum 2008. IHI.org

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Run Chart Rules for Non-Random Patterns
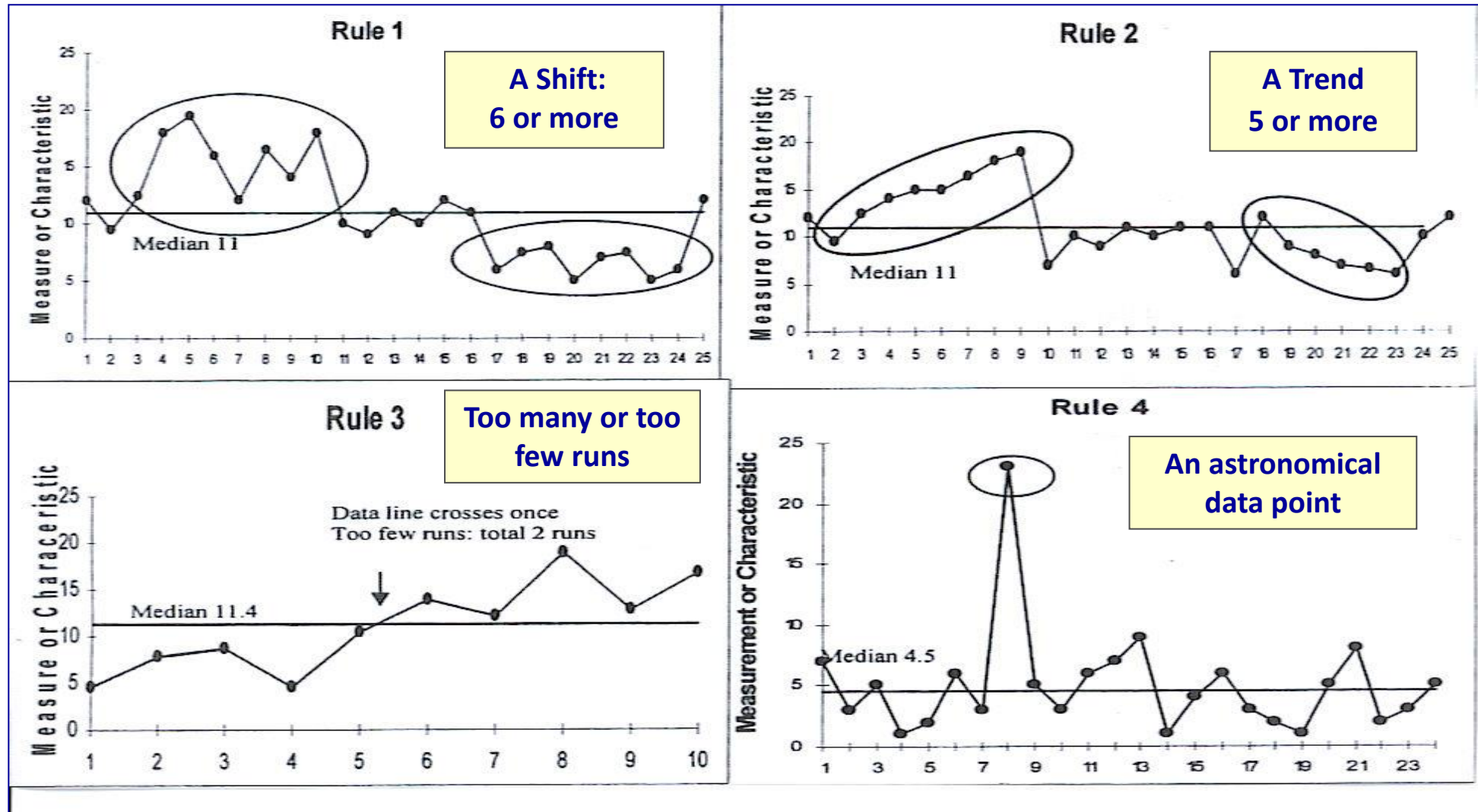
Source: The Data Guide by L. Provost and S. Murray, Jossey-Bass Publishers, 2011.

Back to Basics @ IHI Annual Forum 2008. IHI.org

BREAKOUT #3

In groups of four, for 7 minutes discuss:
What are you learning that you might apply at your Healthy Start site in this workshop series so far?

SHARE OUT

What are you learning that you might apply at your Healthy Start site in this workshop series so far?

Q&A

Next Steps

Danisha Charles
Healthy Start TA & Support Center

Healthy Start CoLab

- Connect with your fellow Learning Academy participants and Jane on the Healthy Start CoLab!

- If you do not have a CoLab account, please email healthystart@nichq.org

Next QI Learning Academy Session

Thursday, May 20, 2-4 p.m. EST

Healthy Start
Deadlines & Events

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April 2021

Deadlines:
Apr 2   Trauma Informed, Resilience-Oriented and Equitable Care Community of Practice Application Due
Apr 15   HSMED-II Report (CSV or XML) Due
Apr 30   Aggregate Report (Excel) Due

Events:
Apr 1   Rapid Response Virtual Home Visiting Series Webinar #1
Apr 7   HS Breastfeeding Cohort Meeting #2 — *Cohort members only*
Apr 12   CIGNAL for Perinatal Behavioral & Mental Health Webinar
Apr 13   Fatherhood Talk Tuesday
Apr 14   HS CAN Cohort Meeting #4 — *Cohort members only*
Apr 16   Quality Improvement Learning Academy Meeting #3
Apr 20   Maternal Mental Health Series Webinar #1
Apr 21   HS COIN Meeting #5 — *COIN members only*
Apr 21   HS Evaluation Cohort Meeting #2 — *Cohort members only*
Apr 22   Harambee: Creating Context for Equity and Justice Webinar #3
Apr 22   NPCL Fatherhood Development Training Day 1
Apr 23   NPCL Fatherhood Development Training Day 2
Apr 27   Rapid Response Virtual Home Visiting Series Webinar #2
Apr 28   Fatherhood Cohort Meeting #4 — *Cohort members only*
Apr 28   Conversations with the Division

Healthy Start Staff Support Groups hosted by Postpartum Support International – held weekly through May 2021
- Frontline Staff Group: Wednesdays from 3-4 p.m. EST
- Project Directors/Managers Group: Mondays from 2-3 p.m. EST

www.healthystartepic.org

Can be found on the EPIC website or
bit.ly/hs-deadlines-and-events

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Survey

- Please scan the QR code or visit https://link.nichq.org/y6a to complete the survey

- Your responses will help shape the future Learning Academy sessions!

Questions?

Email Jane Taylor at
jane1taylor@mac.com
or the TA & Support
Center at
healthystart@nichq.org

Thank You!