STORYBOARD
Quality Improvement

MARYLAND
Department of Health

Learn more:
https://pophealth.health.maryland.gov/Pages/Quality-Improvement.aspx
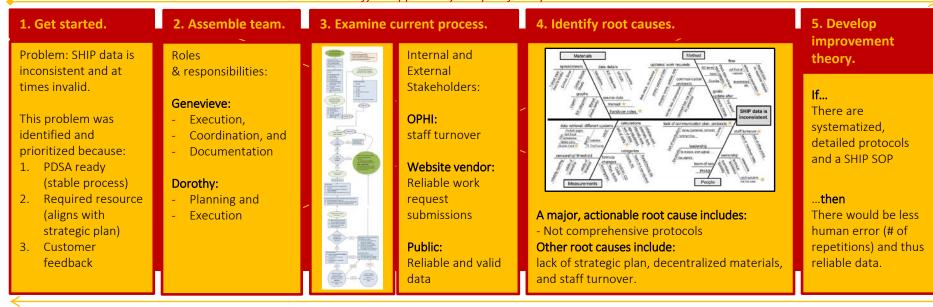
CHANGING
Maryland
for the Better

Project Title: State Health Improvement Process – Internal Protocols (2016)
Organization: Office of Population Health Improvement (OPHI)
Team members: Genevieve Hugenbruch, Dorothy Sheu

Plan
Identify an opportunity and plan for improvement

1. Get started.

Problem: SHIP data is inconsistent and at times invalid.

This problem was identified and prioritized because:
1. PDSA ready (stable process)
2. Required resource (aligns with strategic plan)
3. Customer feedback

2. Assemble team.

Roles & responsibilities:

Genevieve:
- Execution,
- Coordination, and
- Documentation

Dorothy:
- Planning and
- Execution

3. Examine current process.

Internal and External Stakeholders:

OPHI:
staff turnover

Website vendor:
Reliable work request submissions

Public:
Reliable and valid data

4. Identify root causes.

A major, actionable root cause includes:
- Not comprehensive protocols
Other root causes include:
lack of strategic plan, decentralized materials, and staff turnover.

5. Develop improvement theory.

If...
There are systematized, detailed protocols and a SHIP SOP

...then
There would be less human error (# of repetitions) and thus reliable data.

Do
Test the theory for improvement.

Study
Use data to review results.

Act
Standardize the improvement and establish future plans.
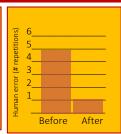
6. Test the theory. Make change!

Staff implemented process changes by doing the following:
1. Add granular details to each measure's protocols and data details. Systemize process.
2. Publish and utilize SHIP SOP.

7. Study the results.

Staff reviewed and evaluated the result of the change, and reflected on what they learned. A comparison of outcomes suggests that our change led to an improvement!

8. Adopt, adapt, or abandon.

We will "adapt" this improved process.
However, because outcome could still be better, we're not ready to "adopt" this improved process.

9. Establish future plans.

To continuously improve our data consistency, we will conduct a future PDSA cycle on this same subject. We will build on this improved process in the next PDSA cycle to achieve even greater improvements.