CQI Project Basics: Aim Statements, Measurements and Methods

Learning Objectives

- Learn about the types of aims statements and how to build effective aims
- Identify and adapt appropriate improvement measurements
- Explore methods to implement continuous quality improvement initiatives
PDSA Overview

**PLAN-DO-STUDY-ACT:**
A Brief Tutorial

MISSOURI MIECHV GATEWAY
CONTINUOUS QUALITY IMPROVEMENT TRAINING

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**PDSA Cycle**

**Plan** - What question are you trying to answer?
  - Objective, predictions & plan

**Do** - What happened?
  - Execute, document & record

**Study** - How did what happened compare with the plan?
  - Analyze, compare, and summarize results

**Act** - What is the next step?
  - Finalize changes & future steps
### MIECHV Gateway

**CQI PROJECT PLAN**

**STAGE 1: PLAN** • **STAGE 2: DO** • **STAGE 3: STUDY** • **STAGE 4: ACT**

<table>
<thead>
<tr>
<th>Project Title:</th>
<th>Reporter’s Agency: Select One</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Reporter’s Name:</td>
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<tr>
<td></td>
<td>Reporter’s Title:</td>
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<td>Reporter’s Phone:</td>
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<td>County:</td>
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<td>Project Start Date:</td>
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<td>Project End (or expected end) Date:</td>
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**STAGE 1: PLAN**

Define, explore, and structure a quality improvement project.


1. What problem are you trying to fix? **(PROBLEM STATEMENT)**
2. What is the root cause of the problem?
3. What evidence (current data) supports your problem?
4. What change do you want to see in the process or problem to correct? **(GLOBAL AIM STATEMENT)**
5. What are you trying to achieve? **(SPECIFIC AIM)**
6. Define a timeline for the following project stages: Plan: Do: Study: Act: Select the affected population(s) (check all that apply): Client/Consumers Employee/Agency General Public Other:
7. Select the areas where this project aims to impact the goals and strategic priorities of the MIECHV program and agency: MIECHV

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### Aim Statements

**AIMS TOOL:** A Brief Tutorial

**MISSOURI MIECHV GATEWAY**

**CONTINUOUS QUALITY IMPROVEMENT TRAINING**
Three Key Questions

1. What are we trying to accomplish? **Aim**
2. How will we know a change is an improvement? **Measurement**
3. What change will result in improvement? **Method**

Aim Statements

An aim statement is:

- written & measurable **description** of the improvement
- specific **population**
- amount of **time** to achieve is defined
- clear and well-defined **goal** for QI team

Source: HRSA
### S.M.A.R.T Criteria

<table>
<thead>
<tr>
<th>Specific</th>
<th>• What is the ONE specific improvement you are trying to accomplish?</th>
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</thead>
<tbody>
<tr>
<td>Measurable</td>
<td>• How will we know we reached our goal?</td>
</tr>
<tr>
<td>Achievable</td>
<td>• Is achieving this goal possible?</td>
</tr>
<tr>
<td>Relevant</td>
<td>• Does this goal matter? Is it within the team’s ability?</td>
</tr>
<tr>
<td>Time-bound</td>
<td>• When will the goal be accomplished by?</td>
</tr>
</tbody>
</table>

Source: CDC, 2015

### Two Types of Aim Statements

- **Specific Aim**
- **Global Aim**
Two Types of Aim Statements

1. Global aim statement:
   - A written statement of what you intend to improve in your focus area

2. Specific aim statement:
   - A written statement of how you intend to meet the global aim including specific measurements and timeframes.

Five Principles of an Effective Aim Statement

1. State aim clearly

2. Use numerical goals

3. Set stretch goal

4. Avoid aim drift

5. Be prepared to fully shift aim
Template

Using the Template - Example

Global Aim Statement & Specific Aim Statement Template

Write a Theme for Improvement: **Need-based Breastfeeding Clinic Improvement Project**

Global Aim Statement
Create an aim statement that will help keep your focus clear and your work productive:

We aim to improve: **patient access to clinic services**
(Name the process)

In: **the Support4Mom Breastfeeding Clinic**
(Clinical location in which process is embedded)

The process begins with: **patient referrals from home visitors**
(Name where the process begins)

The process ends with: **appointment scheduling with front desk staff**
(Name the ending point of the process)
Using the Template- Example

Specific Aim Statement

We will: [ ] improve [ ] increase [ ] decrease

The: [ ] quality of [ ] number/amount of [ ] percentage of open clinic hours (process)

By: ____________________________ (percentage)

OR

From: ____________________________ (baseline state/number/amount/percentage)

To/By: ____________________________ (describe change in quality or state number/amount/percentage)

By: ____________________________ (date)

Example: We will decrease the amount that my dog weighs from 55 pounds to 50 pounds by August 31, 2015.

Measurements

MEASUREMENT TOOLS:
A Brief Tutorial

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CQI Measurement Types

- **Structure**: Physical equipment and facilities
- **Process**: How the system works
- **Outcome**: The final product, results

CQI Measurement Type

- **Structure**: Physical equipment and facilities

  - **Examples:**
    - The standard replacement guideline of office furniture.
    - Volume of printer workloads.
    - Staffing to support the 24/7 client hotline.
CQI Measurement Type

- **Process**: How the system works

  - **Examples**:
    - Process of entering Admission Paperwork into the documentation record.
    - Use of a standardized client encounter form.
    - Number of clients screened for hearing impairments.

CQI Measurement Type

- **Outcome**: The final product, results

  - **Examples**:
    - A reduction in the amputation rate for patients with diabetes.
    - A reduction in the number of documentation errors.
    - A reduction in the number of adverse drug events.
## CQI Measurement Types - Example

The Sleep-E Motel has received a 4% budget cut to its annual operating fund for next year. John, General Manager, wants to see if cost reductions can be made in the housekeeping department, specifically linens.

- **Structure**: Laundry facilities, washers and dryers, storage, laundry carts

- **Process**: Removal and replacement of linens in rooms when cleaned, process of loading washing machines and dryers, folding and stocking clean linens.

- **Outcome**: Are sheets clean and undamaged? Are beds remade properly?

Source: Patient Safety Ed

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### Methods

**PILOT TESTING:**
*A Brief Tutorial*

Missouri MIECHV Gateway
Continuous Quality Improvement Training
Methods

- What changes can we make that will result in improvement?

Consider multiple sources:
- Performance Standards
- Benchmarks
- Data from internal sources
- Surveys and observations

Common Methods

- Surveys
- Focus Groups
- Observations
- Pilot Testing

Source: IHI, 2013
CQI Tools

- Check Sheet
- Cause-and-Effect Diagram
- Flow Chart
- Pareto Chart
- Scatter Diagram
- Probability Plot
- Histogram
- Control Charts
- Brainstorming

Summary
Summary

- Learned about the importance of aim statements and the two types.

- Utilized the template available on the MIECHV Gateway to build an effective aim statement.

- Reviewed the three types of CQI measurements.

- Discussed CQI methods that can assist in implementing CQI projects.