



Missouri MIECHV Gateway

A passage into a network for sharing quality improvement ideas and best practices.

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

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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?

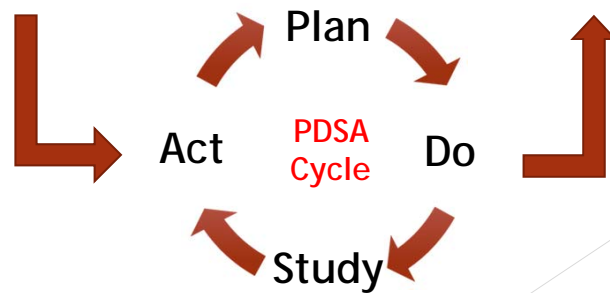
- Analyze, compare, and summarize results

Act - What is the next step?

- Finalize changes & future steps

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

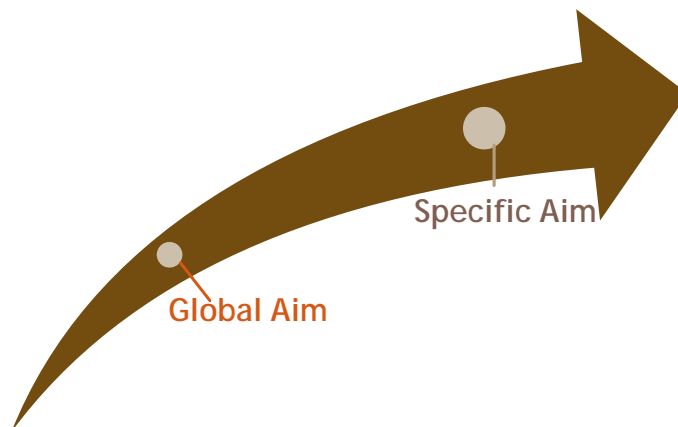
Source: [HRSA](#)

S.M.A.R.T Criteria

S pecific	<ul style="list-style-type: none">• What is the ONE specific improvement you are trying to accomplish?
M easurable	<ul style="list-style-type: none">• How will we know we reached our goal?
A chievable	<ul style="list-style-type: none">• Is achieving this goal possible?
R elevant	<ul style="list-style-type: none">• Does this goal matter? Is it within the team's ability?
T ime-bound	<ul style="list-style-type: none">• When will the goal be accomplished by?

Source: CDC, 2015

Two Types of Aim Statements



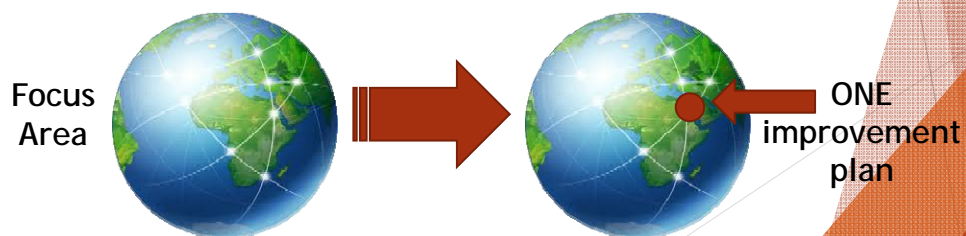
Two Types of Aim Statements

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



- **Aims Tools: A Brief Tutorial** | [PDF](#) | [Template](#) | [↑ Back to Top](#) |

Global Aim Statement & Specific Aim Statement
Template

Write a Theme for Improvement:

Global Aim Statement

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

We aim to improve: _____
(Name the process)

In: _____
(Clinical location in which process is embedded)

The process begins with: _____
(Name where the process begins)

The process ends with: _____
(Name the ending point of the process)

Specific Aim Statement

We will: improve increase decrease

The quality of number/amount of percentage of _____
(process)

By: _____
(percentage)

OR

From: _____
(baseline state number amount percentage)

To By: _____
(describe the change in quality or state the number amount percentage)

By: _____
(date)

Example: We will decrease the amount that my dog weighs from 33 pounds to 20 pounds by August 31, 2013.

Adapted from: http://aimforimprovement.com/wp-content/uploads/2014/07/aim_template.doc

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 Support 4 Mom 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: 20 weekly clinic hours
(baseline state/number/amount/percentage)

To/By: 35 weekly clinic hours
(describe the change in quality or state the number/amount/percentage)

By: December 31, 2016
(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](#)

Methods

PILOT TESTING: A Brief Tutorial

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Methods

- ▶ What changes can we make that will result in improvement?
- ▶ Consider multiple sources:
 - ▶ Performance Standards
 - ▶ Benchmarks
 - ▶ Data from internal sources
 - ▶ Surveys and observations



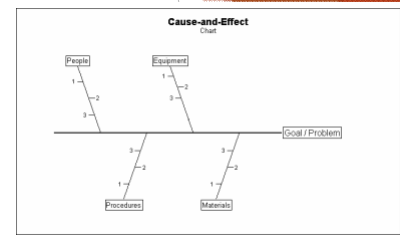
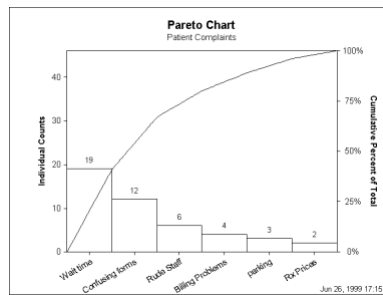
Source: [IHI](#), 2013

Common Methods

- ▶ **Surveys**
- ▶ Focus Groups
- ▶ **Observations**
- ▶ Pilot Testing

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.