

2024 QI Summer Series: *Bringing QI to the Bedside*

Process Mapping



Overview

- Goals of QI Summer Series
 - ILPQC QI Framework: Model of Improvement
 - Process Mapping
 - Interactive QI Session
 - Wrap-up and Next QI Series
-



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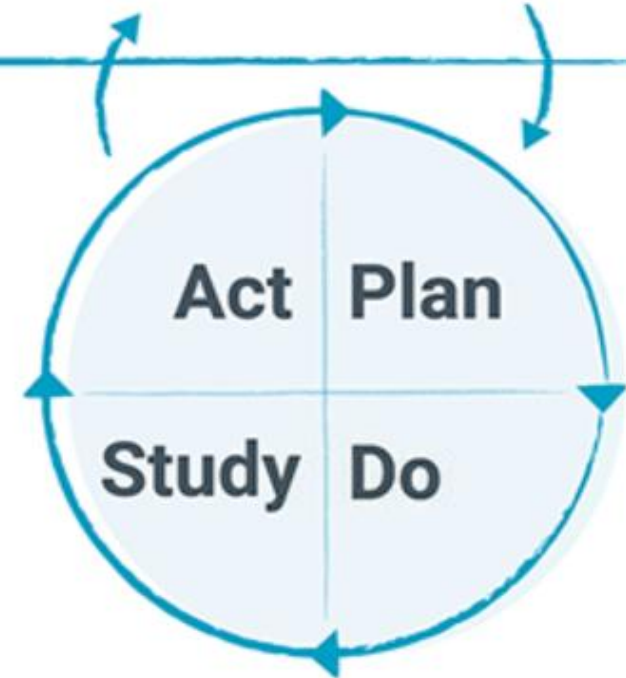


CORLISS DAVIS
*Community
Engagement*

ILPQC Central Team

Model for Improvement

- Framework to guide and accelerate improvement work
- Model for Improvement has two parts:
 - Three fundamental questions
 - Plan-Do-Study-Act (PDSA) cycle
- Guides the team through:
 - Process of establishing appropriate measures
 - Creating changes
 - Evaluating changes
 - Implementing changes and spreading changes



Source: Adapted from The Improvement Guide (2009)

ESSI Prioritization matrix template

Review from last month

Driver #	Driver name	Importance + or -	Parent Importance + or -	Resource Intensity + or -	Complexity + or -	Score + or -	Priority Rank #
	+ or -						
1							
2							
3							
4							

1. Determine driver to be evaluated
2. Determine criteria & rating scale
3. Score each intervention using criteria
4. Prioritize list of potential inventions

Goals of the 2024 QI Summer Series

Today's Focus:
Create a visual representation of a sequence of steps in a process

Refresh your QI tools to apply the Model of Improvement to your work

ILPQC QI SUMMER SERIES:

Bringing QI to the Bedside

QI ESSENTIAL TOOLS TO ACTIVATE YOUR TEAM



THURSDAY, JUNE 27TH

PRIORITIZATION MATRIX



THURSDAY, JULY 25TH

PROCESS MAPPING



THURSDAY, AUGUST 22ND

PDSA CYCLES

JOIN US VIRTUALLY FROM **12:00-1:00PM** FOR **ILPQC'S SUMMER LUNCH & LEARN QI SERIES**
ALL ARE WELCOME TO ATTEND!

Implement QI strategies directly where patient care is delivered



Scan me!



Process Mapping

Visual representation of a sequence of a process

Process Mapping

- Flowchart or simple diagram shows all the steps involved in doing something
- Helps team to understand how a process works
- Identify any unnecessary steps
- Find ways to make it more efficient

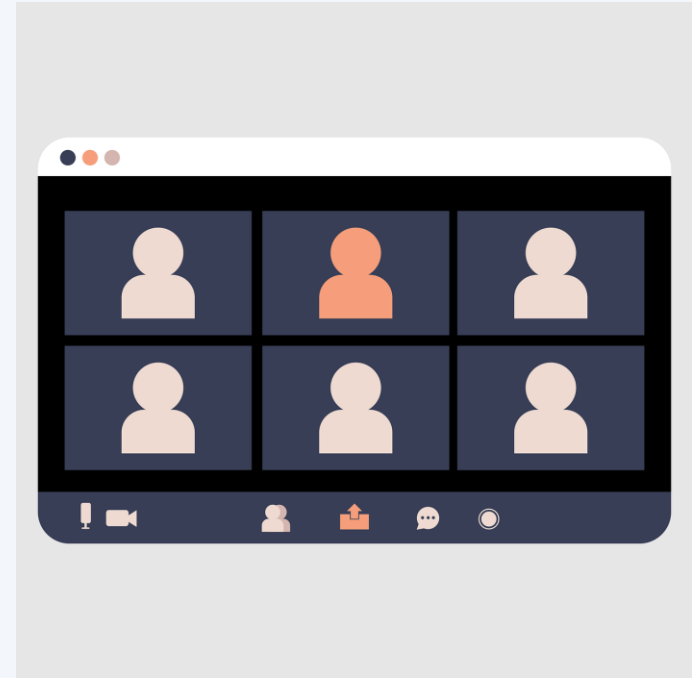


Determine the type of process map

Ex: Suppliers-Input-Process-Output-Customer (SIPOC)

- What is your process scope? Start and stop of process
- Suppliers: **Entities** that provide inputs to the process
- Inputs: **Resources** or information needed to execute the process
- Process: Series of **steps taken to transform inputs into outputs**
- Outputs: The **products, services, or results produced by the process**
- Customers: The **recipients of the outputs**, who benefit from the process.

Interactive Session



Scenario: QI Team Monthly Meeting

- **Hospital Demographics:** Suburban, level II hospital, 80-90 births/month
- **Team Leads:** Alana (RN Champion) and Patti (QI Lead)
- **QI Team members:** you on the call (interdisciplinary team)
- **Accomplishments**
 - Readiness survey complete
 - QI team has a regular meeting set-up
 - Attended data training calls, QI Leader calls and Jan-May monthly webinars
 - All data is in and current, including baseline data
 - Use the prioritization matrix tool to determine next steps
 - **Focus on the process of SDoH screening and linkage to our resources**

Key Driver Diagram



Aims

By December 2025:

1. Greater than 70% of Illinois birthing and children's hospitals will address disparities and promote neonatal equity by actively participating in the ESSI initiative.

2. Greater than 80% of infants will be discharged from ILPQC hospitals with a completed ESSI bundle.

ESSI Bundle:

Primary Drivers

Healthcare Professional Commitment

Inclusive Clinical Environment

Parent and Caregiver Empowerment

Community Partnerships

Healthcare Data Utilization

Secondary Drivers

- Equitable and Respectful Care Education and Implementation
- Safe Sleep Environment Education and Implementation

- Organizational Leadership Commitment
- Equitable and Inclusive Unit Policies
- Parent and Caregiver Experience Prioritization

- Respectful Parent and Caregiver Partnerships
- Safe Sleep Awareness
- Transition to Home, including SDoH Screening and Resource Linkage

- Resource Mapping
- Building Relationships with Community Organizations
- Transfer of Care to Community Providers

- Collection of Accurate Race and Ethnicity Data
- Dissemination of Stratified Data
- Application of Data to Address Inequities

- **Awareness:** Parents or caregivers report an understanding of a safe sleep environment, including navigating challenges to safe sleep at home
- **Readiness:** Family is prepared for a transition to home, including SDoH screening and resource linkage
- **Transfer of Care:** ESSI Newborn Care Plan (Awareness & Readiness) documented in the discharge

SIPOC Diagram for sDOH Screening and Linkage

• Suppliers

- Patient
- Social Worker
- Nursing
- Physician
- Registrars
- Patient Partners
- Rep from all team members; ex: health informaticist

• Inputs

- Medical Record
- Resources to connect them to
- Patient data
- Knowledge of what resources are available
- Screening tools

• Processes

- Screening tool needs to be filled out
- Relationship building with community organizations
- Accountability of process
- Evaluate patient need
- Education/training of tool
- Identify goal of process
- Automatic EMR processes
- Referral to resources

• Outputs



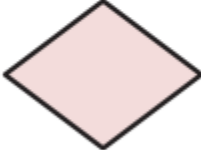

- Completed screening tool
- Referrals made to appropriate resource
- Follow up information; tip sheets, educational sheets and tools
- Documentation in the chart
- Improved patient outcomes

• Customers

- Patients
- Parents
- Providers
- Receiving agency
- Community partners
- Social workers

But now, we're ready for a visual

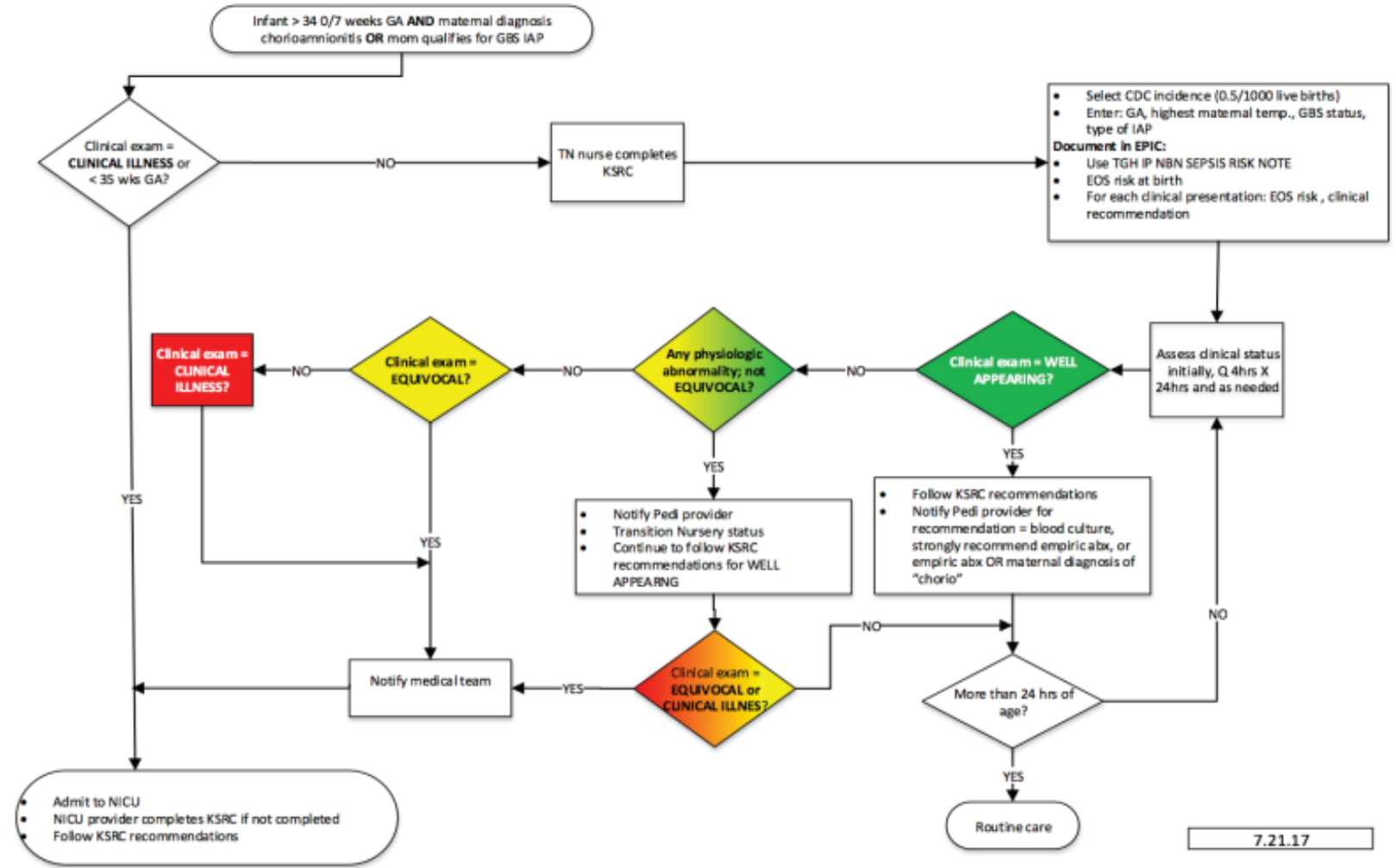
1. Ensure all key stakeholders are represented for discussion.
2. Identify the start and stop of your process (i.e., scope).
3. Detail the tasks (or processes), decisions, and delays in each functional area. Note that decisions should be binary (yes or no).
4. Diagram the start, stop, tasks (or processes), decisions, and delays using the process map symbols.
5. Connect steps with arrows.
6. Review the completed process map with your team and consider “walking the process” to determine if it is an accurate reflection of the actual or desired process.

Process map symbols	
	Start and stop of the process
	Task or functional area of the process
	Decision point (Note: only 2 arrows should come out of a decision point)
	Delay or waiting before the next task or decision can occur

Adapted from goleansixsigma.com and lean.ohio.gov

PROCESS MAP EXAMPLE – DETAILED

KAISER SEPSIS RISK CALCULATOR PROCESS FLOW



7.21.17

**Questions?
Clarifications?
Examples?**



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Mark
YOUR
Calendar

ILPQC QI SUMMER SERIES



LUNCH & LEARN @ 12:00PM

Equity and Safe Sleep for Infants (ESSI):

Thursday, June 20th

Birth Equity (BE):

Thursday, July 18th

Promoting Vaginal Birth (PVB):

Thursday, August 15th

**LOOKING TO BETTER
UNDERSTAND THE ILPQC DATA
SYSTEM?**

**WANT TO LEARN MORE ON
ACCESS TO INITIATIVE-SPECIFIC
REPORTS?**



Scan me!



Questions? Email Alana at
arivera@northshore.org

SAVE THE DATE

ILPQC 12th Annual Conference

10.30.24

THE WESTIN LOMBARD