Making a difference at the front line

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GREAT CARE IS DISCOVERED, NOT DECIDED
The COM-B model, Michie et al (2011)
Motivation
Who?

- Innovators: 2.5%
- Early Adopters: 13.5%
- Early Majority: 34%
- Late Majority: 34%
- Laggards: 16%

Everett M. Rogers, 1962
How?

- Self
- Us
- Now
- Action

Marshall Ganz
Social Movement Theory
The COM-B model, Michie et al (2011)
Capability
A complex system problem
What are we trying to accomplish?

How will we know if a change is an improvement?

What changes can we make that will result in improvement?

Model for Improvement

ACT

PLAN

STUDY

DO

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The COM-B model, Michie et al (2011)
Opportunity
The Big Room
(Oobeya)
The Big Room in Action

Physiotherapist gives an account of the test of change to get a patient home on the day they were discharged by the GSM consultant.
Let me introduce 'George'...

- 82 years old
- Lives independently and wants to continue doing so
- Widowed 5 years ago
- Has mild dementia
- Daughter lives locally
- Losing weight + poor mobility

**PDSA tests of moving from ‘post take’ to ‘on take’**
Frailty Unit
Outcome measure: 34% increase in discharge within 1 day
Length of stay for frailty unit patients reduced by more than 4 days
Balance measure:
No increase in readmissions
In-hospital mortality dropped by over 13%
Discharge to Assess (D2A)
Reduction of 6 days waiting on implementing D2A
D2A starts

Sustained 30% reduction of LoS
D2A starts

30% reduction of inpatient falls on pilot ward
In last one year >10,000 patients discharged to home support in 1.2 days compared with 5.5 days.
“It’s changed the way we think.”
The COM-B model, Michie et al (2011)
Opportunity.....

......leadership
How do we get better at making patients better?

Start discovering.
Thank you

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Working up a Quality Improvement project on urgent care for frail older people

Tom Downes
Paul Harriman
Natalie Offord

1st June 2016
The structure of improving care process

SDSA ‘Standardise’

Treatment - PDSA

Diagnosis - Change Ideas

Assessment
- Value
- eVidence
- Visualisation
- inVolve
- Vision

Value

Vision

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Measuring system dynamics

Flow in – the **DEMAND** for water

How long it takes to fill – a **CYCLE** time

Amount of water in the bath – the **WORK IN PROGRESS**

Flow out – the **SUPPLY** of water to the next system

How long from water entering the bath until leaving through the drain - the **LEAD** time
The Big Room (Oobeya)
<table>
<thead>
<tr>
<th>Title of problem</th>
<th>Problem owner</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Background/History</td>
<td>5. Analysis</td>
<td>8. Weekly review meetings</td>
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