

Quality Improvement Study Day

Wednesday 14 March 2018

Measure for Improvement

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Measure for Improvement

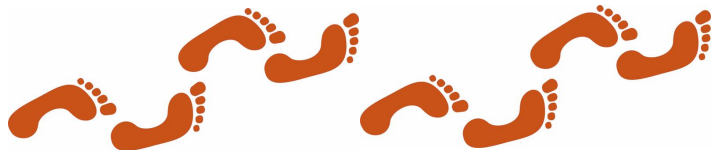
“All improvement will require change, but not all change will result in improvement”

G. Langley et. al. (1996) The Improvement Guide



What is Measurement for Improvement

NHS Elect have a 7 Steps to Measurement approach



Ref: <https://www.nhs.uk/what-we-do/service-improvement-measurement/>



Step 1: Decide the Aim

Current State:



I keep six honest serving men (they taught me all I knew). Their names are **what** and **why** and **when** and **how** and **where** and **who**



Step 1: Decide the Aim

Current State:

What is the problem?

Why is it a problem?

Where is it a problem?

How is it a problem?

(Quality, Cost, Delivery, Safety, Morale, Mgt)

When is it a problem?

Who is it a problem for?



Step 1: Decide the Aim

Current State:

**Problem
Statement**

S

Specific

M

Measurable

DO NOT mention the CAUSE at this stage



Step 1: Decide the Aim

Desired State:

A

Achievable

**Desired
State**

R

Realistic

T

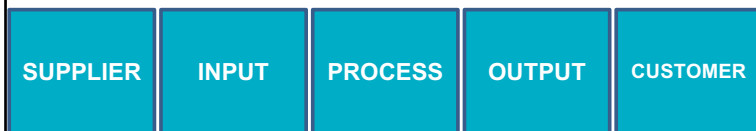
Time Bound

DO NOT mention the SOLUTION at this stage

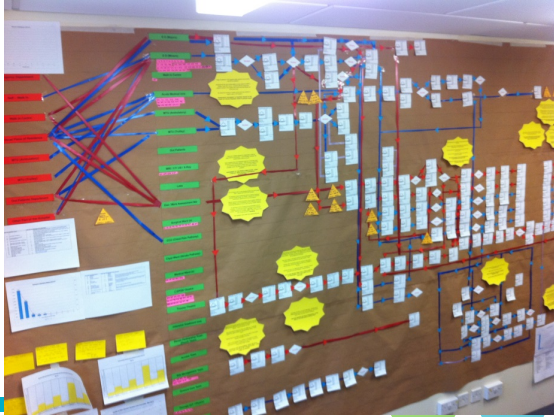


Step 2: Choose Measures – how well is the process performing?

Voice of the Process



Step 2: Choose Measures – how well is the process performing?



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Taiichi Ohno (1912 – 1990)

Step 3: Confirm What & How you will collect data



Step 4: Collect the Data: Types of Data



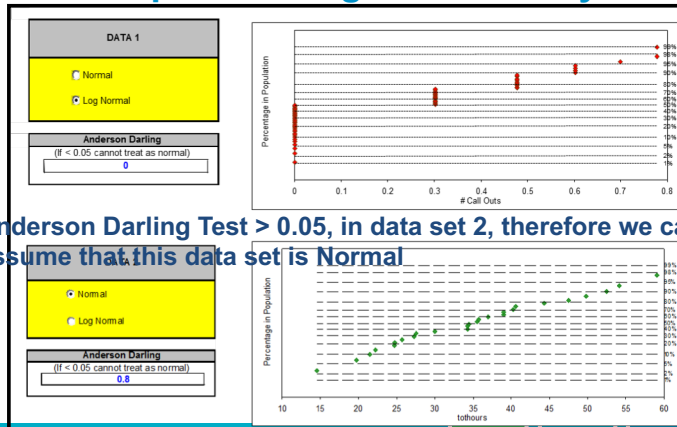
Step 3: Data from IT / IS



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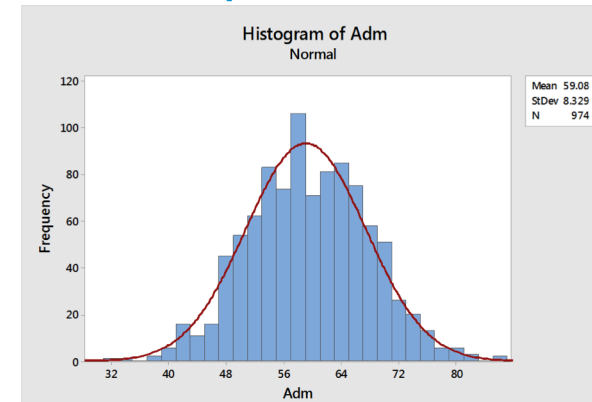


Step 4: Testing for Normality

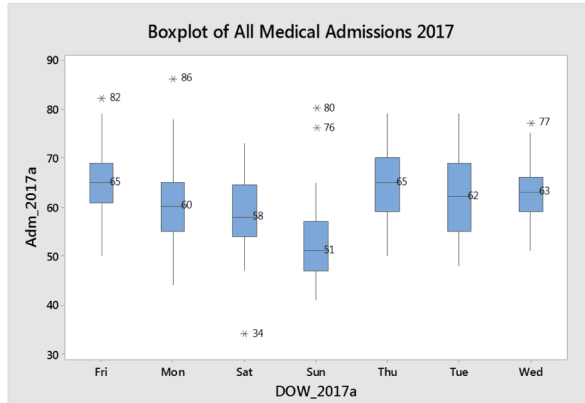


Anderson Darling Test > 0.05 , in data set 2, therefore we can assume that this data set is Normal

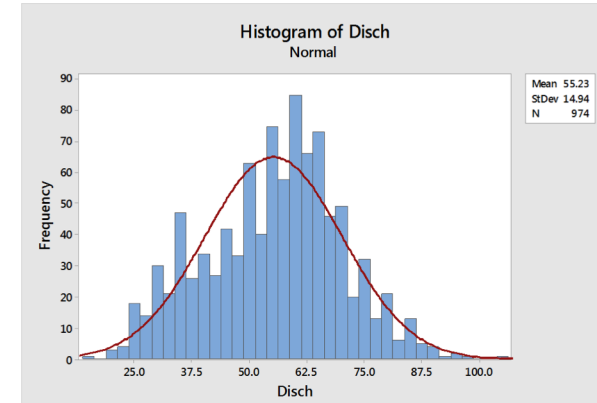
Step 4: The Data



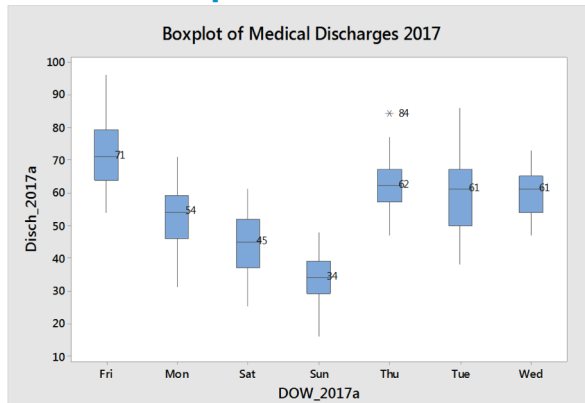
Step 4: The Data



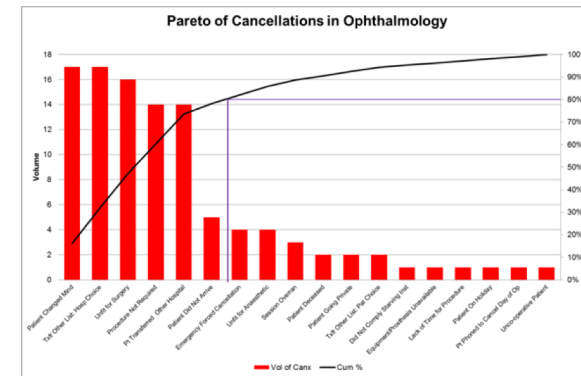
Step 4: The Data



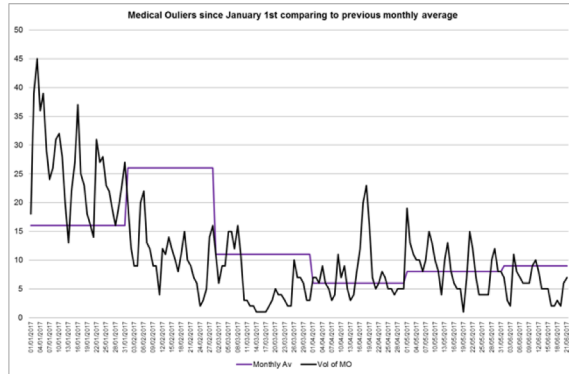
Step 4: The Data



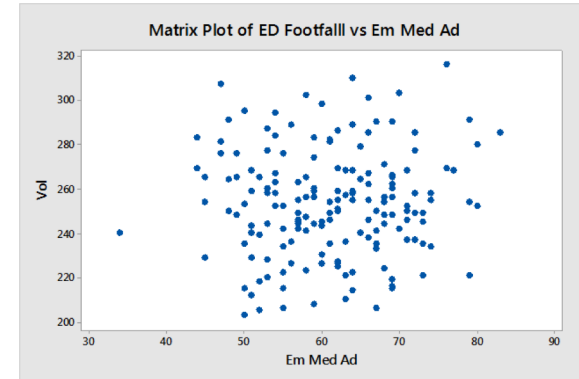
Step 4: The Data



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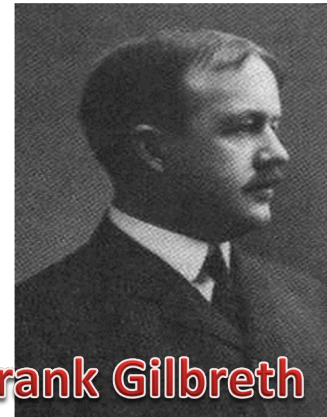
Step 4: The Data



Step 4: Manual Data Collection



Step 4: Manual Data Collection



Frank Gilbreth (1868 – 1924)

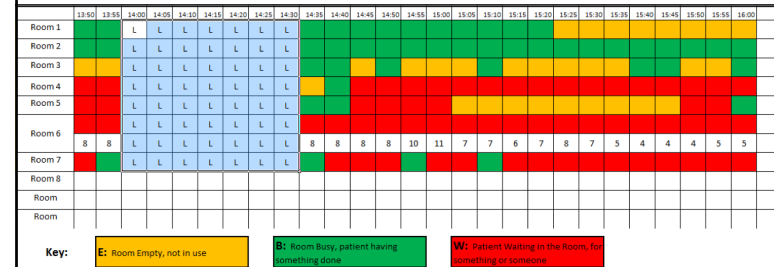
Step 4: Manual Data Collection

Time	Activity	Comments
09:00	Typing	Letter
09:10	Typing	Meeting Minutes
09:20	Typing	Meeting Minutes
09:30	Typing	Meeting Minutes
09:40	Telephone	Personal
09:50	Walking	To fetch documents
10:00	Waiting	Boss to arrive for catch up

Standard Activity Description

Walking	Walking to fetch or take something
Waiting	Inactive at the desk
Typing	Typing a letter / appointment
Telephone	Speaking on the telephone
Meeting	At a meeting

Step 4: Manual Data Collection



Step 4: Manual Data Collection



Step 5: Analyse the Data



