

St. Joseph's
Auxiliary
Hospital

Tick Tock Quality Clock Quality Improvement Program

CHAC/CHANB Joint Convention
Moncton, N.B. May 4-6, 2007

Presented by Deb Frederick, Director of Communications
St. Joseph's Auxiliary Hospital
Edmonton, Alberta

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Tick Tock Quality Clock QI Program



St. Joseph's Auxiliary Hospital
Edmonton, Alberta

Mission Statement

We believe...

In living the Gospel values which inspire the Sisters of Providence of St. Vincent de Paul and in continuing their ministry of compassionate care to people of all cultures and beliefs.

We serve...

People who require community support, continuing care or palliative care.

We provide...

A broad spectrum of programs and services focusing on health and wellness and incorporating the unique qualities and capabilities of each individual.

We commit...

To provide quality care with compassion in the Christian tradition.

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Tick Tock Quality Clock QI Program

Program Overview

- The program utilizes 12 planning and evaluation templates beginning with the identification of primary functions and concluding with celebratory activities upon completion of the 12-step process.

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Program Overview Con't

- The heart of the program focuses on prioritizing activities and using root cause analysis to accurately identify barriers to achieving desired performance (quality).
- Staff experience 'ah-ha' moments when, using root cause analysis, they determine actual rather than perceived causes of inferior quality performance.

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Overview Continued

- Problem/Issue/Function identification and prioritization is a team activity.
- To achieve improved practice, staff need to value the process and be personally committed to the QI program.

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Visual Metaphor

- Using the face of a clock as a visual guide, the program follows 12 logical steps toward identifying, evaluating, and improving practices.
- The value of time is woven into the QI process. Staff is reminded that time is the same for all of us and that we are personally responsible for how we spend our time - we choose to provide quality care and service.

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- Time is the most valuable thing a man can spend. *(L. Diogenes)*
- The bad news is time flies. The good news is you're the pilot. *(M. Althsuler)*
- You're writing the story of your life one moment at a time. *(Doc Childre & H. Martin)*

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Tick Tock Quality Clock QI Program

**Tick Tock Quality Clock
 Quality Improvement Program**

The Hands of the Quality Clock...

XI Quality improvement target reached?
 Yes Congratulations!
 No Kudos for trying (Rome wasn't built in a day!). Reassess strategy. Revisit step six and adjust your plan. Follow through to step eleven.

XII If you've reached twelve o'clock, you deserve to celebrate your team's success and share the good news with others. The day isn't over yet though – it's time to select another quality process to evaluate...back to step two.

X Re-measure performance (audits, statistics, survey).

I Identify primary functions (long list). Group into general categories. Prioritize according to risk/safety factors and frequency.

IX Implement the plan.

II Select one activity/process you will evaluate.

VIII Identify resources (human & financial) and changes needed to achieve success.

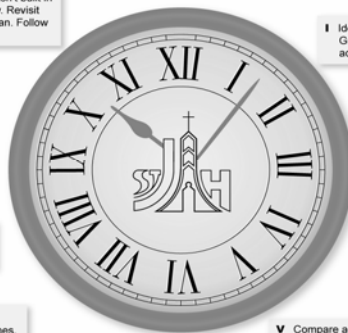
III Identify the standard you wish to achieve (compare to best practice standards).

VII Develop the plan to achieve improvement, list steps and timelines.

IV Measure your current performance. Select tools to measure actual performance e.g., audits, statistics, survey.

VI Analyze current process/practice (select appropriate quality tools to aid in analysis).

V Compare actual performance to desired performance. Do you meet (or exceed) the desired standard?
 Yes celebrate your good work and select another activity.
 No identify the desired performance targets you will strive to achieve.



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- I Identify primary functions (long list). Group into general categories. Prioritize according to risk/safety factors and frequency.

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QI Program

- II Select one activity/process you will evaluate.

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QI Program

- III Identify the standard you wish to achieve (compare to best practice standards).

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QI Program

- IV Measure your current performance. Select tools to measure actual performance e.g., audits, statistics, survey.

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QI Program

V Compare actual performance to desired performance. Do you meet (or exceed) the desired standard?

Yes Celebrate your good work and select another activity

No Identify the desired performance targets you will strive to achieve

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QI Program

VI Analyze current process/practice (select appropriate quality tools to aid in analysis).

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QI Program

VII Develop the plan to achieve
improvement, list steps and timelines.

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QI Program

VIII Identify resources (human & financial)
and changes needed to achieve
success.

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QI Program

IX Implement the plan.

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QI Program

X Re-measure performance (audits,
statistics, survey).

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QI Program

- XI Quality improvement target reached?
- Yes Congratulations!
- No Kudos for trying (Rome wasn't built in a day!). Reassess strategy. Revisit step six and adjust your plan. Follow through to step eleven.

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- XII If you've reached twelve o'clock, you deserve to celebrate your team's success and share the good news with others. The day isn't over yet though – it's time to select another quality process to evaluate...back to step two.

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Rock Around the Clock...

- The roll-out of the program incorporates a 50s theme chosen for its high energy music and ability to relax people through laughter.
- Info sessions are casual and ice cream floats are served by poodle-skirted staff (the fellows have so far declined to don a skirt).

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- **Reporting Template:** Teams are asked to report progress on a quarterly schedule.

Report Form

Department(s)/Work Area(s): _____

For the three-month period ending:

_____ June (April through June)

_____ September (July through September)

_____ December (October through December)

_____ March (January through March)

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	Issue	Current step in the 12-step process	Current Performance Measure	Desired Performance Measure	Target Date to Achieve Desired Performance	Result
1						
2						
3						
4						
5						

Date of Submission: _____

Submitted by: _____

Please submit to Lisa S. (Administration)

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Resources:

- The program was developed in-house using existing human resources.
- Four champions provide coaching to staff
- For our 204-bed organization, we spent less than \$1000 on visual aids e.g., clocks, and bulletin boards.
- QI Resource Manuals are provided to all teams and updated periodically.
- The significant cost is the time it takes to educate and coach staff.

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Obstacles to Success

- Flavour of the month attitude
- Time
- Involving staff working 24/7 shifts
(difficult to obtain input from all)
- Status quo mentality

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Addressing Obstacles:

- Recruit staff champions in each team
- Celebrate success
- Weave QI activities into daily practices
- Emphasize that we all choose how to spend the 1440 minutes in our day. Providing quality care and services is a personal choice.
- Keep the program fresh – spontaneously inject fun into daily routines.

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