


QI Power Hour

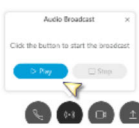
BACK TO BASICS: STANDARD WORK – A FOUNDATIONAL STARTING POINT FOR CONTINUOUS IMPROVEMENT

With JENNIFER WRIGHT





Welcome to QI Power Hour

Connect to audio using **Audio Broadcast**:



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Do Now Activity: Introduce yourself in the chat!








QI Power Hour

BACK TO BASICS: STANDARD WORK – A FOUNDATIONAL STARTING POINT FOR CONTINUOUS IMPROVEMENT


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TREATY 6 TERRITORY & HOMELAND OF THE METIS

HOC is situated on Treaty 6 Territory and the Homeland of the Metis.




We pay respect to the treaties that were made on this land and acknowledge the harms and mistakes of the past. We are committed to move forward in partnership with Indigenous Nations in the spirit of reconciliation and collaboration.



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Access past QI Power Hour sessions

Past QI Power Hour webinars (with download links)

| | | |
|---|---|---|
| <p style="font-size: 0.8em;">Health Networks in Saskatchewan (QI Power Hour)</p> <p style="font-size: 0.7em;">Nov 15, 2019 at 9:00 AM</p>  | <p style="font-size: 0.8em;">Citizen Science in Public Health Policy: Leveraging the Power of Ubiquitous Tools</p> <p style="font-size: 0.7em;">Oct 25, 2019 at 9:00 AM</p>  | <p style="font-size: 0.8em;">The Costs of Poverty to Sustainability: Why Do They Matter and How Do We Calculate Them? (QI Power Hour)</p> <p style="font-size: 0.7em;">Sep 6, 2019 at 9:00 AM</p>  |
|---|---|---|

[Visit our website to view past sessions!](#)

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Sign up for the QI Power Hour email newsletter

Receive notices about upcoming sessions and details on how to register straight to your in your inbox.

Visit: <http://www.qi.com/qi/qi/qi>

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QI Power Hour Across Saskatchewan

Over **60** Companies & Organizations

Logos include: Alzheimer Society Saskatchewan, Ombudsman Saskatchewan, SIN, SCIC, Saskatchewan College of Health Professionals, Saskatchewan Advocate, ForCare, Saskatchewan Health Services, Saskatchewan Health Authority, Saskatchewan Health Services, salpn, Regina Catholic Schools, Saskatchewan Health Services, RN Association, Saskatchewan Arts Board, Saskatchewan Health Quality Alliance.



QI Power Hour Across Canada

Over **80** Companies & Organizations

Logos include: Alberta Medical Association, NSW Health, northern health, Terrace Women's Resource Centre Society, Xeer Lodge Centre, Alberta Government, uOttawa, SAATH Evidence Driven, UBC, Gateway Health Centre, KPMG, Therapies Initiative, Misericordia, Hulland Bloosview, Alberta Health Services, Saskatchewan Health Quality Alliance.



Webex tool: chat function

Chat functions:

- Share questions, comments, and ideas
- Click on the message bubble icon to access the chat
- Send to **Everyone**

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HEALTHCARE HEALTHY QUALITY IMPROVEMENT

QI Power Hour

BACK TO BASICS: STANDARD WORK – A FOUNDATIONAL STARTING POINT FOR CONTINUOUS IMPROVEMENT

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HEALTHCARE HEALTHY QUALITY IMPROVEMENT

Objectives



Learn how creating standard work **supports & accelerates** improvement

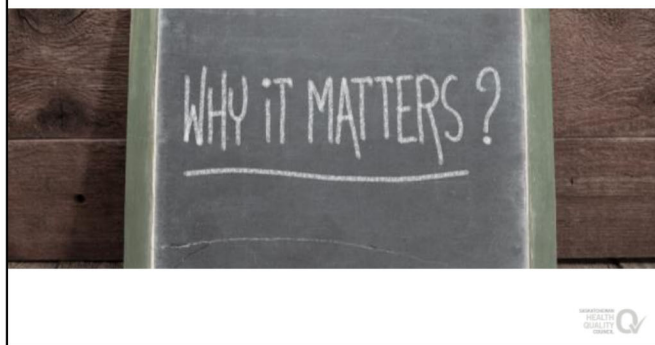


Explore what standard work **is** and what it **isn't**



Learn tips on how to **create** and **implement** standard work





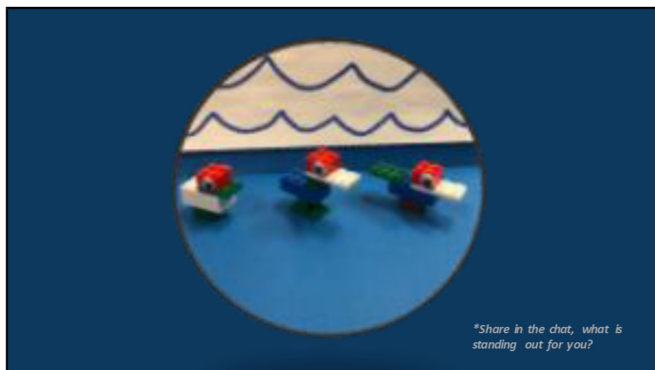
A simple task?

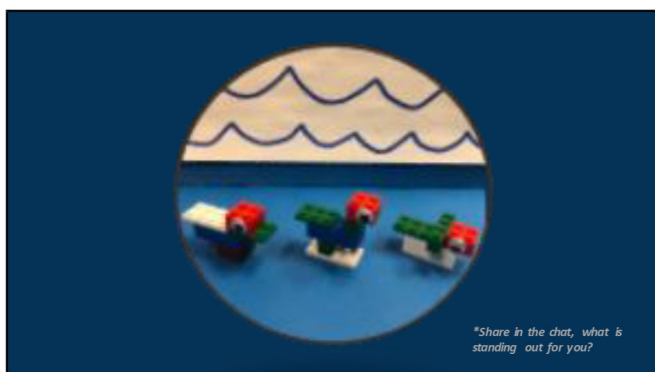
- You should have a plastic bag containing 6 LEGO pieces
- Set a timer (a phone timer works well) for 3 MINUTES
 - Note: I'm trusting you fully to only spend 3 MINUTES actively building
- Empty the bag and start the timer!

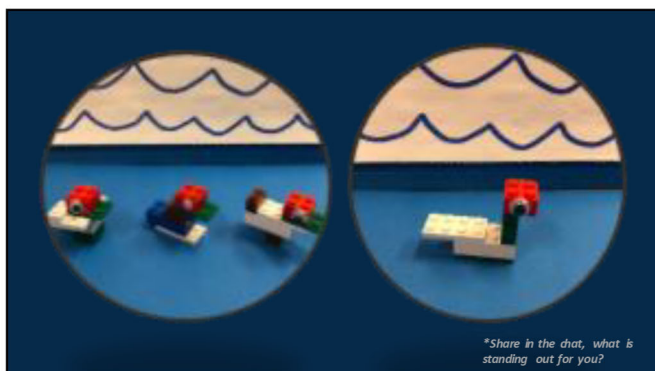


- **BUILD A DUCK!**
- When the timer goes off, please stop building
- Place your finished feathered friend in the plastic bag.
- Teams message Jenn and she will pick up your duck.











Variation

- Systems in which we work are often complex and busy
- Despite our best efforts, unintended variation remains a challenge:
 - Workflow efficiencies
 - Processes
- Variation can impact the **QUALITY** of care and/or service



Why it matters

Sometimes, variation can lead to harm

*Standardization is a method we can use to build a
 SHARED UNDERSTANDING
 of the best way to get the best possible outcome*

OVER TO YOU

Using the chat feature share...

*What image and/or words
 jump to mind when you hear
 the phrase*


STANDARDIZED WORK?



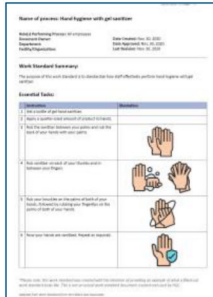
Standardized Work

“The **current** one best way to **safely** complete an activity with the proper **outcome** and the highest **quality**. Written by the people who do the work”

-Mark Graban



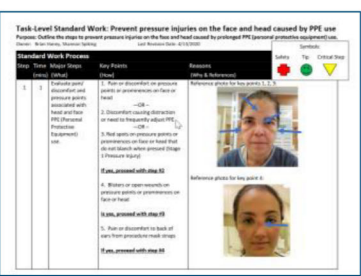
Clinical Examples:



Task Level Standard Work: Prevent pressure injuries on the face and head caused by PPE use

Essential Tasks:

1. Put on PPE in the correct order.
2. Do not touch your face or head while wearing PPE.
3. Do not touch your face or head while removing PPE.
4. Do not touch your face or head while adjusting PPE.
5. Do not touch your face or head while cleaning PPE.
6. Do not touch your face or head while disposing of PPE.



Task Level Standard Work: Prevent pressure injuries on the face and head caused by PPE use

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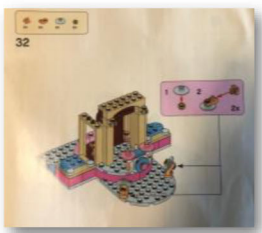
Children's Mercy Hospital (2020). PPE Pressure Injury Standard Work. Available at: <https://create.via.ohio.edu/ready/PPEPressureInjuryStandardWork.pdf>

WORK STANDARD


Task: Monitor and maintain the water level in the tank for the patient and family.

Document Owner: [Name]

Task Approved: [Date]



Non-clinical
➔
Everyday life!



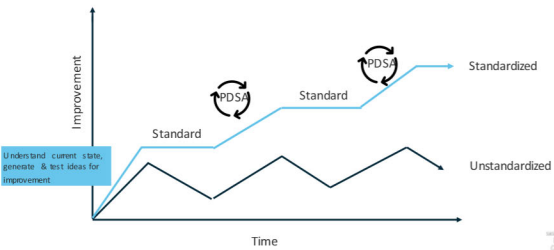
Standardized Work & Quality Improvement

"Without standards, there can be no improvement"

-Taiichi Ohno



Standardized Work & Continuous Improvement





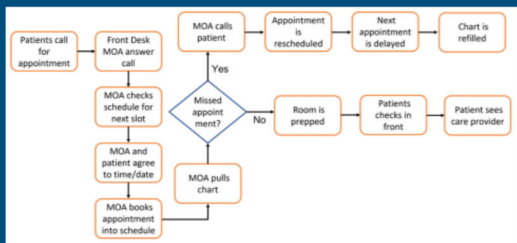
Creating & Implementing Standardized Work: TIPS



Deciding what the standard is:

1. Bring together those that do the work every day
2. Identify how things are done currently
 - Process Map





Process map from "When a patient calls for an appointment to "When patient sees care provider"

Deciding what the standard is

1. Bring together those that do the work every day
2. Identify how things are done currently
 - o Process Map
3. Identify areas for improvement & test ideas
4. End result? New way of doing things (standard)



Standardized work is done WITH the people doing the work, not TO people



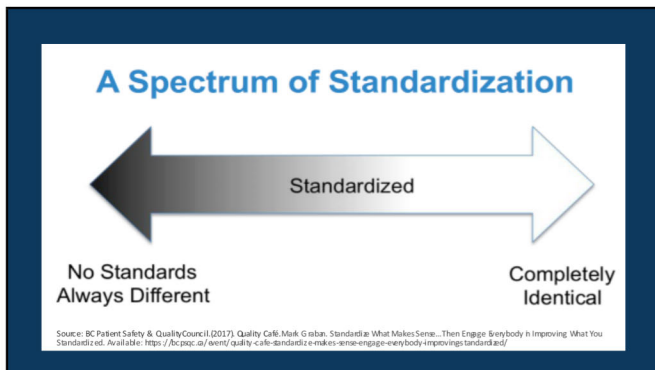


More standardized work
+
better





What needs standardizing and what doesn't?

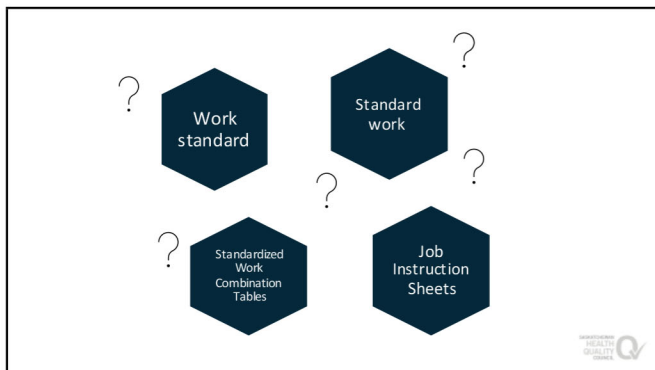


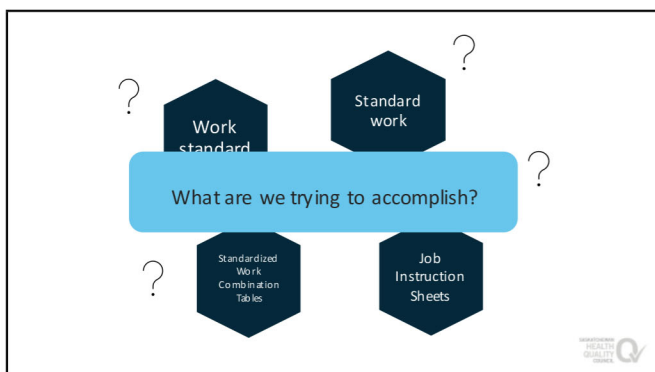
Key Questions

- What process to standardize?
 - Not all processes need to be standardized
- For what purpose?
 - Outcome, safety
- To what degree?
- With what flexibility?
- By whom?

Source: BC Patient Safety & Quality Council (2017). Quality Care Mark. Standardize What Makes Sense... Then Engage Everybody in Improving What You Standardize. Available: <https://bcpsc.ca/event/quality-care-standardize-makes-sense-engage-everybody-improving-what-you-standardize/>

What tool is the right tool?





Work Standard

Name of process: Setting up Community Collection ID Learning Standard/Reliability Networking Workshop
 WA State
 Date Reviewed: 2022-01-27
 Document Owner: Dan Bergman
 Department/Unit: Health Quality Trust
 Version: 1.0

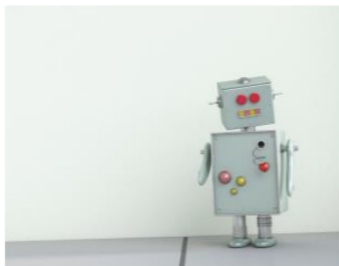
Work Standard Summary: A step-by-step guide to setting up a computer to install a Community ID Collection System on a PC. The work standard covers the end-to-end process from a hardware setup (the video) and review of the good work! The work standard (2022) is well thought out and easy to use.

Essential Tasks:

| | | | |
|--|--|--|---|
| 1. Verify that the computer meets the minimum requirements for the Community ID Collection System. | 2. Install the Community ID Collection System software on the computer. | 3. Verify that the software is installed correctly and that the user can log in. | 4. Change user name, right-click on the icon on the Desktop, make it the background file. Click on "Personalize", click on your name and click on "Change". |
| 5. Verify that the user can log in and that the software is working correctly. | 6. Verify that the user can log in and that the software is working correctly. | 7. Verify that the user can log in and that the software is working correctly. | 8. Verify that the user can log in and that the software is working correctly. |

The diagram includes several screenshots of the software interface, showing a login screen, a main dashboard, and a settings menu.

Standardized work is not meant to be restrictive



Documenting the standardized work is not the end goal.





So we standardized the work, now what?

Implementing & Sustaining Standardized Work

- Onboard, train and support staff on the new standard
 - Include the WHY
 - Communicate, communicate, communicate
- Keep it visual!
- Establish a process for regular review/updates
 - If not followed, ask "why"?
 - Make improvements when improvements need to be made



Standardized work should not be permanent



Standardizing Work...

Summary



Sources

- Graban, M. (2016). Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement (3rd ed). Taylor & Francis Group: Boca Raton, FL.
- Jackson, T. Editor (2012). Standard Work for Lean Healthcare. Taylor & Francis Group: Boca Raton, FL.
- Standardize What Makes Sense... Then Engage Everybody in Improving What You Standardized. Available at: <https://bcpsc.ca/wp-content/uploads/2016/07/Mark-Graban-Quality-Cafe-2017-v2.compressed.pdf>
- Where's the Standard Work Binder? Available at: <https://createvalue.org/blog/wheres-standard-work-binder/>
- Standardized Work for Kaizen: Define, Achieve, Maintain, Improve. Available at: <https://www.lean.org/the-lean-post/articles/standardized-work-for-kaizen-define-achieve-maintain-improve/>



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Become a QI Power Hour speaker!

 [Visit our website to learn more!](#)

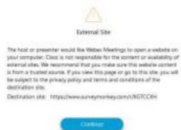


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Post webinar survey

In the spirit of quality improvement, we will be sending out a survey after the webinar.

You may see this message, but don't be alarmed, our survey is on a trusted site!



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Next up...

QI in PRACTICE: ENGAGING YOUTH THROUGH MENTORSHIP, PROGRAMMING, AND PARTNERSHIPS

With DANIELLE WILLIAMS, CONCERN FOR YOUTH

November 25, 2022

9:30 a.m. – 10:30 a.m.

To register [visit our events page](#)