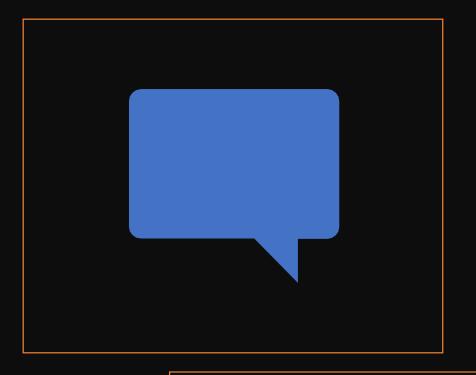
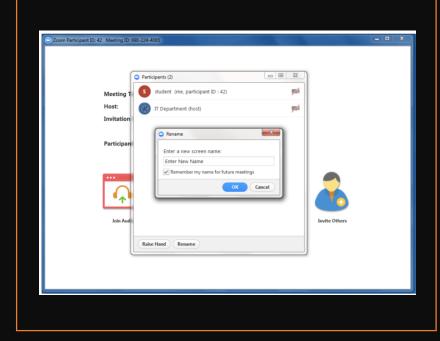
Welcome to the LARC Webinar

Please sign-in in the "Chat Box", include:

- Your Name
- Organization
- Site/s where you work or coach
- All names of persons at your site

Please rename yourself with your actual name or facility name





PAGER

Purpose:

- To show how QI can be utilized in our routine work lives
- To provide a guided approach to QI Initiative Aim #3 Viral Load Coverage

Agenda:

- Welcome / Introductions / PDSA / Poll (10 min) Dr. Barbara (Record Meeting)
- Special Guest How to Apply QI Tools to an Everyday Work "Opportunity" (10 minutes) Nicholas
- Baseline Data from the LARC PMT/MOH Leadership Clinics (10 min) Dr. Khabo / Japhet
- Baseline Data LAB (10 min) Liberty (BRIDH & NMRL) / Samuel (PSI LAB)
- Aim #3 Coverage: DEFINE/MEASURE/ANALYZE (45 min) Dr. Barbara
 - Problem Statements Zoom Rooms
 - Process Maps
 - Sept 2 Assignment VOC / Root Cause Analysis
- Q & A 5 min

Ground Rules:

• Begin & end on time, Respect for all persons & all thoughts, Encourage engagement & participation, Keep audio on mute unless speaking / Raise hand to share or put question in chat box

Expected Outcomes:

- To use QI tools to address everyday work "opportunities"
- Complete deliverables due Sept 2 VOC & Root Cause Analysis

Introductions

SOP: Introduce by Ordered List

Rationale: Provide a greater sense of community and engagement in the Webinar space

Steps:

- 1) Review Ordered List ahead of the Webinar
- Start Video at the beginning of the call, i.e. Remove the red line
- 3) When your team/organization is called:
 - a. Hit Unmute, i.e. Remove the red line
 - b. State the name of all participants at your location
 - If other participants or the coach is/are not physically at the same location, but associated with the called site, then also <u>Unmute and Introduce Yourself</u>
 - d. Mute again after the introduction



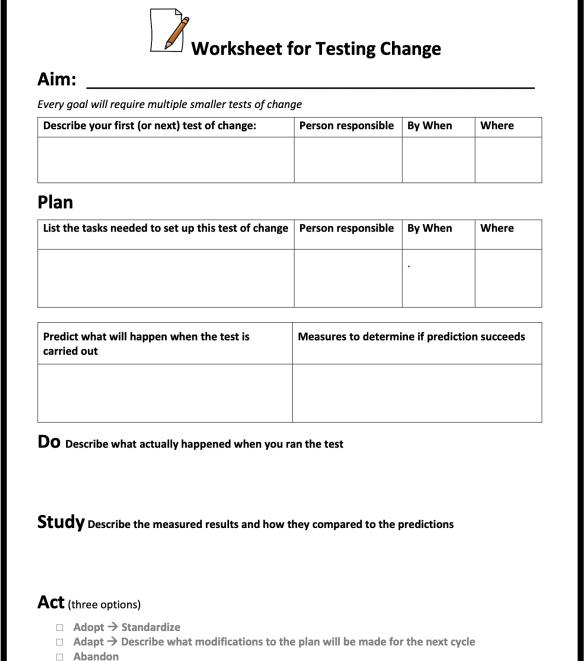
Introductions



Request: Include Introductions in the LARC Webinars

Why not make it a PDSA?

There's a tool for that!



Workbook, p. 12

Worksheet for Testing Change

Overarching Goal: Provide a greater sense of community and engagement in the Webinar space

Aim: Improve webinar site introductions from 27% to 80% by 5 August 2020.

Every goal will require multiple smaller tests of change

Describe your first (or next) test of change:	Person responsible	When to be done	Where to be done
SOP: Introduce by Ordered List	ME	By August 5	Virtual World

<u>Plan</u>

List the tasks needed to set up this test of change	Person responsible	When to be done	Where to be done	
Create SOP Create Ordered List of all Participants Notify participants Implement	ME ME Fortunate ME	7/31 7/31 8/3 8/5	Virtual	

Predict what will happen when the test is carried out	Measures to determine if prediction succeeds
Predict that 80% of teams/sites will be able to unmute and introduce themselves on August 5.	% of sites who introduce themselves = # sites who introduce / # of all sites on List X 100

Do Describe what actually happened when you ran the test

Study Describe the measured results and how they compared to the predictions

Study: 50% introduced vs 80% predicted

Act Describe what modifications to the plan will be made for the next cycle from what you learned

Act: ADAPT

<u>Plan</u>

List the tasks needed to set up this test of change	Person responsible	When to be done	Where to be done	
Create SOP Create Ordered List of all Participants Notify participants Implement	ME ME Fortunate ME	7/31 7/31 8/3 8/5	Virtual	

Predict what will happen when the test is carried out	Measures to determine if prediction succeeds
Predict that 80% of teams/sites will be able to unmute and introduce themselves on August 5.	% of sites who introduce themselves = # sites who introduce / # of all sites on List X 100
Predict that > 75% of participants will either be satisfied or very satisfied with the change in introductions.	Customer Satisfaction Zoom Poll satisfaction rating

Do Describe what actually happened when you ran the test

Study Describe the measured results and how they compared to the predictions

Worksheet for Testing Change

<u>Act</u>

Describe what modifications to the plan will be made for the next cycle from what you learned

Worksheet for Testing Change

Overarching Goal: Provide a greater sense of community and engagement in the Webinar space

Aim: Improve webinar site introductions from 50% to 80% by 26 August 2020.

Every goal will require multiple smaller tests of change

Describe your first (or next) test of change:	Person responsible	25	Where to be done
SOP: Introduce by Ordered List using Reminder (PDSA 1B)	ME	By August 26	Virtual World

Plan

List the tasks needed to set up this test of change	Person responsible		Where to be done
Notify participants 2 days prior to Webinar Re-implement	Fortunate ME	8/24 8/26	Virtual

Predict what will happen when the test is carried out

Predict that 80% of teams/sites will be able to unmute and introduce themselves on August 26.

Predict that > 85% of participants will either be satisfied or very satisfied with the change in introductions.

Measures to determine if prediction succeeds

% of sites who introduce themselves = # sites who introduce / # of all sites on List X 100

Customer Satisfaction Zoom Poll satisfaction rating introductions.

Do

Describe what actually happened when you ran the test

<u>Study</u>

Describe the measured results and how they compared to the predictions



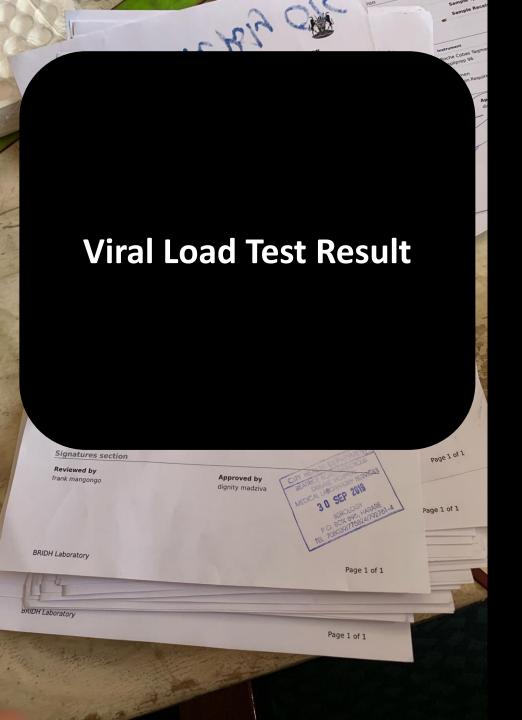




Using QI in your Routine Work Life

Romana Rugare Katekwe | Quality Improvement Officer ZIMTTECH

Q & A for Nicolas



Aim #3: Improve Viral Load Coverage

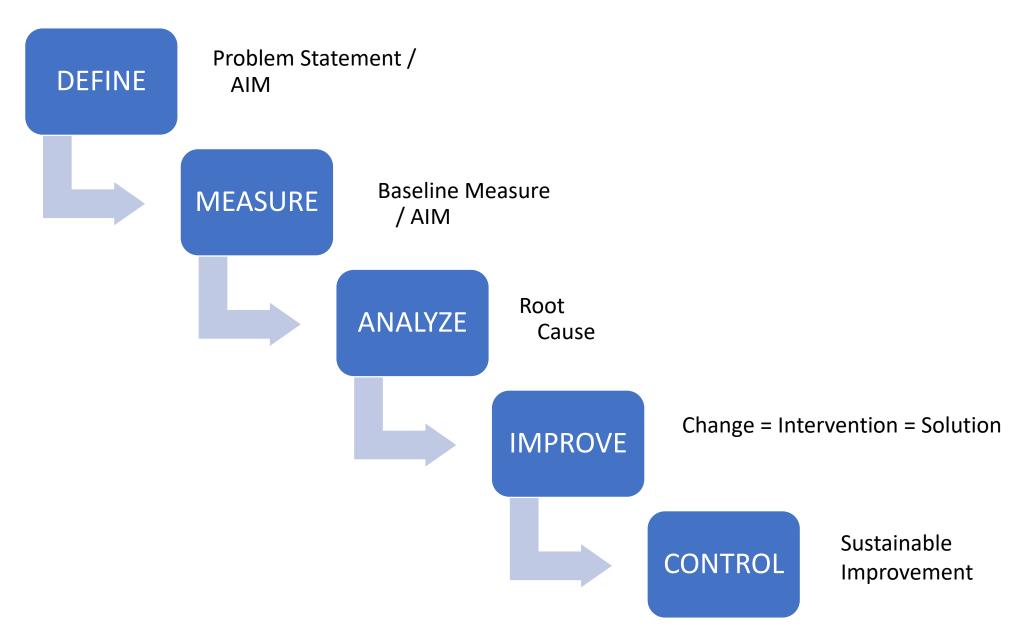
Project Summary

What are we trying to accomplish?	How will we know if a change is an improvement?	What change will we make that will result in an improvement?
Overarching Goal	AIM Statement	Intervention
Improve Viral Load Coverage	Increase proportion of Eligible Patients with a Viral Load Test completed* from to by 15 November 2020. * - Results Recorded # of Viral Load Results recorded in Patient Record # of Patients Eligible for a Viral Load Test	

The Outcome: A Completed QI Project AND Better VL Coverage for our **Patients**

Remember: DMAIC

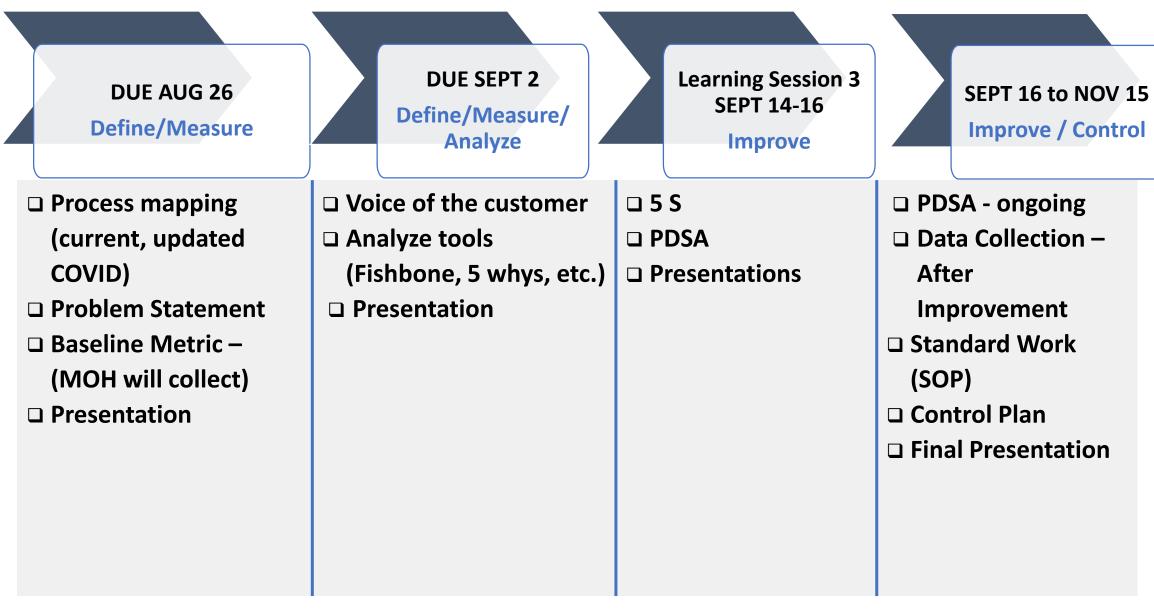




LARC Schedule... Aim #3

Session #	Date	Topics to cover	Deliverables
DEFINE / MEASURE	Aug 19	Problem Statement Process Map – Updated COVID Baseline Data Collection Data Collection – After Improvement	
DEFINE / MEASURE / ANALYZE	AUG 26	VOC Root Cause Analysis	Problem Statement Updated Process Map Baseline Data
IMPROVE	SEPT 2	Data Collection – After Improvement Linking Root Cause Analysis & VOC to PDSA	VOC Root Cause Analysis
LS #3 IMPROVE / CONTROL	SEPT 14-16	Case Presentations How to Improve a Process PDSA – Changes provided for teams to test Standard Work / Change Packages	Data Collection Log PDSA PDSA Refined
IMPROVE	SEPT 30	PDSA Future State Process Map	PDSA Refined / Develop Standard Work
IMPROVE / CONTROL	OCT 7 & 21	PDSA → Standard Work DMAIC CONTROL Phase— Tools / Activities	Future State Process Map Standard Work / Change Package Control Plan

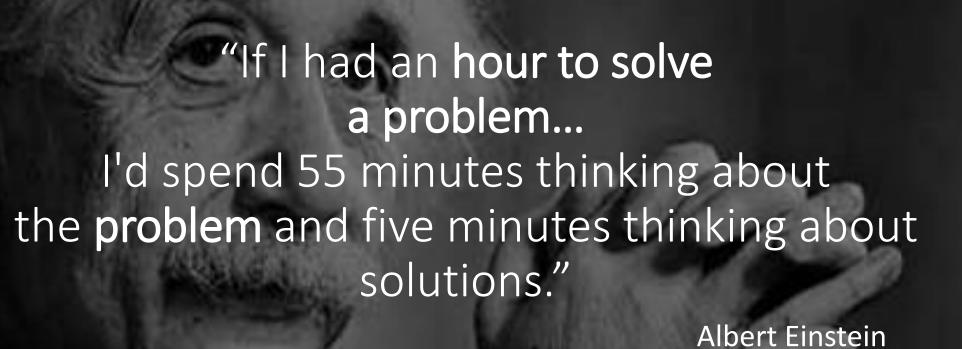
Project Deliverables



DEFINE

MEASURE

ANALYZE



Deliverable: Baseline Data

Deliverables: Problem Statement & Process Mapping



Quality Improvement Project Outline

DMAIC				
PHASE	PHASE KEY COMPONENTS PROJECT DETAILS			
	Gap (Problem Statement)	(15 words or less)		
Define	Aim	Increase/Decrease (metric) from (baseline) to (target) by (date)		

Problem Statement: 15 Words

Problem Statements

Due to COVID-19 pandemic risk reduction measures i.e. lockdown and restricted travel, there are fewer patients attending clinic for viral load sample collection having a negative impact on HIV patient management and Viral Load coverage.

LOW VIRAL LOAD SAMPLE COLLECTION OF CLIENTS DUE FOR VIRAL LOAD DUE TO MISSED APPOINTMENTS.

Only 53% of the 12594 clients on ART have valid VL monitoring indicating inadequate ART monitoring.

No VL Sample collection, No VL result which leads to poor patient management

Less flow of clients due to the current lockdown.

Viral load coverage remains low, yet it is a measure to assess if ARVs are working.

Poor management of clients due to a high number of unknown or invalid VL results.

Viral load coverage for eligible patients on ART is 80%. This results in delayed appropriate management for unmonitored failing patients.

A problem statement...



- addresses "something that is going wrong" (Ellis & Levy, 2008, p. 28)
- an undesirable gap... between the current-state level of performance and the desired future-state level of performance. (isixsigma.com)
- a statement about an area of concern, a condition to be improved upon, a difficulty to be eliminated, or a troubling question that exists in theory or in practice (isixsigma.com)



Key Elements of a Problem Statement

Simple statement of what needs fixing

No possible causes or solutions

Short – 15 words or less

May include metrics

Zoom Room Group Work: *What to do...*



- Think about the nature of the actual problem
- Identify key words that must be included
- Identify or clarify any unclear words
- Remove any unneeded language
- Work together to create 1 statement ->
- Type Group # & PS in Chat Box

Problem Statement



Process Mapping

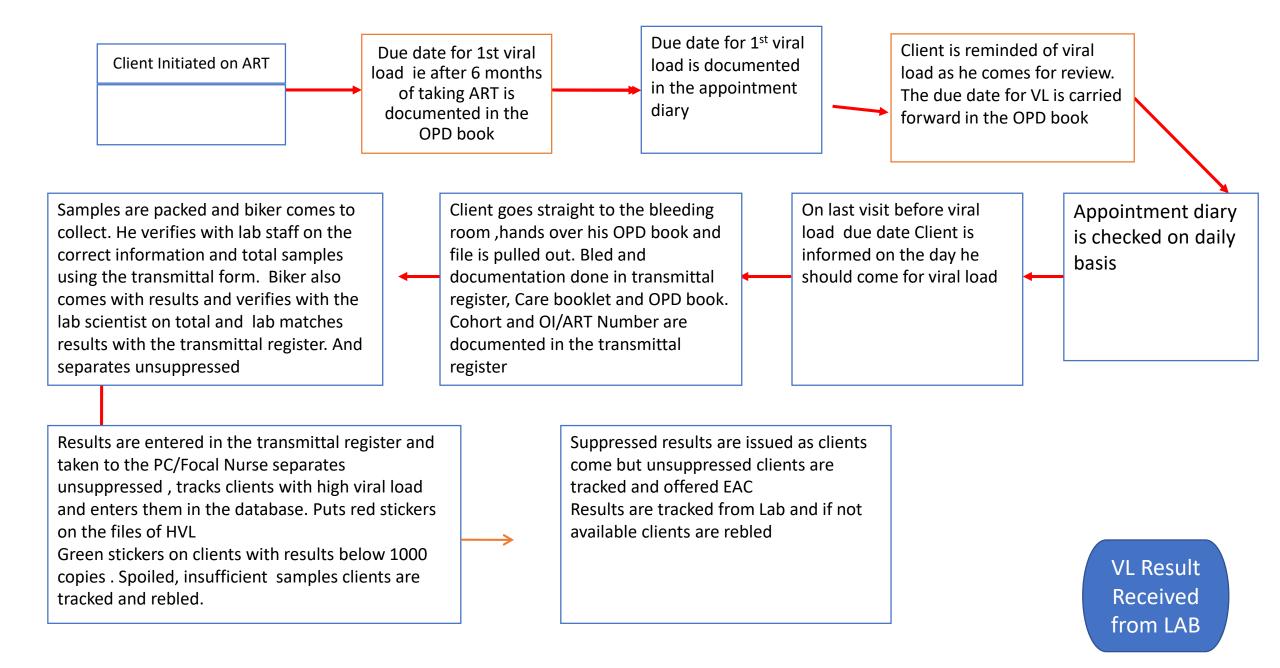
Process Table - Post COVID

PROCESS STEP	WHAT HAPPENS?	WHO IS RESPONSIBLE?
Client initiated on ART		
Follow-up appointments made		
Appointment Due - Clinic Actions (i.e., pull green book, line list, electronic record, etc.)		
Client returns to clinic for VL sample drawn		

Process Table: Current Process (Post COVID – 19)



PROCESS STEP	WHAT HAPPENS	WHO'S RESPONSIBLE
Client Initiated on ART	Due date for viral load after six months is documented in the Green book and out patient booklet. The client is reminded about viral load on every visit	Nurse initiator
Clients who come for resupply	Last viral load result is checked and if client is due he is asked to go into the phlebotomy roop for sample collection. If results are not available and client was bled within the last 4 months the client is rebled. Feedback from the lab for clients with spoilt, invalid and insufficient results are tracked and asked to come for rebleeding	Ol'ART nurse Viral load focal person
Bleeding	Clients have designated room for VL sample collection.	VL Focal Person/ Lab Staff
Documentation	OPD, Green book and Transmittal register are documented. OI/ART#, Cohort and contact number are documented in the transmittal register for easy tracking Samples are packed and send to laboratory	Focal person and lab staff
Transporting samples	Biker comes to collect samples, he checks on packaging total and mathing with transmittal form. Signs the transmittal and collects the samples and the form	
Receipt of results.	Biker comes with the results as he comes to collect samples and verifies total with the lab staff. Lab staff checks received results with the transmittal form and verifies. Suppressed and unsuppressed are separated. Results are documented in the transmittal register Unsuppressed results are issued to the Primary counsellor for tracking and offer EAC, Red stickers are put on the client files.	
Issuing of results	Clients with unsuppressed results are tracked and issued the results as they come for EAC while those with suppressed viral load are issued results as they came for review.	



Deliverables: VOC & RCA

Voice of the Customer

				(6)					
PROTEA HOTEL ENTEBBE									
A		E W						?	
нот		OULD O YOU						JES?	
ost Defini	tely						D	efinite	ly No
10 9	8	7	6	5	4	3	2	1	0
YOU'RE HOT		MEDIUM				co	LD		
This is why i	think	your re	staurar	nt is HO	T / NO	r:			
This is why!	think	your re	staurar	nt is HO	T / NOT	r:			
This is why?	think	your re	staurar	nt is HO	T / NOT	r:			
PLEASE NOTE: I	f you wi	ould pref	er to add	dress voi	II CODWIN	ments to a	ur hoad	office, vis	iit the
PLEASE NOTE: I	f you wi	ould pref	er to add	dress voi	II CODWIN	ments to a	ur hoad	office, vis	iit the
PLEASE NOTE: I	f you we	ould pref teahotels.	er to add	dress you	ir commi	ments to a	ur hoad	office, vis	iit the
PLEASE NOTE: I CONTACT US pag Name:	if you we	ould pref teahotels.	ier to add	dress you	ir comme	ments to a	ur hoad	office, vis	the .
PLEASE NOTE: I CONTACT US pag Name:	if you wi	ould pref teahotels.	er to add	dress you ere you wi	IF COMMO	ments to a	ur hoad	office, vis	tit the





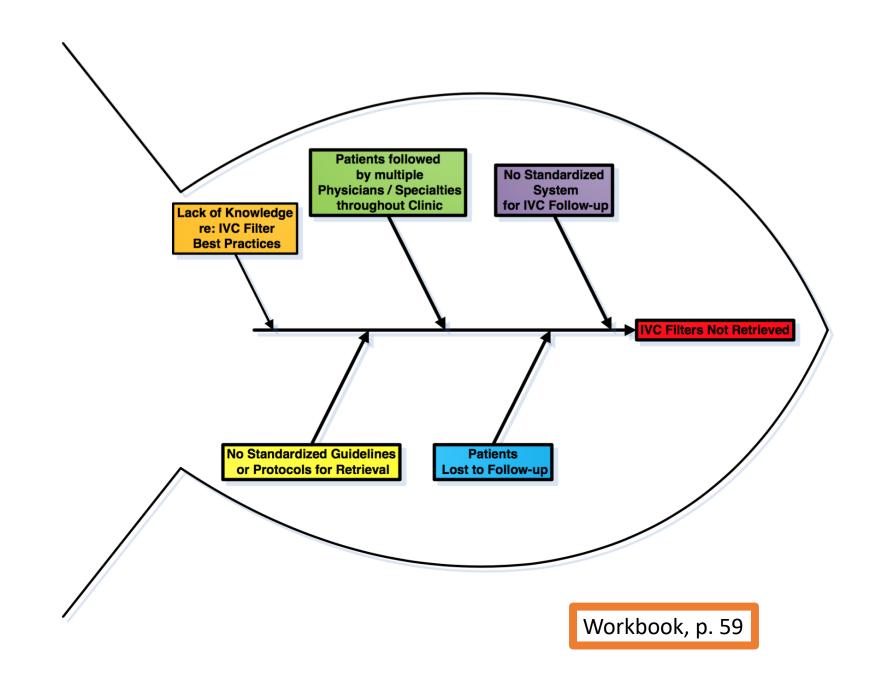
ASPECTS	1	2	3	4	5
Aspect 1		_		•	
Aspect 2					
Aspect 2 Aspect 3					
Aspect 4					
Aspect 5					
Aspect 6					
Aspect 7					
hat is working	; well:				
Vhat needs Imp	proving:				

Workbook, p. 43-45

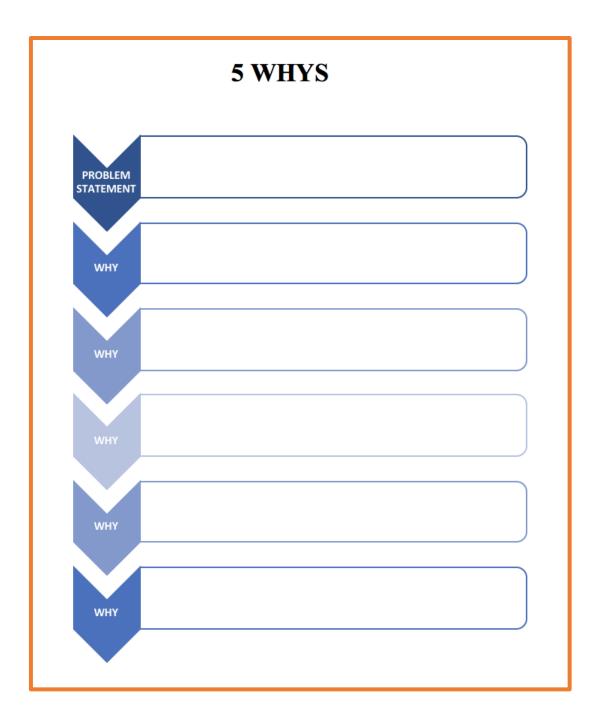
DEFINE MEASURE ANALYZE

DEFINE MEASURE ANALYZE

Fishbone Diagram



5 Whys



Workbook, p. 57

Thank You

Please take the poll!

