

# LARC Project Gaps

As Identified through Review of the January 2020 Learning  
Session #2 Site Presentations

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# Project Gaps (1)

## Project Summary

- Intervention & Aim not aligned
- Baseline Data/metric numbers are inconsistent throughout the presentation
- Elevator speech not aligned with aim

## Process Mapping

- Insufficient detail, especially around areas of the process that the project is addressing
- Lack of identification of “problem areas” of the process, i.e., missed whole point of doing the process map
- Failure to “Go & See” to fully understand gaps in the process



# Project Gaps (2)

## Problem Statement

- Not addressing the problem on which the team is working

## VOC Survey

- Not directed specifically at ascertaining why patients are not returning for appointments
- Conclusions not supported by data

## Root Cause Analysis

- Insufficient identification or analysis of potential causes



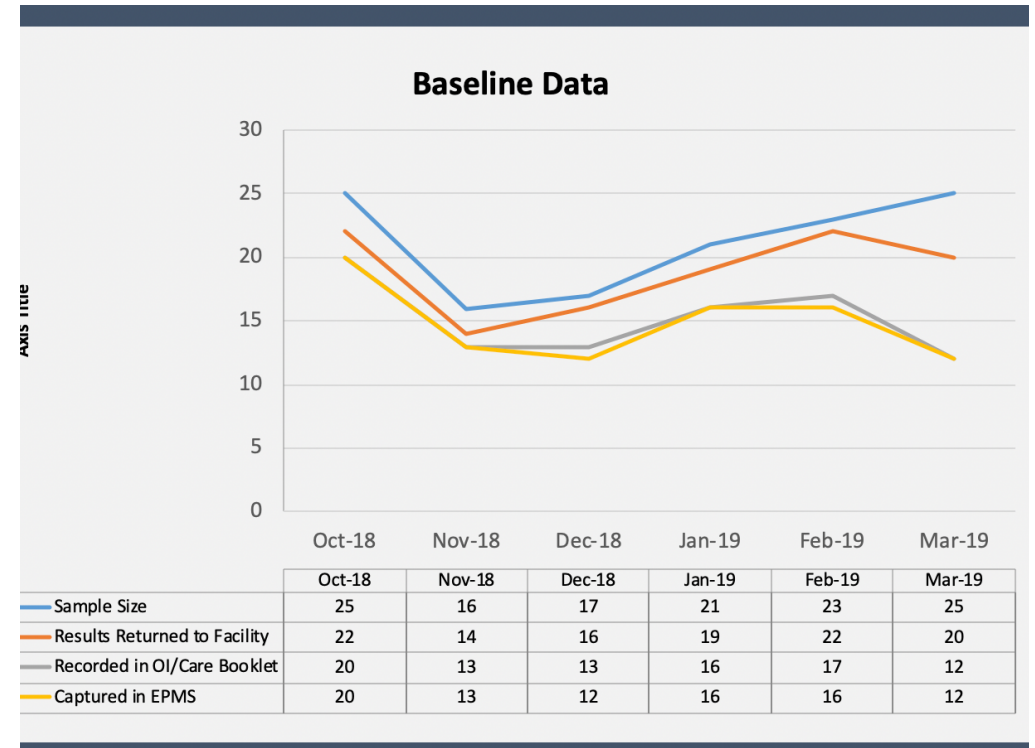
# Project Gaps (3) Data Collection & Display

## Poor data quality

- Baseline Data not collected according to instructions
- Confusion around Data Collection Plan
- Inconsistent tracking of numbers throughout the presentation
- Raw data not supportive of calculated metrics
- Data collected not consistent with the Aim Statement

Lack of knowledge of how to calculate a percentage using the numerator and denominator

Run charts had numerator and denominator tracked separately, i.e. separate lines for each



# Project Gaps (4)

## Impact Effort Grid

- Did not capture all the opportunities identified at Smart Start

## Just Do Its (JDIs)

- Misclassified complex problems requiring a project as JDIs

## PDSAs

- Tests of Change not aligned with aim on which the team is working
- More than 1 test of change per PDSA
- The data that would indicate success was not laid out in the “Plan Phase”
- Not using data during the “Study Phase” to determine if the test of change worked

# Project Gaps (5) - Interventions

The interventions were:

- Not patient centered – created more work / more steps for patients
- Not more efficient, i.e., did not improve the process by decreasing the number of steps, or decreasing the time, or addressing the VOC
- Not designed for sustainability for the future

Most Importantly: **No Results Met Aim**

