Michelle Stoney: Gitxsan Artist

We are Recording!

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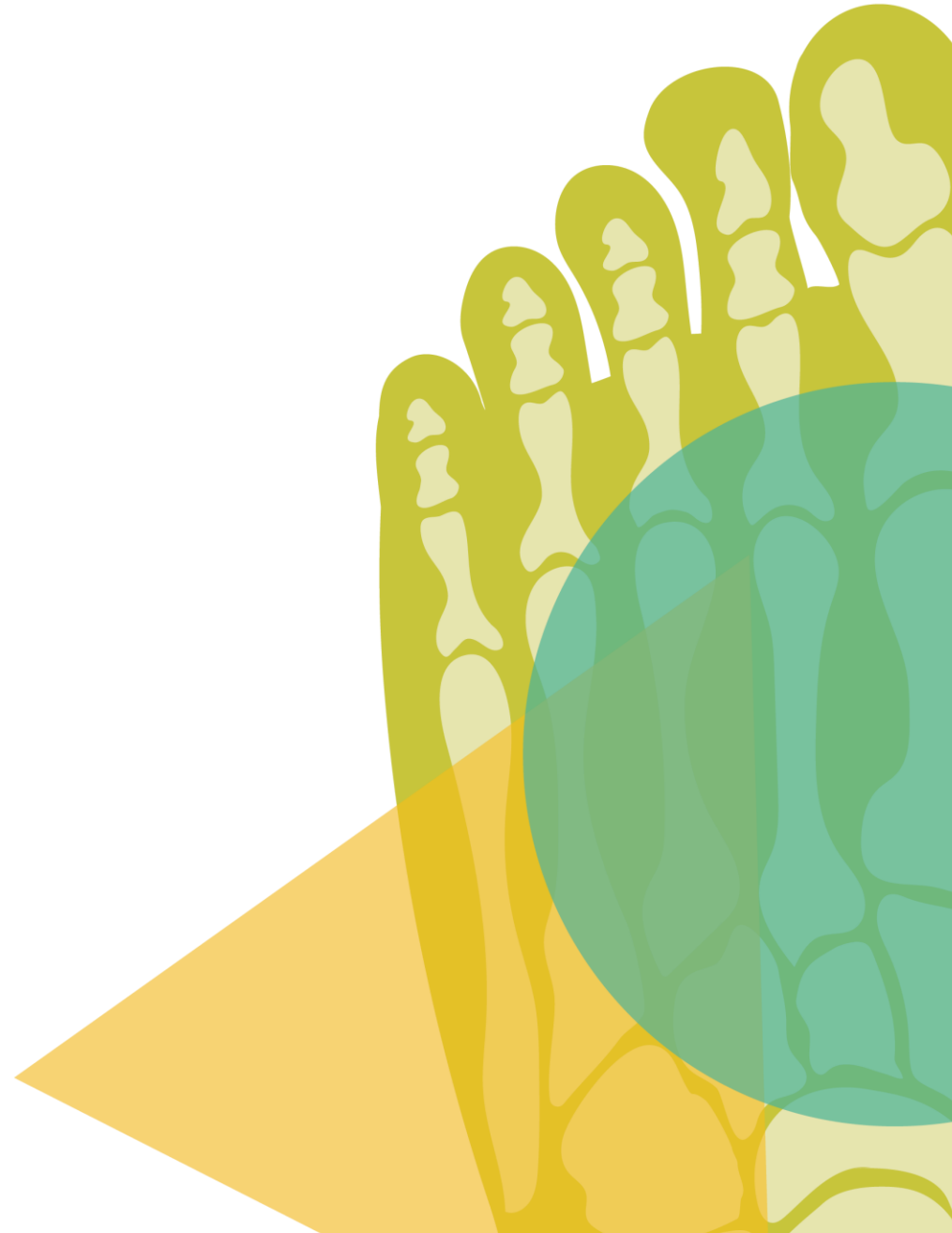
Essential Imaging Learning Session 2
Meet Your Crew

Learning Outcomes

1. **Identify** patient and care provider factors that influence inappropriate imaging.

2. **Identify** ideas and evidence-based strategies to test.

3. **Develop** a plan to test – what to learn about the idea, how it can be learned and a prediction of what may happen.

Being Together in a Good Way

- Arrive in a good way – rested and with a grounding object.

- Practice upholding one another and supporting one another.

- Be aware of our behaviors that look like helping but are harming

- Invite deep listening and W.A.I.T (Why Am I Talking) to share airtime.

- Assume best intent.

- Be together in the unknown, welcoming discomfort and interruptions.

- Take responsibility for your own learning.

Taught with appreciation and approval from Maggie Anderson, Grace Club and Decolonize First workshop (2020).

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Stages of Improvement

1

Developing a Change

To improve a problem

2

Testing a Change

On a temporary basis

3

Implementing a Change

Making it permanent

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The PDSA Cycle

- Adopt, adopt, or abandon?
- Build knowledge sequentially

- State objectives
- Make predications
- Make conditions explicit
- Develop Plan

Act | Plan
Study | Do

- Complete analysis
- Compare data to predication
- What did you learn?

- Carry out the test
- Document problems, observations,
- Begin analysis

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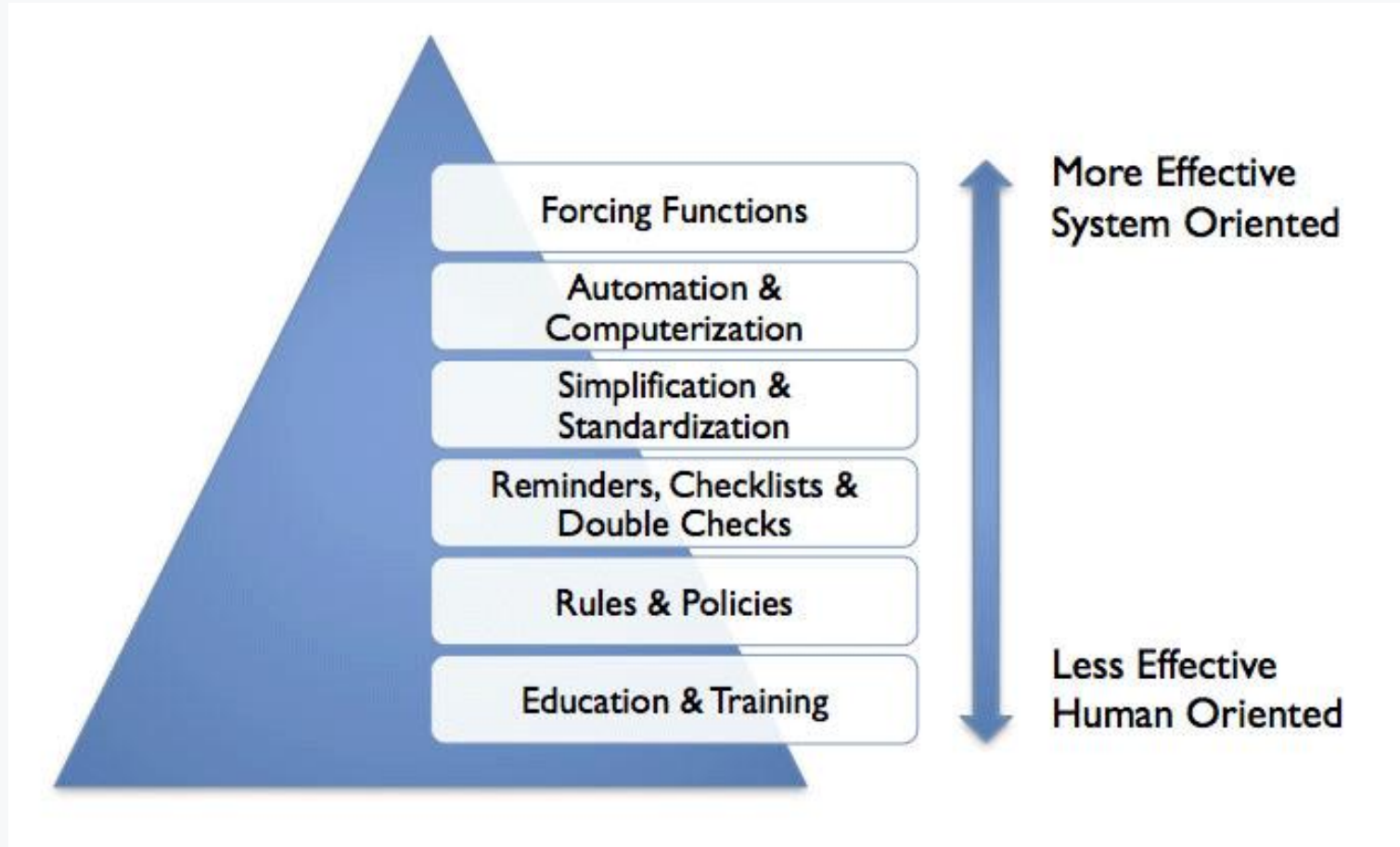BC PATIENT SAFETY & QUALITY COUNCIL
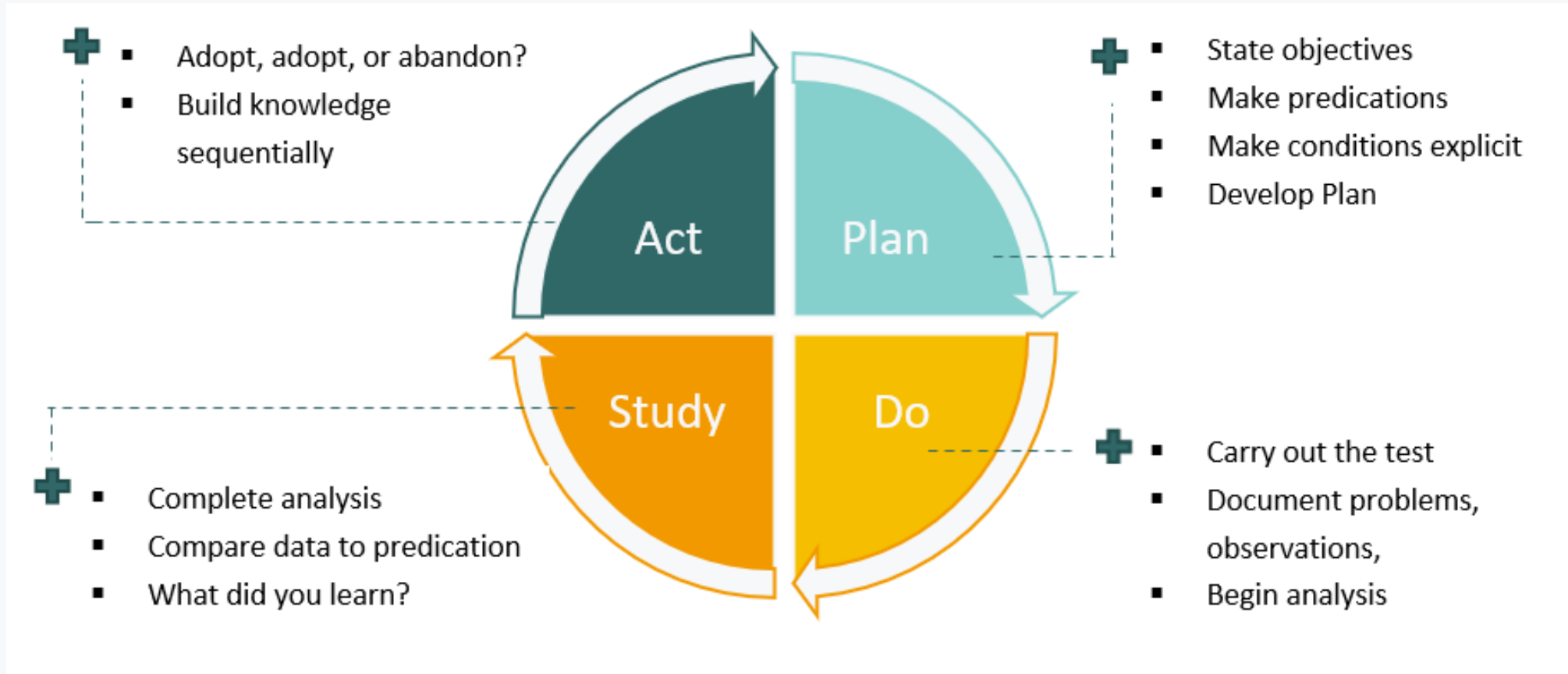
1. Developing a Change

1

Developing a Change

To improve a problem

- Adapting best practices
- In-depth understanding of current system
- Creativity of the team

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Effectiveness of Changes

Creativity of the Team

Novel ways of thinking to generate change ideas:

- Liberating Structures
- ATTIC
- Remove current approach as an option
- Rearrange the order of steps
- Ask why you are doing something
- Challenge the boundaries

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2. Testing a Change

2

Testing a Change

On a temporary basis

- It is not permanent
- Opportunities for learning are significant
- Number of people affected is small

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3. Implementing a Change

3

Implementing a Change

Making it permanent

- Testing is about learning if the change will result in improvement

- Implementation is about how to make the change an integral part of the system

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So... Why Do PDSAs Go Wrong?

PLAN

DO

STUDY

ACT

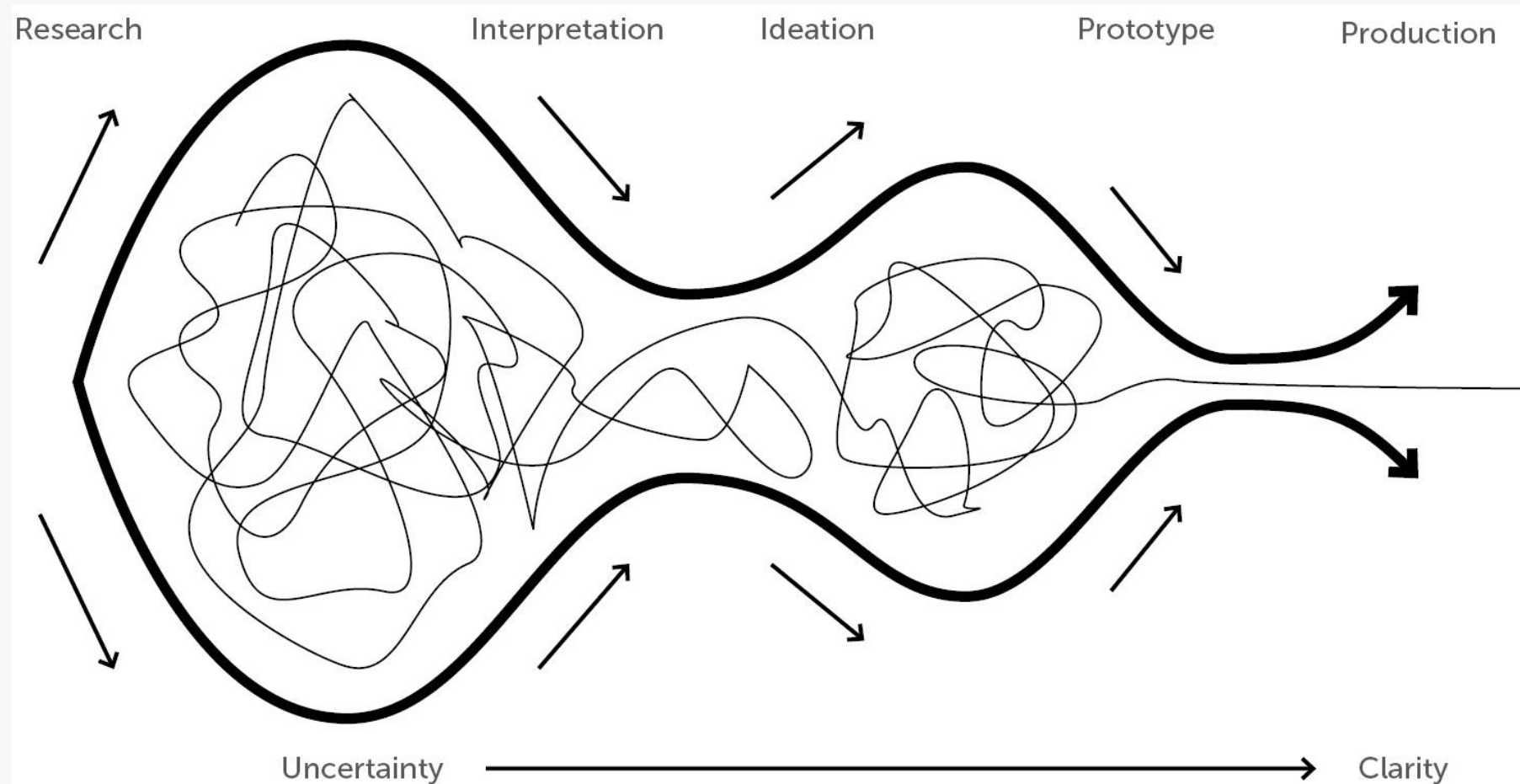**Essential Imaging**
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Key Points to Implementing Complex Changes

- Manage implementation as a series of cycles

- Provide support during and after implementation

- Recognize and address social aspects of implementing a change

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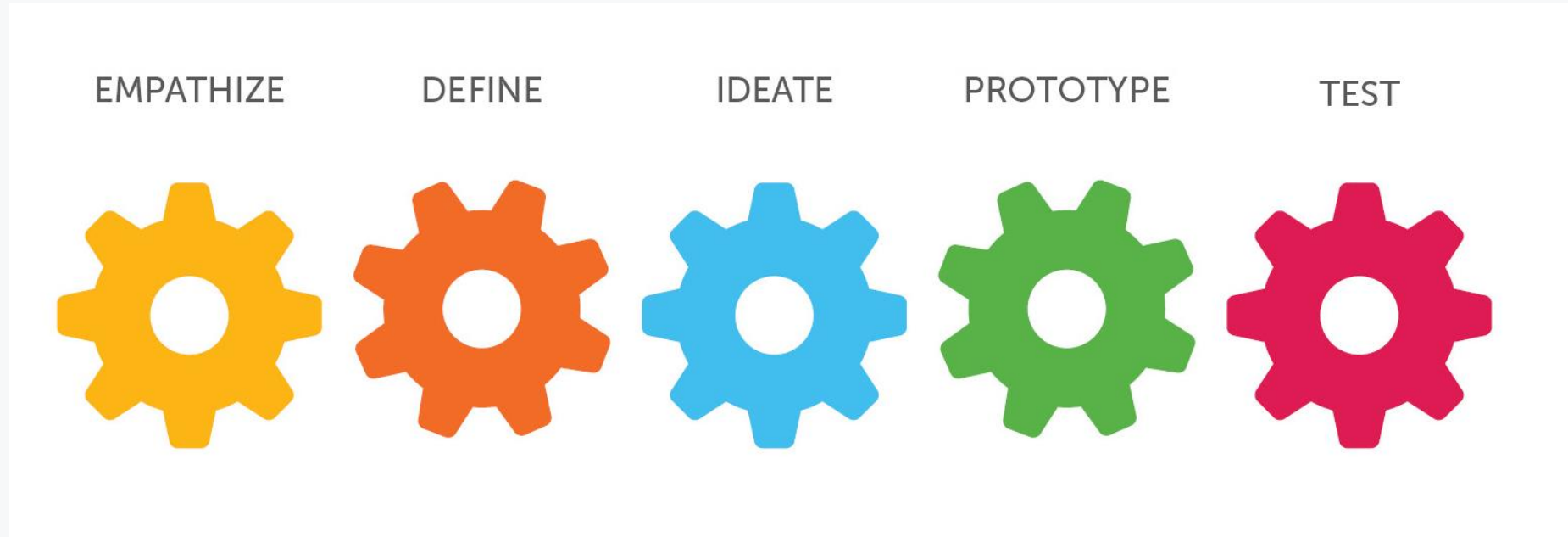BC PATIENT SAFETY & QUALITY COUNCIL

Patient Engagement and Design Thinking

- Use patient engagement in Plan-Do-Study-Act cycles
- Design Thinking is an approach to innovation that matches human needs with available resources by leveraging empathy
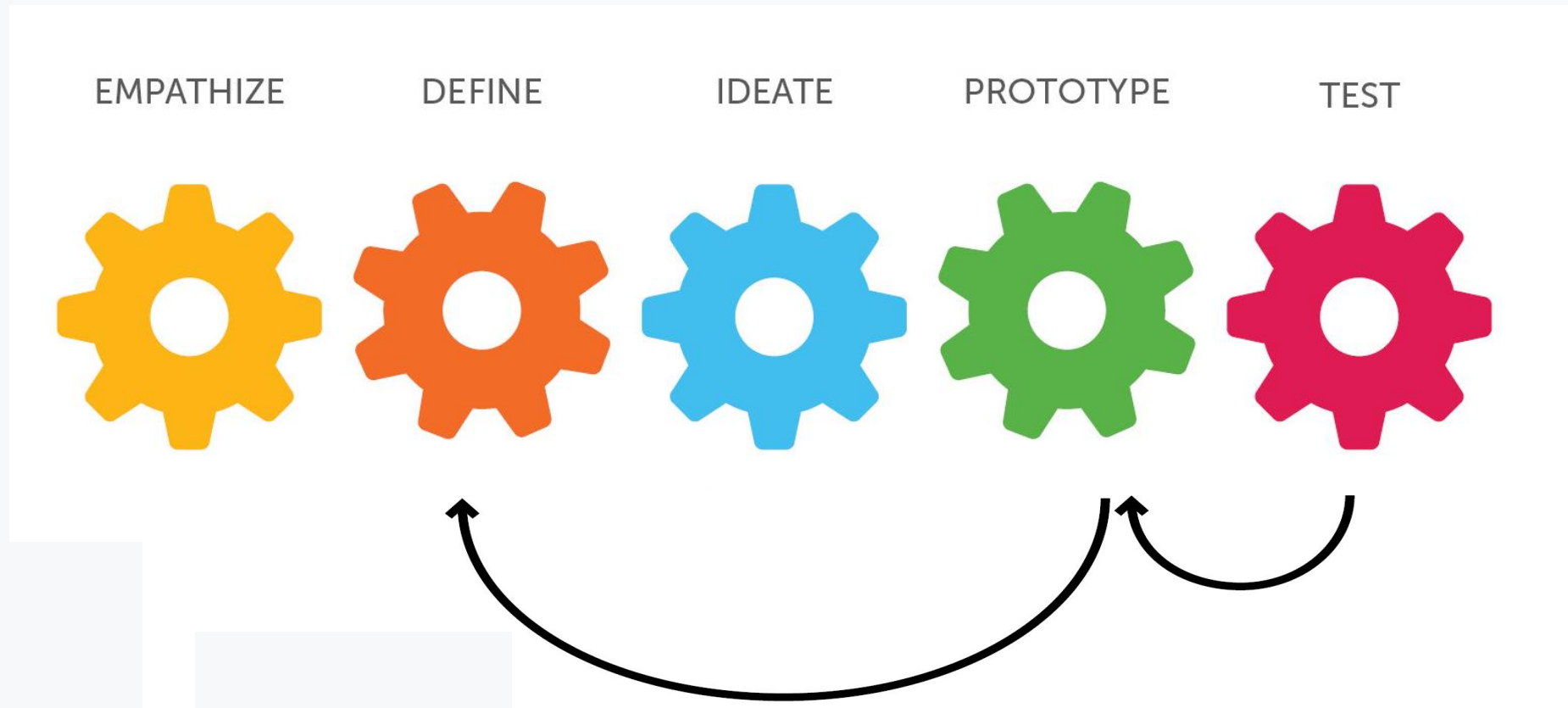
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Patient Engagement and Design Thinking

Research · Interpretation · Ideation · Prototype · Production

Uncertainty → Clarity

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Patient Engagement and Design Thinking

EMPATHIZE   DEFINE   IDEATE   PROTOTYPE   TEST

Patient Engagement and Design Thinking

EMPATHIZE   DEFINE   IDEATE   PROTOTYPE   TEST

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EMPATHIZE

"The ability to be aware of, understanding of, and sensitive to another person's feelings and thoughts without having had the same experience"

DEFINE

Develop a deep understanding of your users. Making sense out of what we see and hear to uncover opportunities for design.

IDEATE

Idea is the part of the design process in which you aim to generate radical design alternatives.

Our Patient Partners Today

- Empathizing the problem of medical imaging appropriateness

- Human factors influencing and contributing to the problem

- Barriers to improvement

Everyday Improvement Work
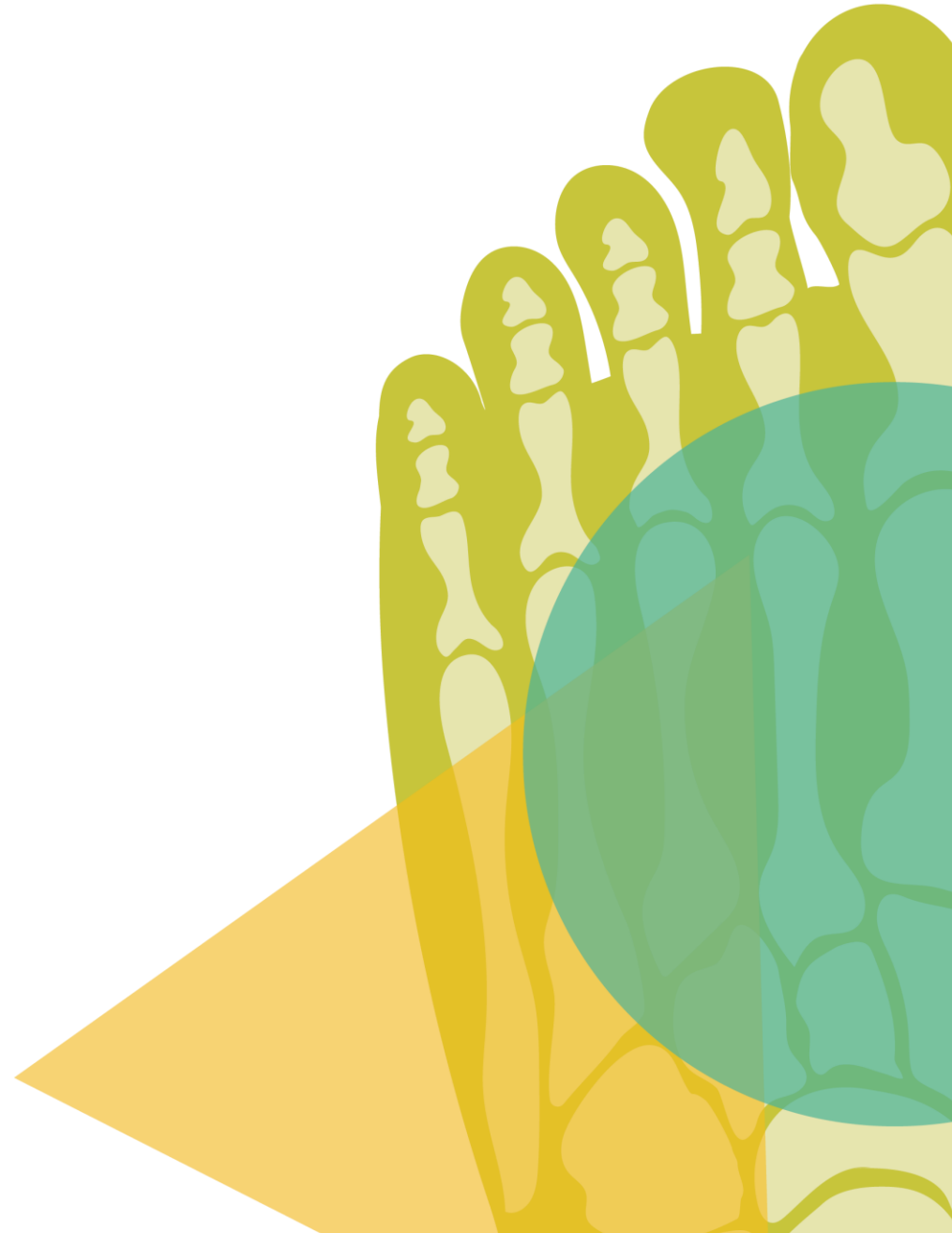

Dr. Bruce Forster

Dr. David Agulnik

Heather Hair

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Brainstorm Change Ideas

- Ideate! Brainstorm ideas to improve the patient and provider experience, to facilitate medical imaging appropriateness.

- Go wide, flare over focus! List as many ideas as you can in the SharePoint Document.

Group Share

What did you hear?