




TEACHING IMPROVEMENT  
SCIENCE (TIS):  
WEEK 8




## Today's Agenda

- **Recap Week 7**
- Teamwork Simulations
- Health System Projects

Week	1	2	3	4	5
Dates	8/10- 8/31	9/7- 9/28	10/5- 10/26	11/2-11/23	11/30-12/21
Topic	Systems 1: Intro & Clinical Efficiency	Systems 2: Microsystems & Tools for Improvement	Systems 3: Macrosystems & SDoH	Value-Based Care (+30 min)	Data Science (+30 min)



Week	6	7	8	9	10	11
Dates	1/11-2/1	2/8-3/1	3/8-3/29	4/5-4/26	5/3-5/24	5/31-6/21
Topic	Diagnostic Errors (+60 min)	Systems Errors (RCA) (+60 min)	Teamwork Simulation (+60 min)	Error Disclosure & Second Victim (+60 min)	Narrative Medicine (+60 min)	Present HSPs!



**Health System Projects Will Be Completed Across Weeks 4-11**

# Week 7 Recap



### Medical Event Reporting

Event Date	Patient Name	SSN (Last Four Only)
1/18/2018	Ramirez-Gonzalez, Veronica	<input type="text"/>

Location  
9D

If the correct location is not in this list, please let us know in the Description of the Event and we will add it.

Patient Age	Patient Sex
20	Female

Description of the Event

**Critical value of new anemia was not communicated to patient or outpatient provider, and was not available for review by ED or GYN consultation due to faulty registration in ED. Patient required transfusion, treatment for infection, and fallopian tube removal after missed ectopic pregnancy.**



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# Teamwork and Communication

Leadership

Communication

Situation Monitoring

Mutual Support

# A reminder...

- To better approximate life (which is unpredictable) you will not have time to pre-assign roles in some of these scenarios. The purpose of today is to practice teamwork and effective communication, which includes defining roles.



Scenario 1: In-flight Emergency



Scenario 2: Outpatient Infusion Center

Scenario 3: Primary Care Clinic



# Important info:

- Please sign in.
- Please do not use the "command center" to get to the simulation rooms.
- The hallway is a quiet space. Only discuss cases in the conference room or the simulation rooms.
- Bathroom is at the end of the hall through the "STAFF ONLY" door.
- HAVE FUN!



LET'S LEARN A  
LITTLE ABOUT THE  
SIM ROOMS...

Leadership

Brief  
Huddle  
Debrief

Communication

SBAR  
Call-Out  
Check-Back  
Handoff

Situation Monitoring

Status of the:  
Patient  
Team members  
Environment  
Progress toward  
goal

Mutual Support

Task Assistance  
Feedback  
Advocacy and  
assertion  
CUS



## Today's Agenda

- Recap Week 7
- Teamwork Simulations
- **Health System Projects**

But first... we  
want your  
feedback!


# FEEDBACK



[bit.ly/WISCwk9FB](https://bit.ly/WISCwk9FB)  
(case sensitive)



# Health System Project (HSP) Timeline:

11/2-11/23	11/30-12/21	1/11-2/1	2/8-3/1	3/8-3/29	4/5-4/26	5/3-5/24	5/31-6/21
Introduction to HSPs	Team & project selection, planning	Background & current state	Targets & metrics	Fishbone & root cause statements	Develop counter-measures	Finalizing PPT	Presentations! 

# LAST MONTH

## Targets and Metrics

1. *AIM statement your project. It should be SMART:*
  - *Specific*
  - *Measurable*
  - *Attainable*
  - *Relevant*
  - *Timebound*
  
2. *Metrics: These will be the process, outcome, balancing measures that you will track for your project*



MODIFIED A3

Background:

Root Causes:

Develop Countermeasures:

Implement Countermeasures (PDSA):

Current State:

Targets & Metrics:

Follow Up Plan:

# THIS MONTH

## Fishbone Diagram & Root Cause Statement

### 1. Fishbone Diagram:

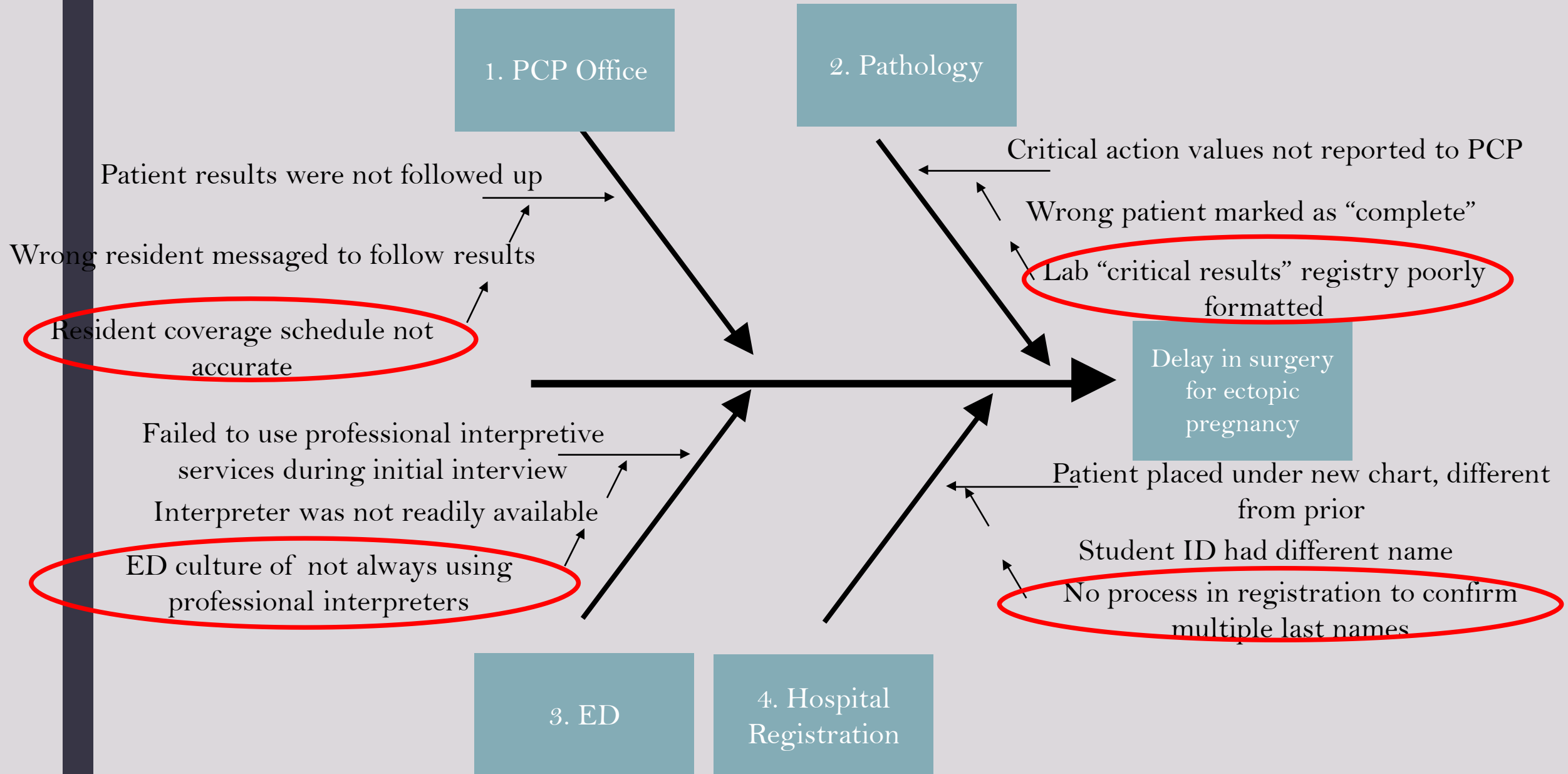
- *Identifies possible root causes for a problem*
- *Allows organized, concise graphical display of the many contributing/causal factors*
- *The ideas here will go on to inform our suggested corrective actions at the end*

Much of the input for possible root causes should come from individuals you interviewing or literature you reviewed during your background and current state research!

### 2. Root Cause Statement:

- *Format: “Because x, y (error) occurs”*
  - *X = root cause (often identified from diagram)*
  - *Y = error/harm/problem*

# *Fishbone Diagram:* Identifying Root Causes

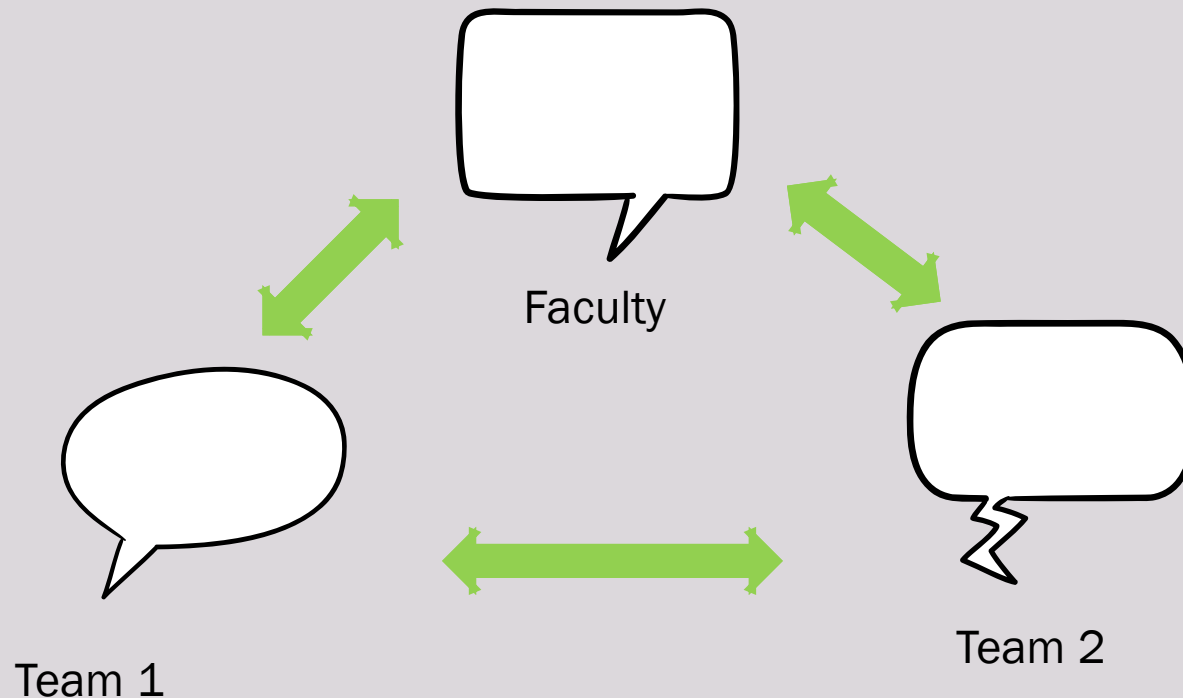


# *Root Cause Statements*

Fishbone Category	Root Cause Statement	Identified Root Cause
<b>PCP Office</b>	Because the primary care resident coverage schedule was not accurate, the patient was not followed for results and symptom management.	Resident coverage schedule not accurate
<b>Pathology</b>	Because the registry is poorly formatted, the patient's critical lab results were not communicated to the PCP's office.	Lab registry poorly formatted
<b>ED</b>	Because the patient had limited English proficiency and the resident did not use an interpreter, critical information about recent labs and US was missed.	ED culture of not always using professional interpreters
<b>Hospital Registration</b>	Because there is no standard process to confirm multiple last names during registration, the patient had a duplicate chart created.	No process to confirm multiple last names

# Peer Learning:

- Same group as last month
- Update: 3-5 minutes per team to describe the state of your project
- Next Steps: 5-7 minutes for group brainstorming of next steps



# Peer Learning:

- **Update: Describe progress with AIM statement and measures**
  - Did you refine your AIM statement since last session?
  - How will you collect data on outcome, process and balancing measures?
    - Is the data easily accessible?
- **Next Steps: Root Cause Statements and Fishbone Diagrams**
  - Develop a root cause statement.
  - Develop a Fishbone diagram.
    - What categories would be most helpful in organizing root causes?
    - Within each category, ask “Why? Why? Why?”