

Background

The Nova Scotia Health Authority (NSHA) operates hospitals across the province. NSHA is accredited by Accreditation Canada. Accreditation Canada guidelines contain Required Organizational Practices (ROP).

Problem Definition

ROP procedures were developed at the district health authority and unit level resulting in a lack of standardization in procedure, auditing, and implementation.

Scope

Sample of 3 NSHA inpatient units
5 ROPs

Design: Initial Conditions

Standard Operating Procedures

Use of Local Operating Procedures (LOPs) as well as localized work instructions and forms.

Change Facilitation and Management

Frontline staff feel uninvolved in development of quality improvement.

Auditing Tool

Lack of standardization, communication of audit results, data tabulation as well as low data traceability.

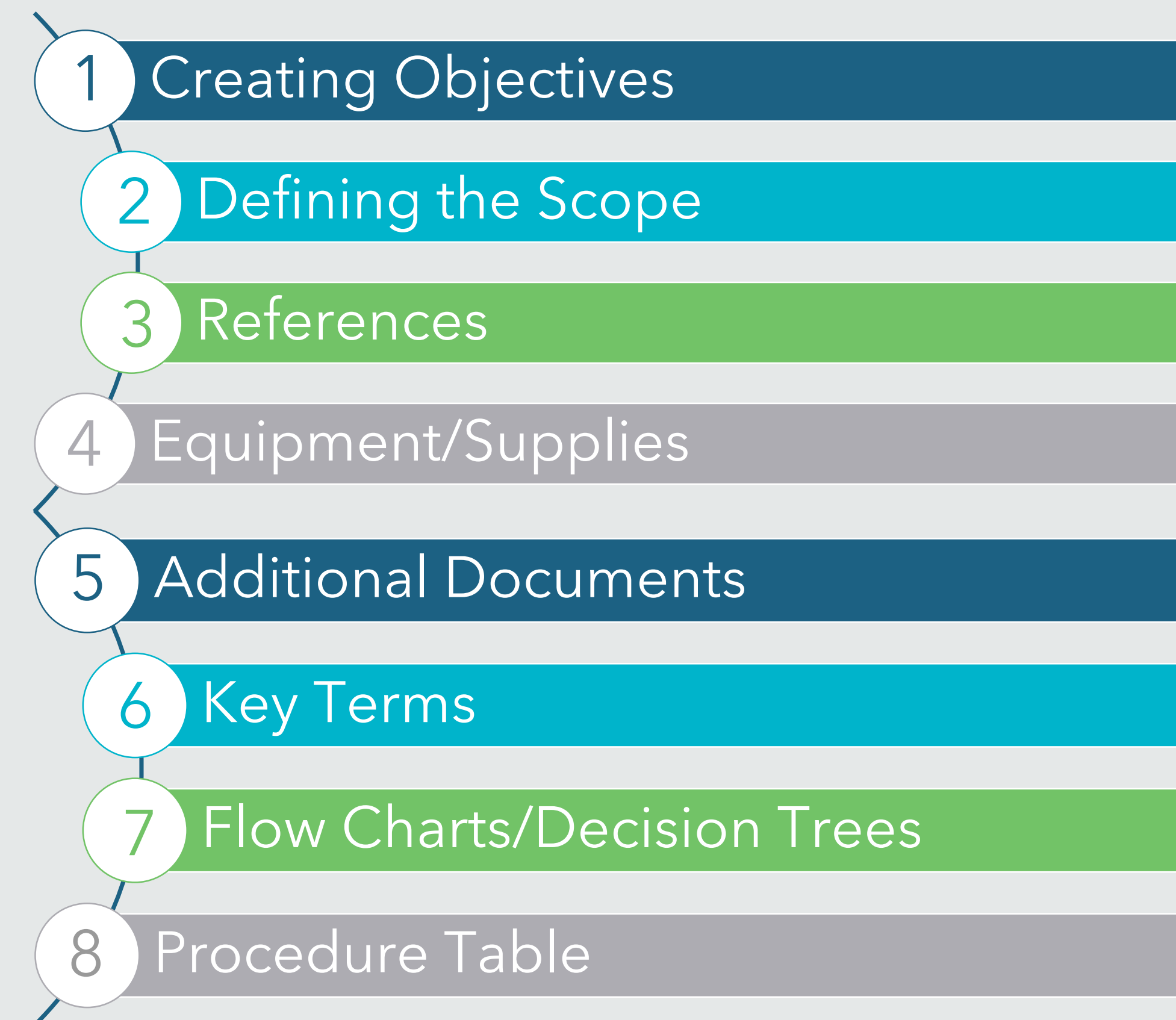
Redundancy Reduction

Forms used to follow ROPs differ between units and have been reported to create non value added work.

References

Dirnagl, U. (2010). *Rodent Models of Stroke*. New York: Springer.
Royal College of General Practitioners. (2015). *Quality improvement for general practice: A guide for GPs and the whole practice team*. Retrieved from: www.rcgp.org.uk/clinical-and-research/our-programmes/-/media/E96023402A FE4CF98C8634A7A1C63196.ashx

Standard Operating Procedures



Design: Details

Change Facilitation and Management

What are we trying to accomplish?
How will we know that a change is an improvement?
What changes can we make that will result in improvement?



Figure 1: The PDSA Model

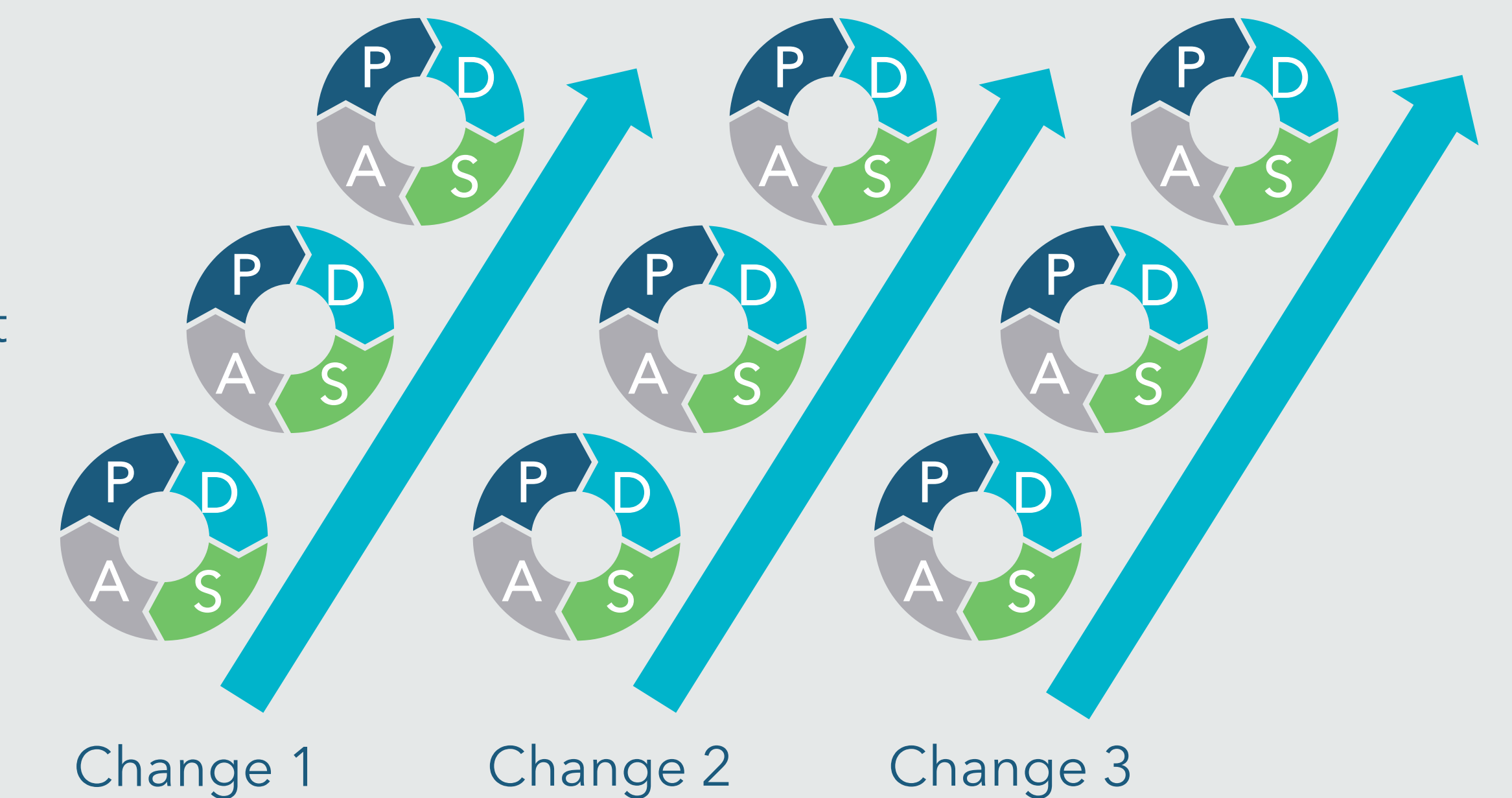


Figure 2: Implementing Change Sequentially Through PDSA

Auditing Tool

Audit Data Entry, Storage, and Analysis

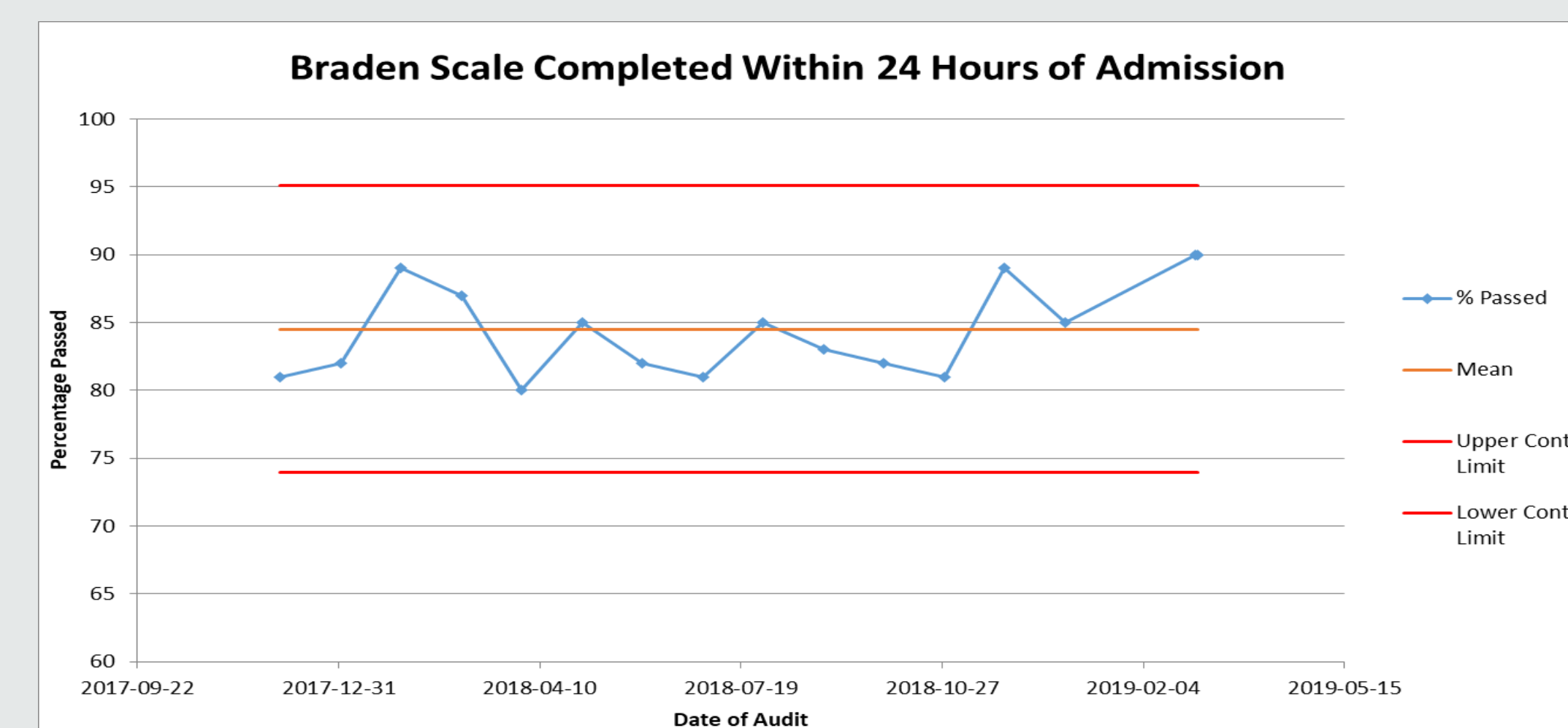


Figure 3: Example Control Chart

Standardizes, automates data storage and analysis
Notifies users of trends and sudden changes

Bed Randomizer

Removes bias from auditing procedures

Figure 4: Bed Randomizer Tool

Redundancy Reduction

Plan of Care

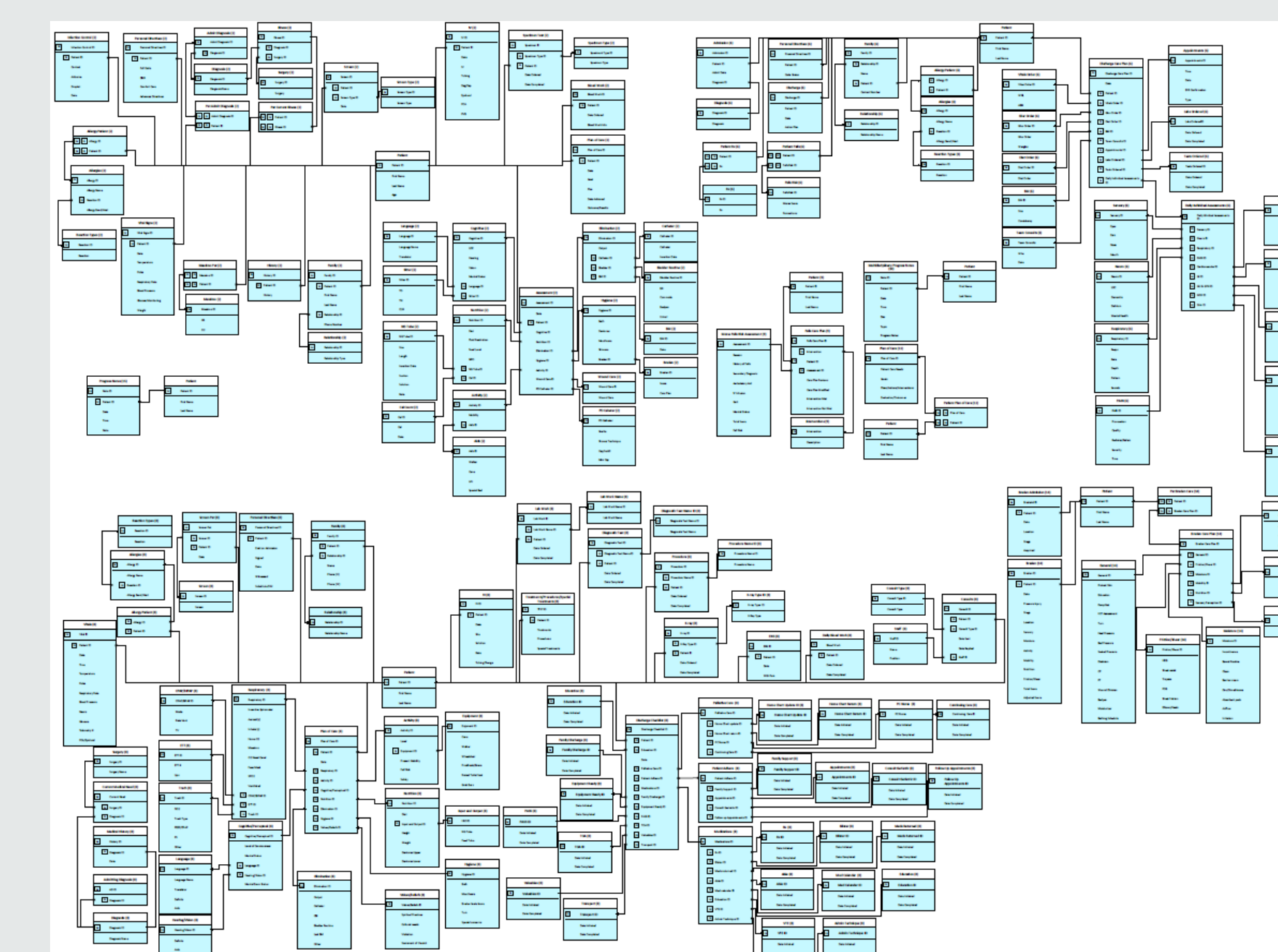


Figure 5: Current Entity Relationship Diagram

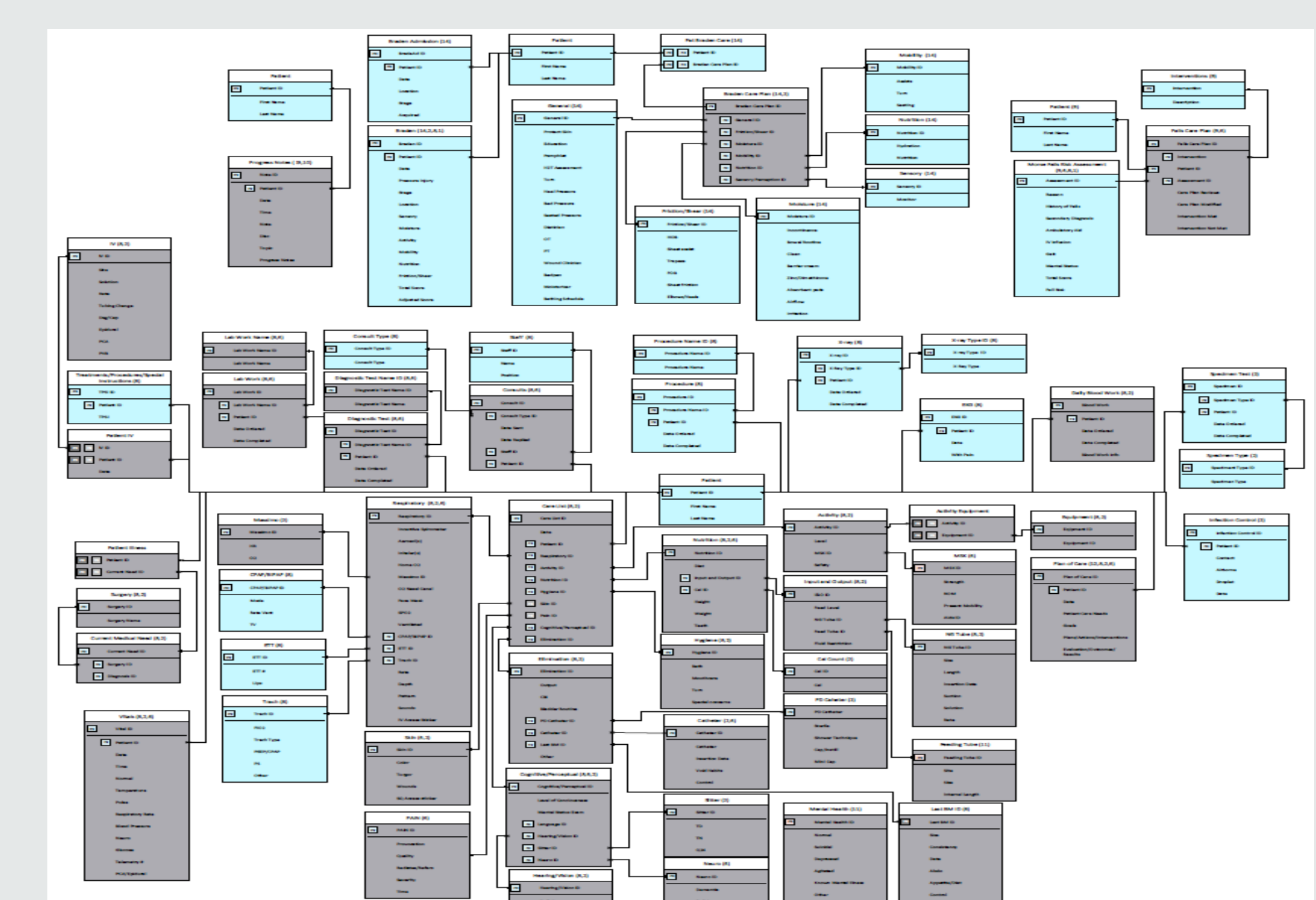


Figure 6: Resultant Entity Relationship Diagram

New Form

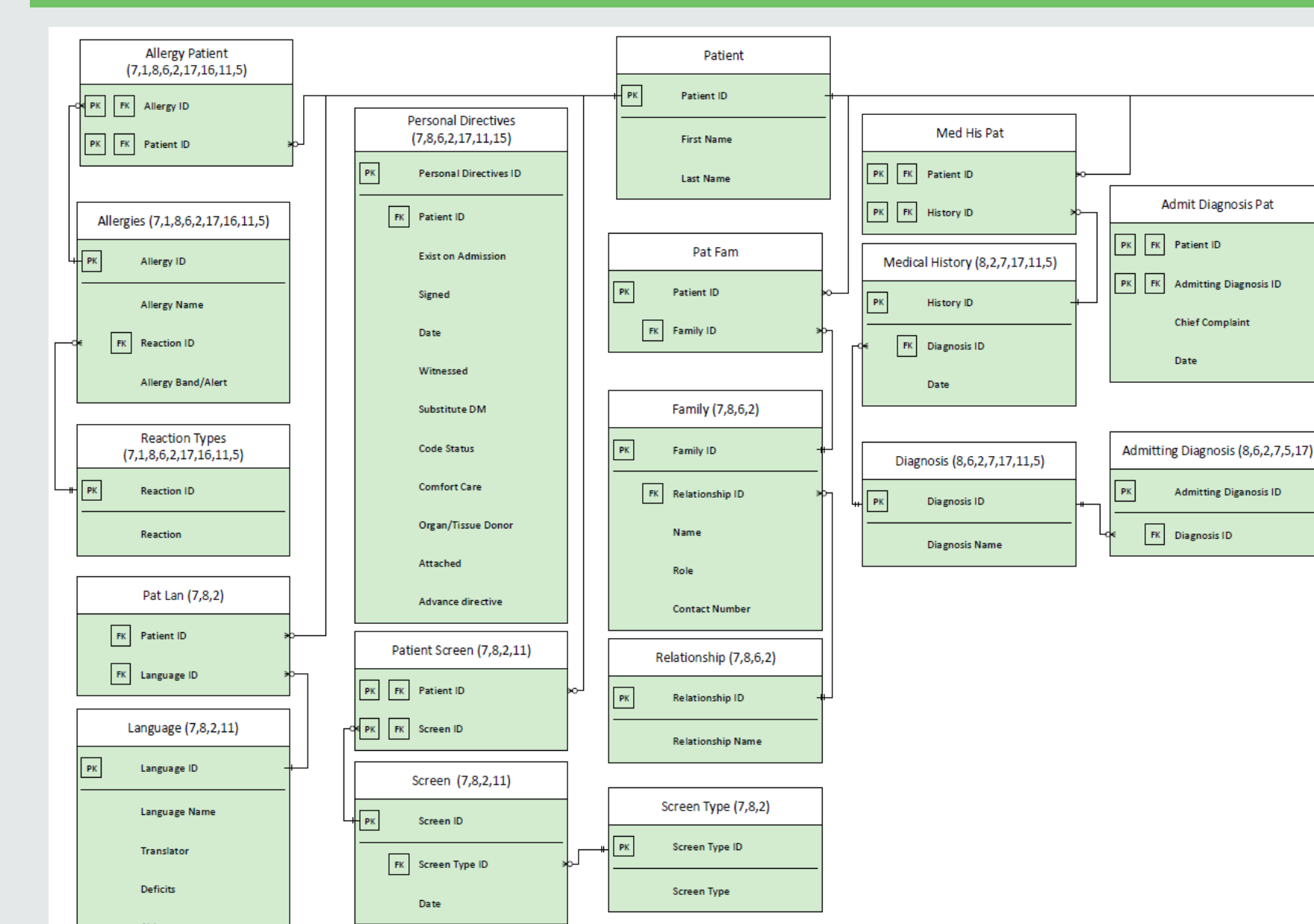


Figure 7: New Form Entity Relationship Diagram

Recommendations

Standard Operating Procedures

Create SOPs from LOPs, work instructions, and forms.

Change Facilitation and Management

Use PDSA to foster intrapreneurial behavior.

Auditing Tool

Use the tool provided to standardize auditing.

Redundancy Reduction

Reduce redundancy in other areas using data models.