

Change Management: IHI Model



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About IHI

Our Mission

To improve health and health care worldwide.

Our Vision

Everyone has the best care and health possible.

Who We Are

IHI is a leading innovator, convener, partner, and driver of results in health and health care improvement worldwide.



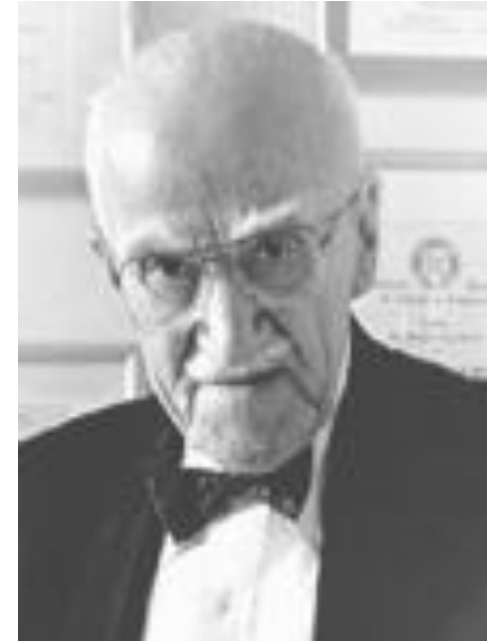
The Quality Pioneers



W. Edwards Deming
(1900 - 1993)



Walter Shewhart
(1891 – 1967)

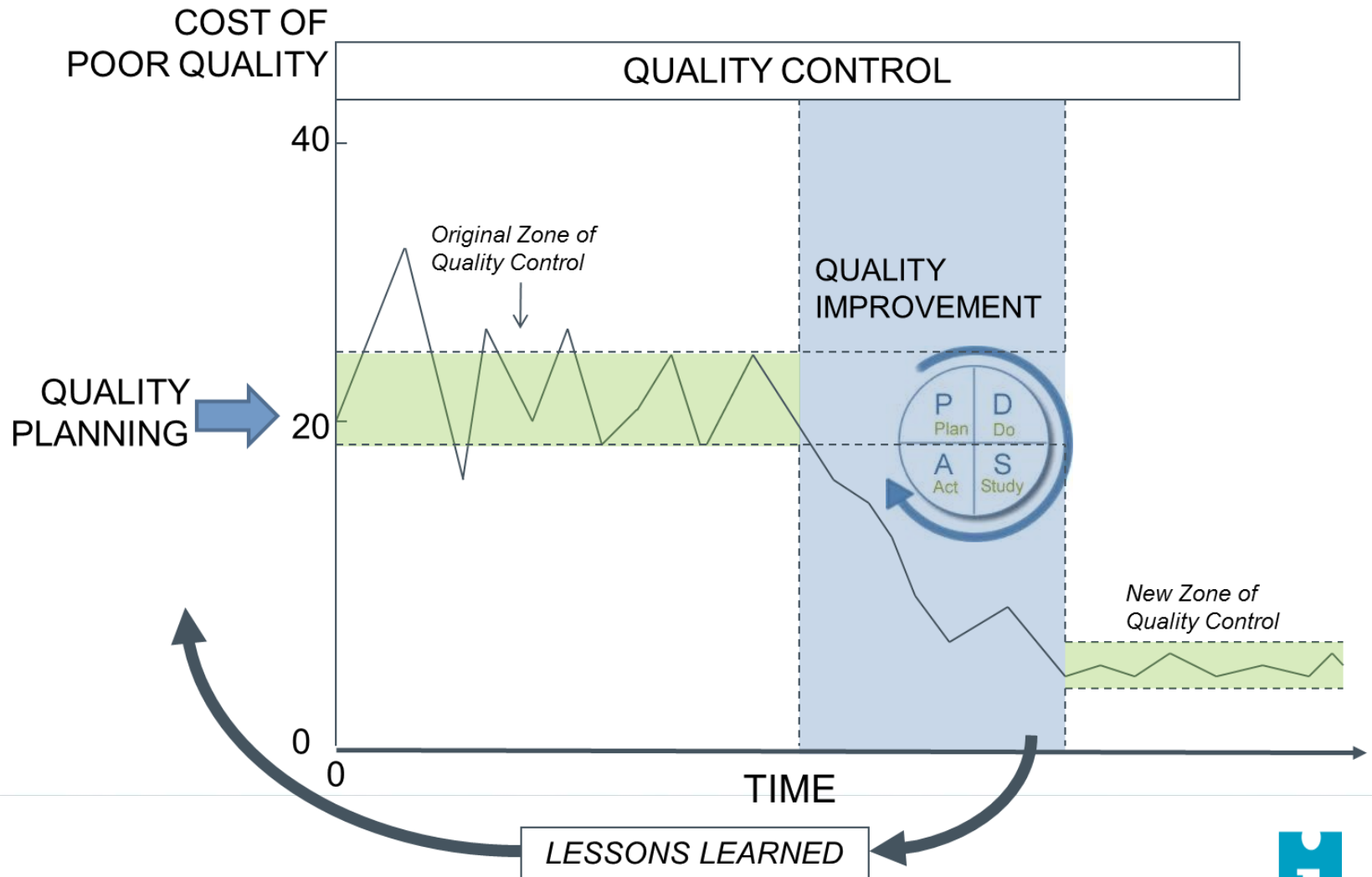


Joseph Juran
(1904 - 2008)

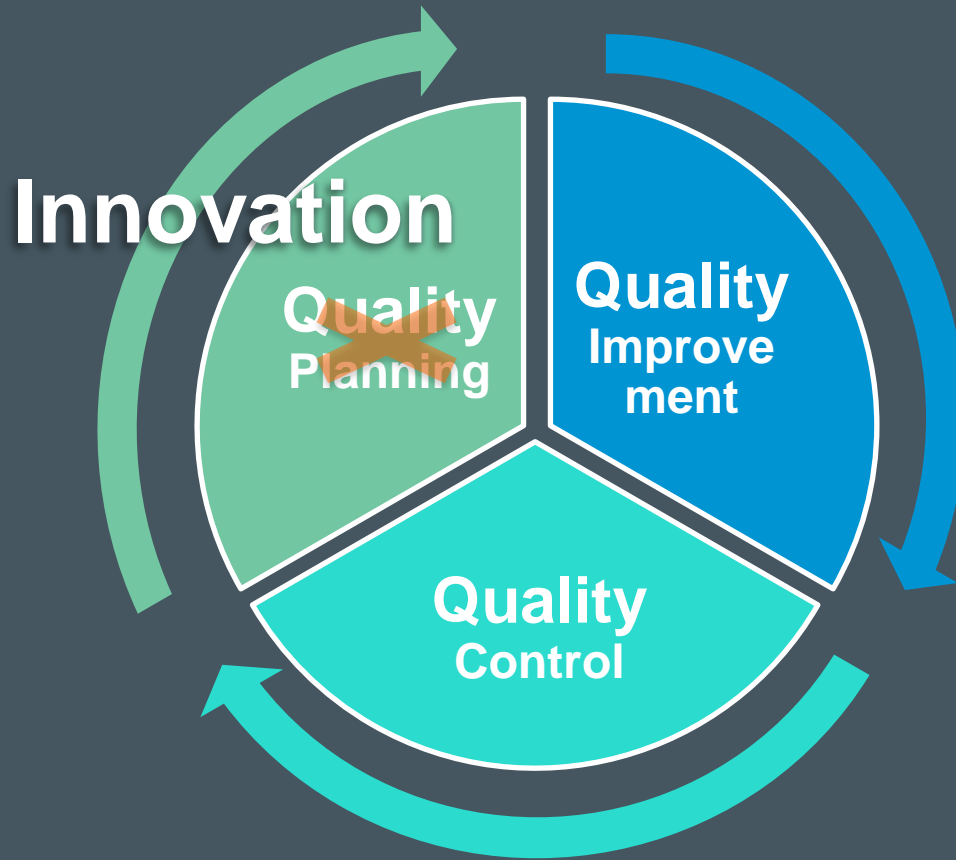
The Juran Trilogy



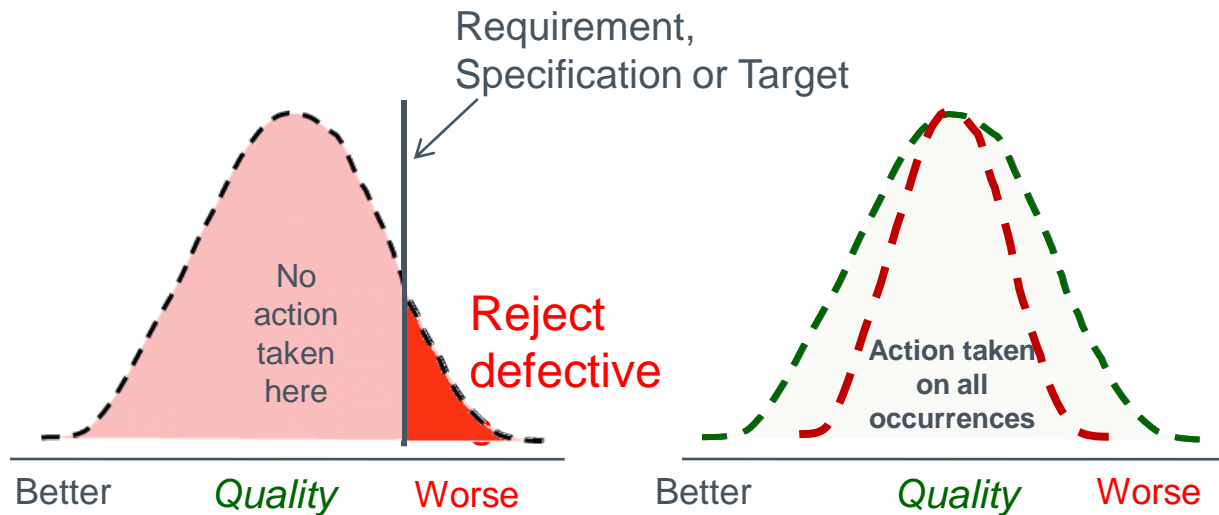
Juran Trilogy: How does it work?



The Juran Trilogy



Improvement vs Control



(Quality Control)

(Quality Improvement)

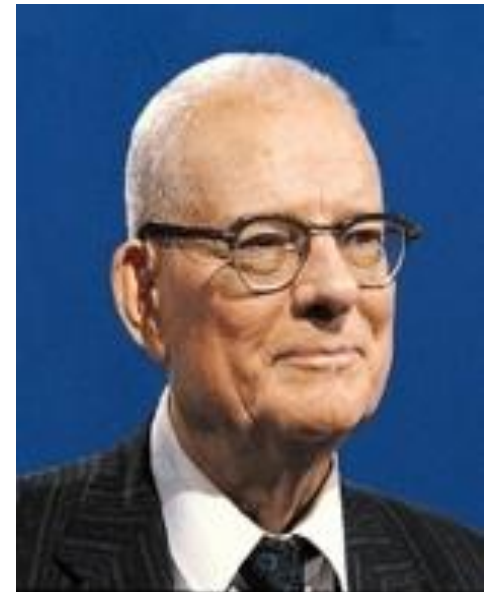
Source: Robert Lloyd, Ph.D.



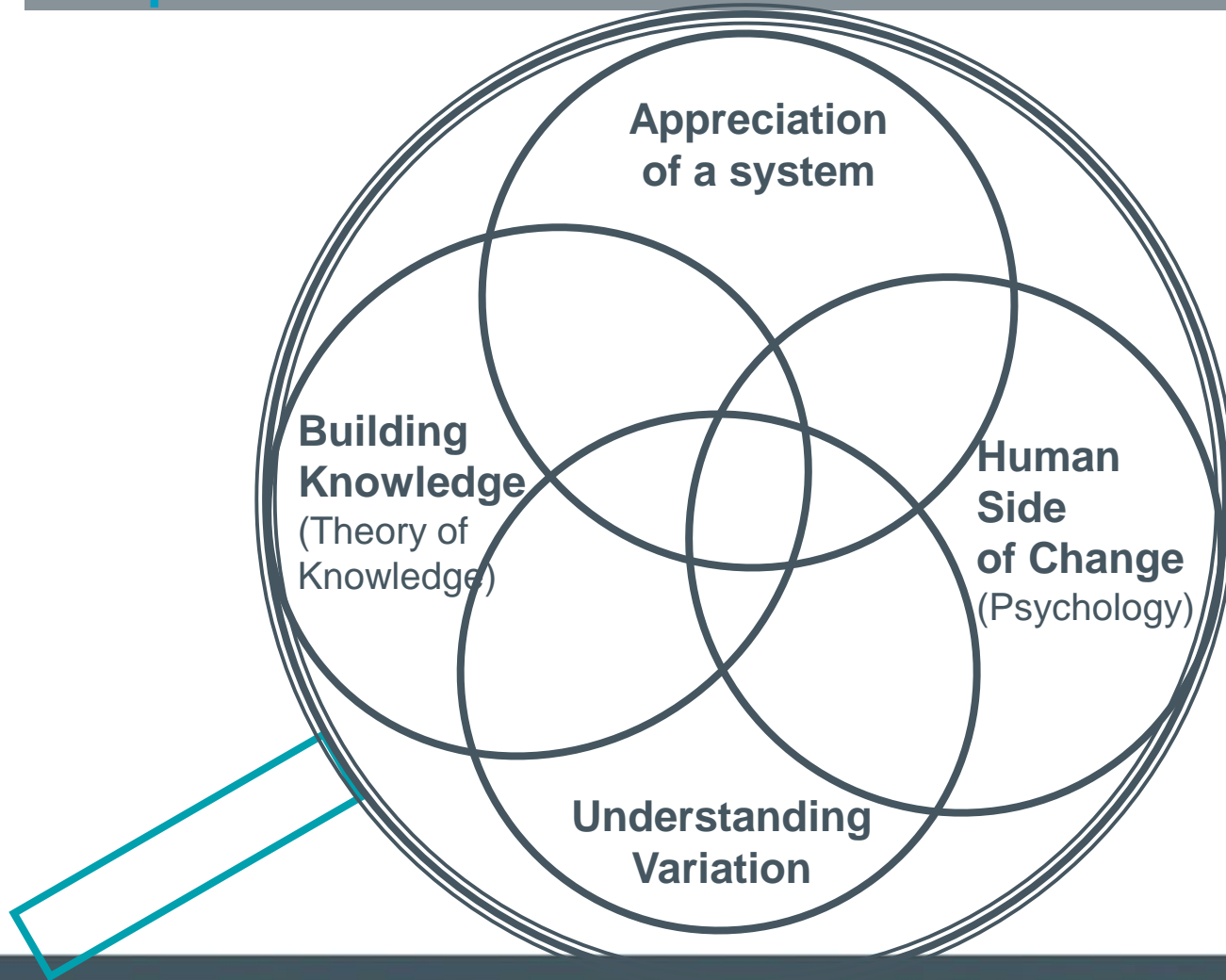
The Science of Improvement

Dr. Deming stressed the importance of studying four areas to become more effective in leading improvement:

- Appreciation of a system
- Theory of knowledge
- Understanding variation
- Psychology



The Basis for the Science of Improvement



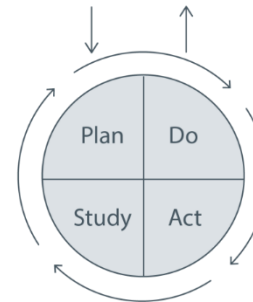
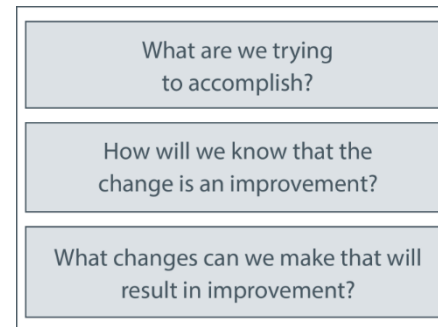
*Based on
Deming's System
of Profound
Knowledge*

Proven Methodology: Science of Improvement

W. Edwards Deming
1900-1993



API's Model for Improvement



Quality planning, quality control and continuous quality improvement

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Quality Planning Policy, resources, coordination, accountability, execution design

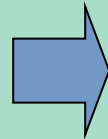
Quality Control (QA)

Standards/
Guidelines/
protocols

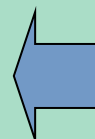
Professional
oversight

Accreditation

Performance
review



IMPROVED
OUTCOMES



CQI

1. Aims: what are the “gaps” in performance and outcomes

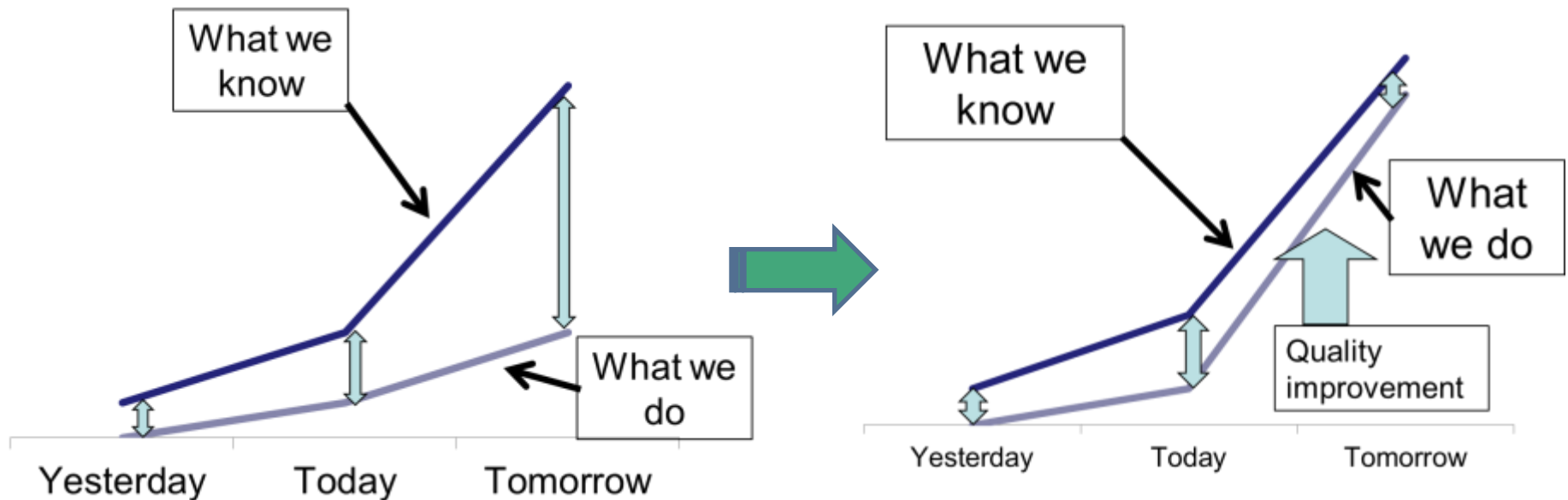
2. Measures: tools to measure and feedback processes and outcomes

3. Changes: QI change activities for leadership, admin and frontline to close the “gap”



QI: Closing the “Know-Do” gap

QA: Focuses on policy e.g. All pregnant women diagnosed with HIV should be initiated on long life ART (option B+). To close the gap : use QI



Within existing resource constraints

Current Strategic Partners



Singapore Healthcare Improvement
Network



Qatar



Qulturum, Region Jönköping



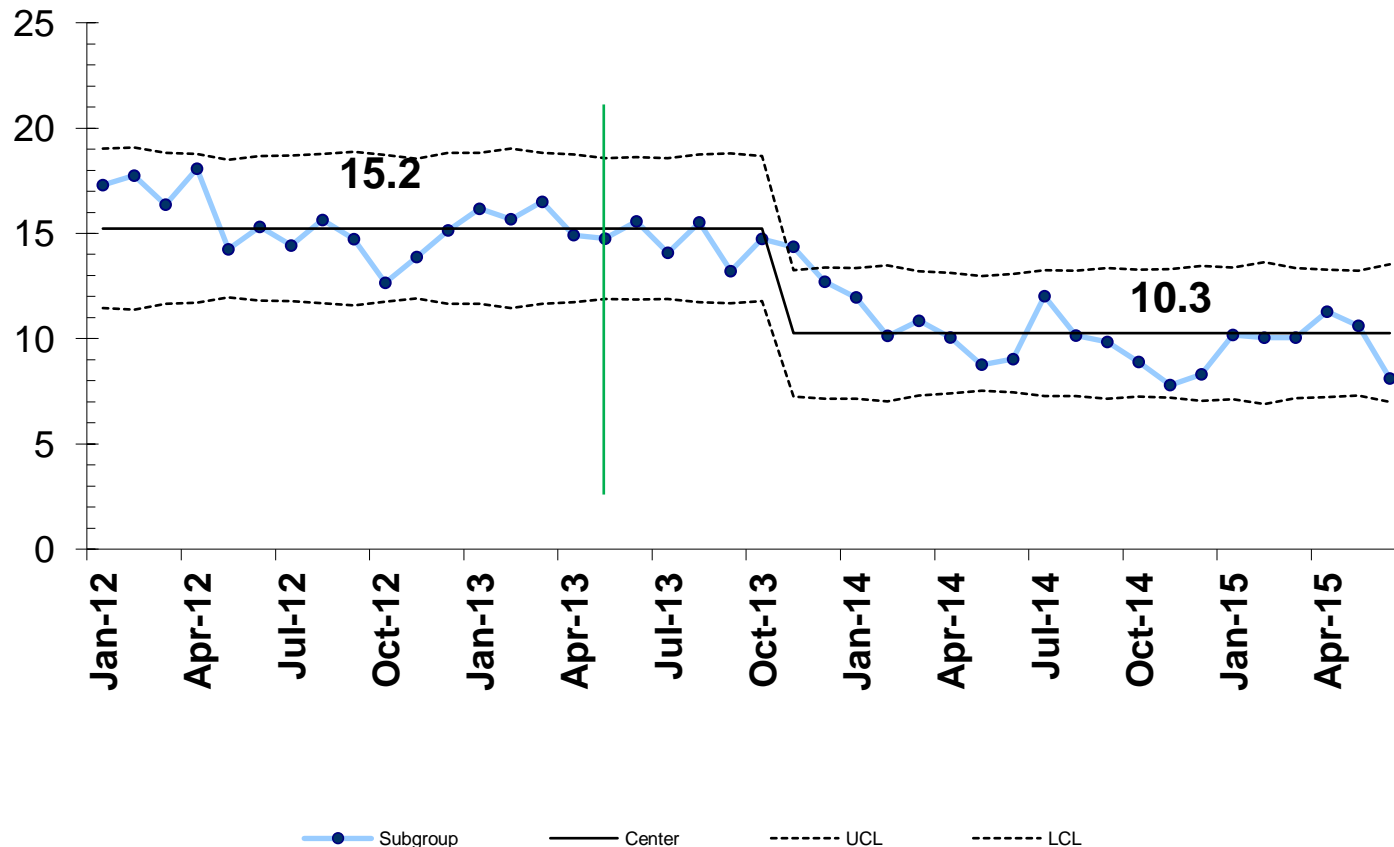
100 Million Healthier Lives by the Numbers



- 648 members and partners
- Reach >200 health systems and >200 communities
- Reach to >100 million people in the US alone
- Geographic hubs
- People in 7 other countries are joining the movement
 - Brazil, UK, Sweden, Scotland, Australia, Uganda, Canada

Africa: *Project Fives Alive!* Results

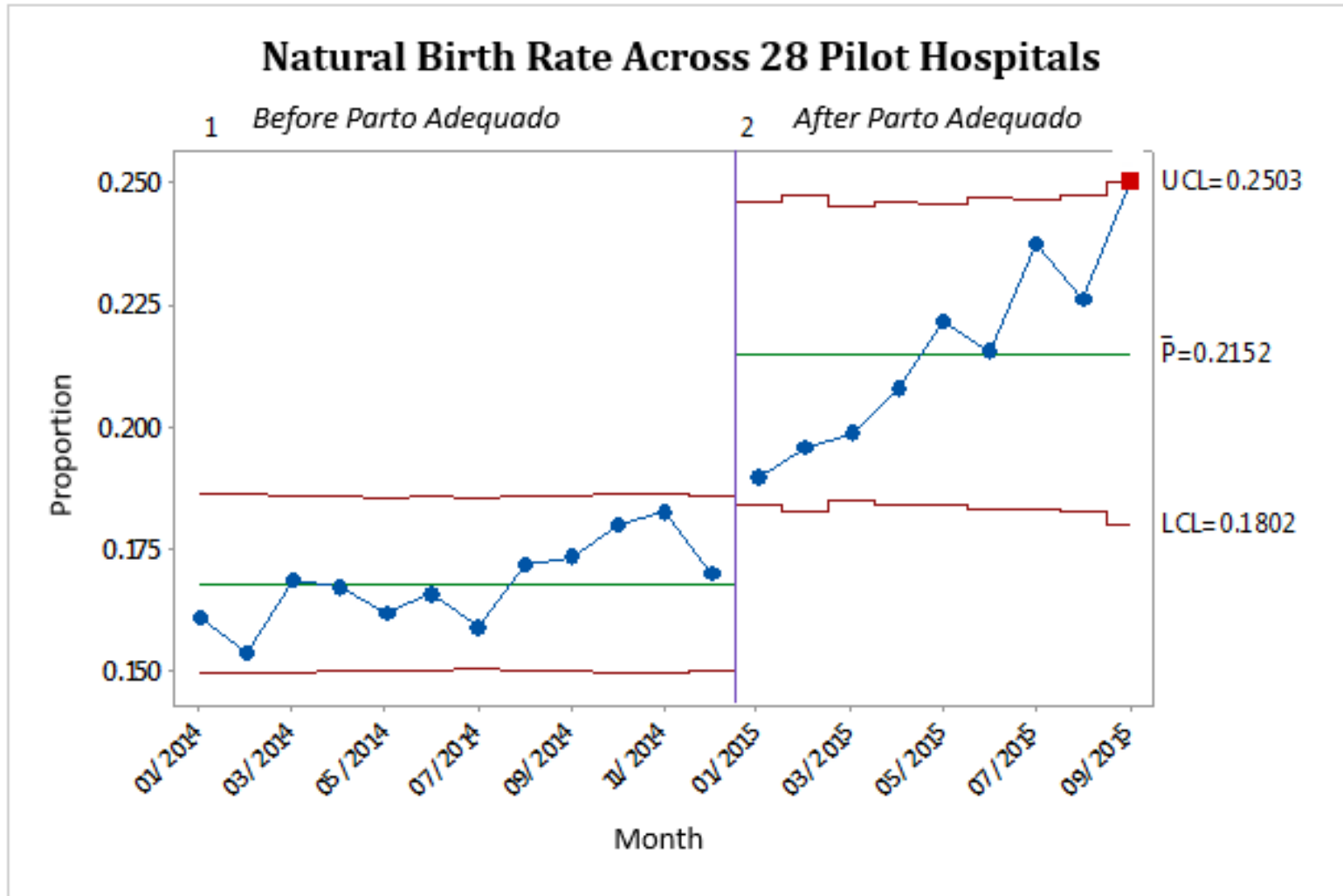
Under 5 Mortality Rate: Scale-up Collaborative in 7 Regions (deaths/1000 admissions) – 140 hospitals



“Appropriate Births” Collaborative in Brazil



PARTO
ADEQUADO

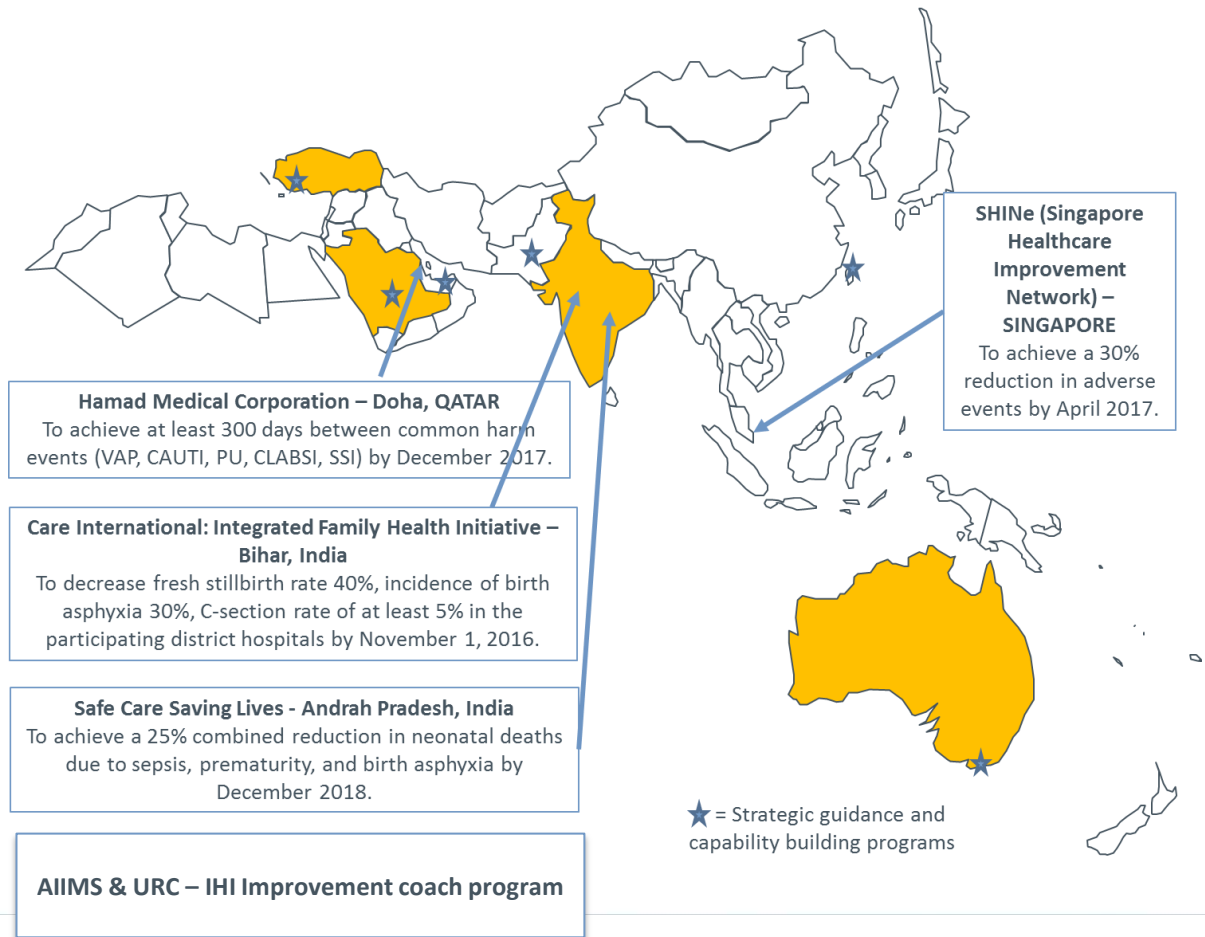


Europe



Middle East and Asia Pacific

- Over 3800 attendees at 4th Middle East Forum (Doha)
- Launched Hamad Quality Improvement Institute
- 2nd Asia Forum in Singapore (September 2016)





When you come upon a
wall, throw your hat over it,
and then go get your hat.

— *Irish Proverb*

Thank you

