High Level Flow Charts for Reliable Design

Keeping it really simple by breaking the design into obvious steps

Adapted from: Roger Resar

Getting to Greater Reliability in Your Process

- What are the processes you want to improve?

- Clearly state in 2-5 words what you intend to design.
  - Proper PPE use
  - Prevent staff burnout
  - Proper resident Cohorting
  - Testing for COVID
  - Visitation booth use

Keep in Mind

- If the flow diagram doesn't seem TOO SIMPLE, complexity has already crept into your design.

- Complexity is the enemy of reliable design because 5 front line users will be less likely to be able to articulate the 5 attributes.

NM HEALTH SCIENCES ECHO Project AHRQ Agency for Healthcare Research and Quality Institute for Healthcare Improvement

One-Pager:
High Level Flow Charts for Reliable Design

Institute for Healthcare Improvement

Project ECHO®

HIGH LEVEL FLOW CHARTS FOR RELIABLE DESIGN

WHY IN A COVID CRISIS ARE WE TALKING ABOUT RELIABLE DESIGN?

- We want GOOD OUTCOMES.
- We want standardized processes with a HIGH COMPLIANCE RATE throughout the nursing home for LONG TERM success.
- We want SIMPLE, DOABLE and MINIMAL RESOURCE approaches because we have limited time, energy and resources.
- We want to invest in approaches that can be applied to other situations for continuous quality improvement.
- Reliability occurs by DESIGN and not by accident.

WHAT IS RELIABLE DESIGN?

- To design a non-catastrophic process to 95% or better reliability with the understanding that at this level SUSTAINABILITY of the process is HIGHLY LIKELY.

WANT TO GET GREATER RELIABILITY IN YOUR PROCESS?

- Think about different processes you want to improve.
- Select one process and clearly state the process using 2-5 words: (examples)
  - proper PPE use
  - resident cohorting
  - visitation booths
  - preventing staff burnout
  - COVID testing
- Keep it really simple by breaking the design into obvious steps. Limit it to only FOUR STEPS.
- Use a high level flow chart for reliable design.

HIGH LEVEL FLOW CHARTS

Obtain PPE → Put PPE On → Use PPE → Take PPE Off

- Each box is a process with attributes.
- Determine which process (box) you are having the most problem with and why.
- That process then becomes a logical improvement focus.

HOW DO YOU DETERMINE WHICH STEP YOU ARE HAVING THE MOST PROBLEM WITH?

- Ask ANCHORING QUESTIONS.
  - "What is the most challenging part of obtaining your PPE?" or
  - "Tell me about the last time you had trouble accessing PPE."
- Ask 5 direct care staff if they can name the 5 attributes for a given process in question.

KEEP IN MIND

- If the flow diagram doesn't seem TOO SIMPLE, complexity has already crept into your design.
- Complexity is the enemy of reliable design because 5 direct care staff will be less likely to be able to articulate the 5 attributes.

High Level Flow Charts for Reliable Design by Roger Resar and Frank Federico, IHI, Marla DeVries, THE GREEN HOUSE® Project, and Arkansas COVID-19 Action Network