

Clinical Practice Change and The PDSA Cycle

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Disclosure

In the past 12 months, I have had no relevant financial relationships with the manufacturers of any commercial product or providers of commercial services discussed in this CME activity. I do not intend to discuss an unapproved or investigative use of a commercial product or device in my presentation.

Learning Objectives

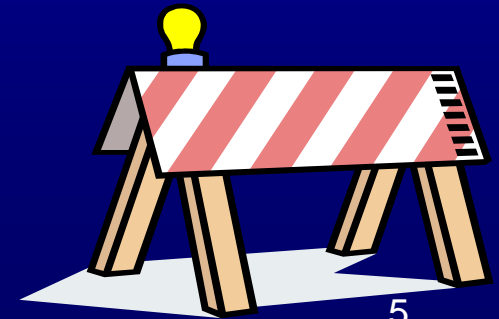
- **At the conclusion of this session, participants will be able to:**
 - **Describe the importance of creating a system to address parental tobacco use and children's SHS exposure**
 - **List barriers to treating parental tobacco use and addressing SHS exposure in the practice setting.**
 - **Apply the plan-do-study-act (PDSA) cycle to implement small practice changes.**
 - **Incorporate the 2 A's & R counseling method, quitlines, and other cessation tools into the clinical practice setting.**

What Exactly is Clinical Practice Change?

- A change (hopefully an improvement) in the **SYSTEM** of care practiced in the clinical setting
- The system is designed to produce the results it produces
 - If you're not happy with the results, you need to change the system

Barriers to Change in Clinical Practice

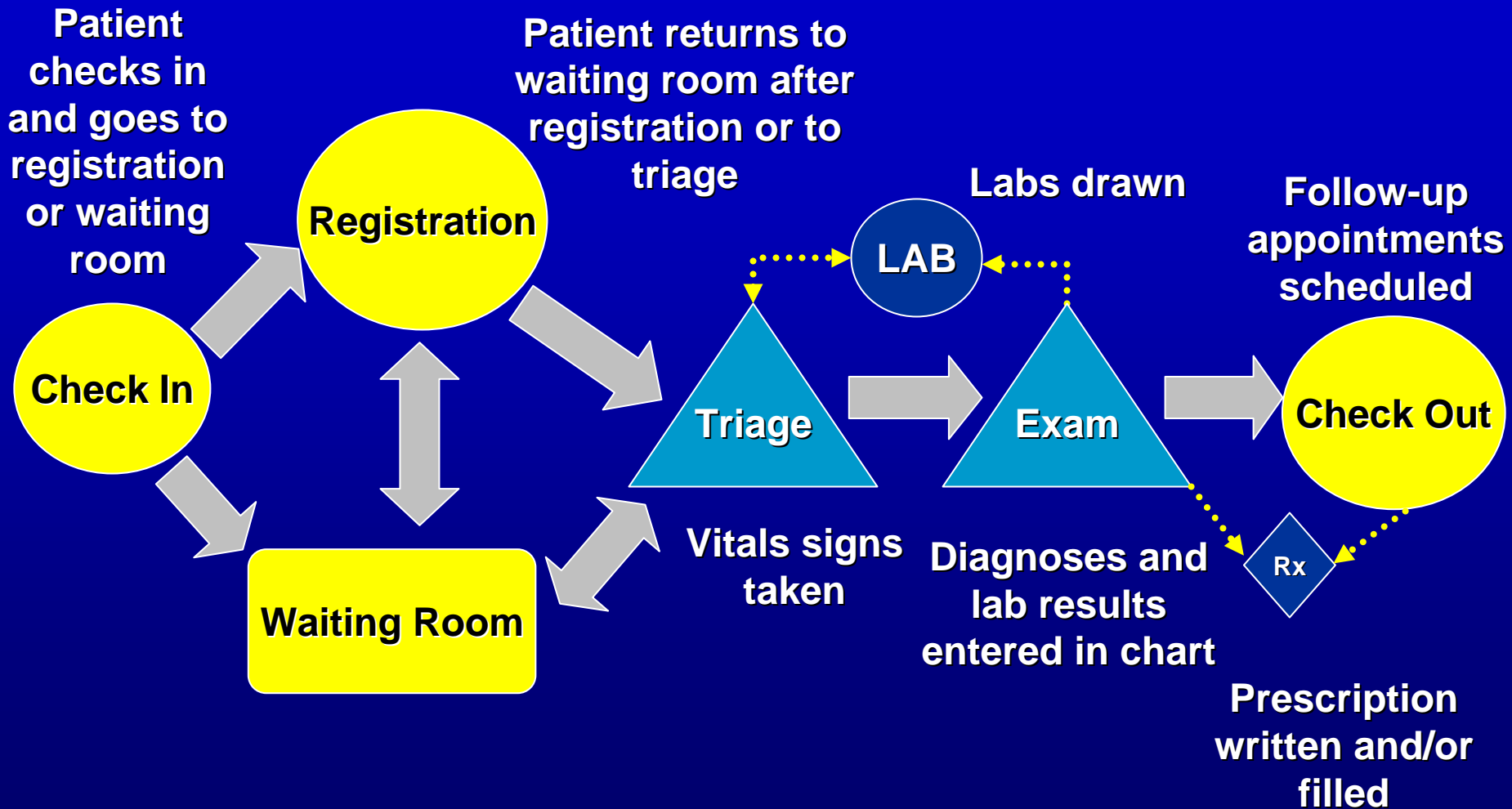
- The system is designed
 - For children with acute issues
 - To provide preventive care and acute illness management
 - To support a single service encounter
- Lack of time
- Reimbursement issues



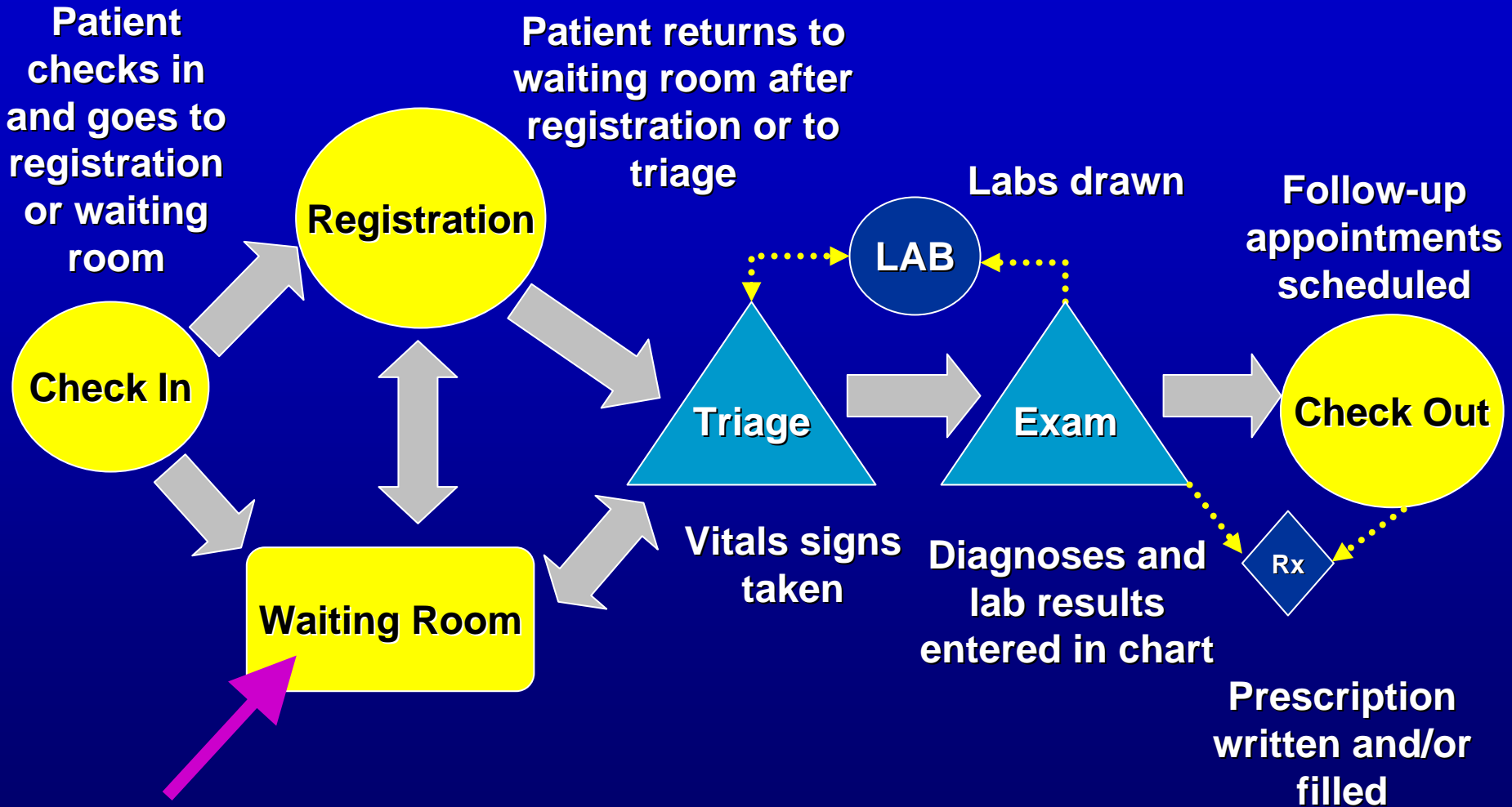
Think of Your Practice as a “System”

- **Include all the parts that make the practice run**
 - **Staff, clinical and administrative**
 - **Records, paper and electronic**
 - **Rooms, hallways, waiting rooms**
 - **Resources in the community and beyond**

Analyze Practice Flow

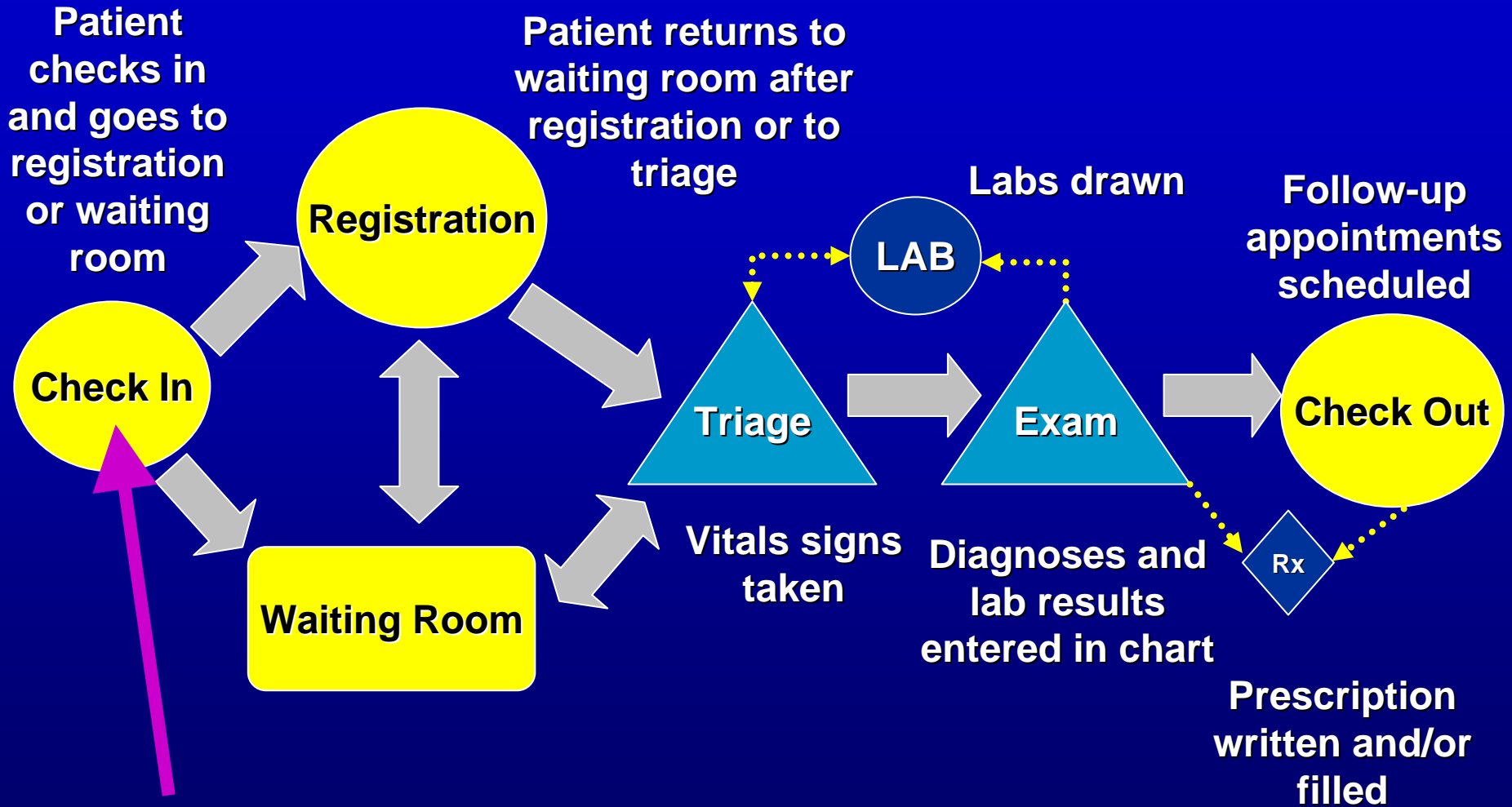


Find Opportunities...



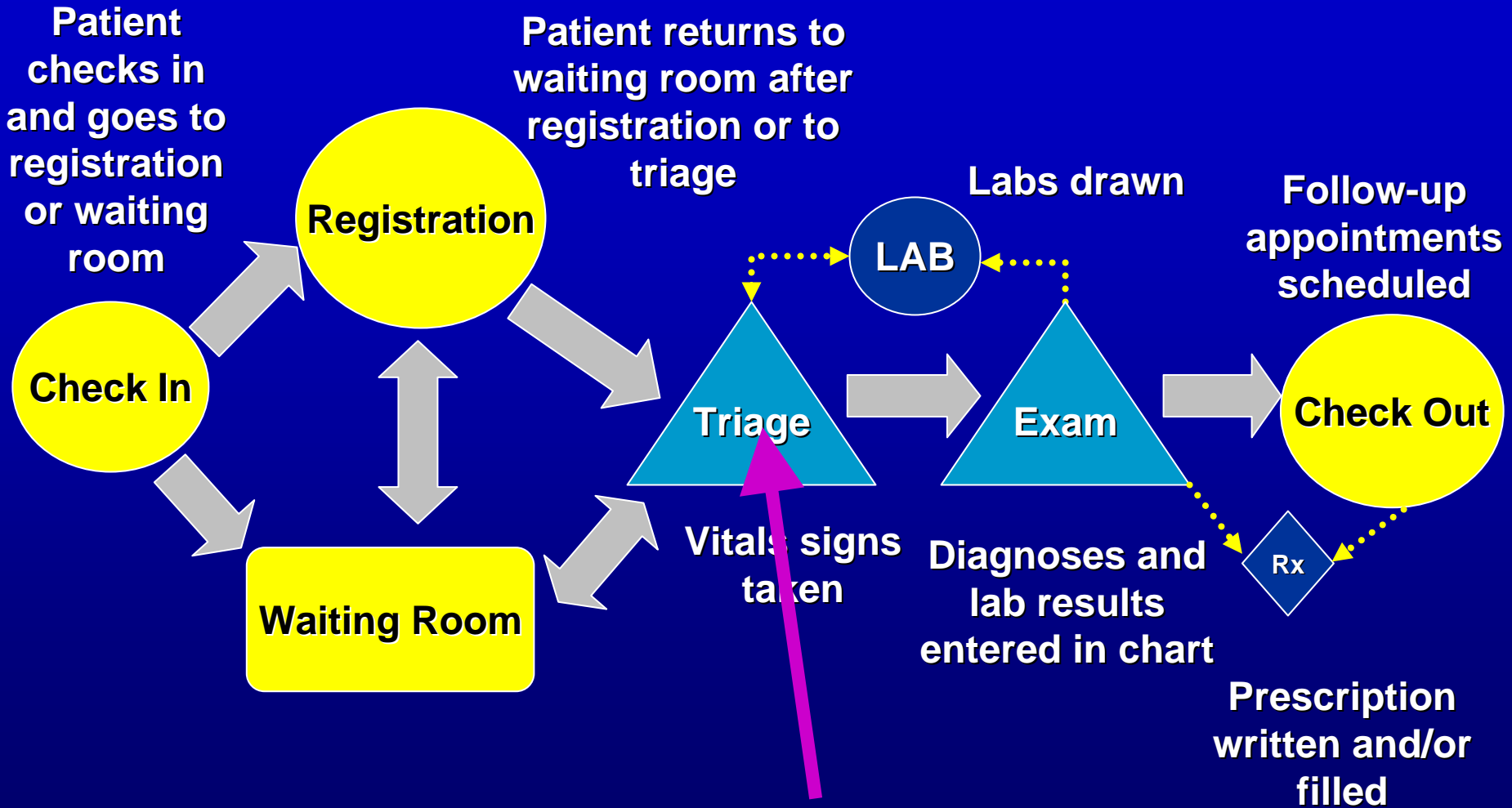
Parent can read information

Involve Everyone...



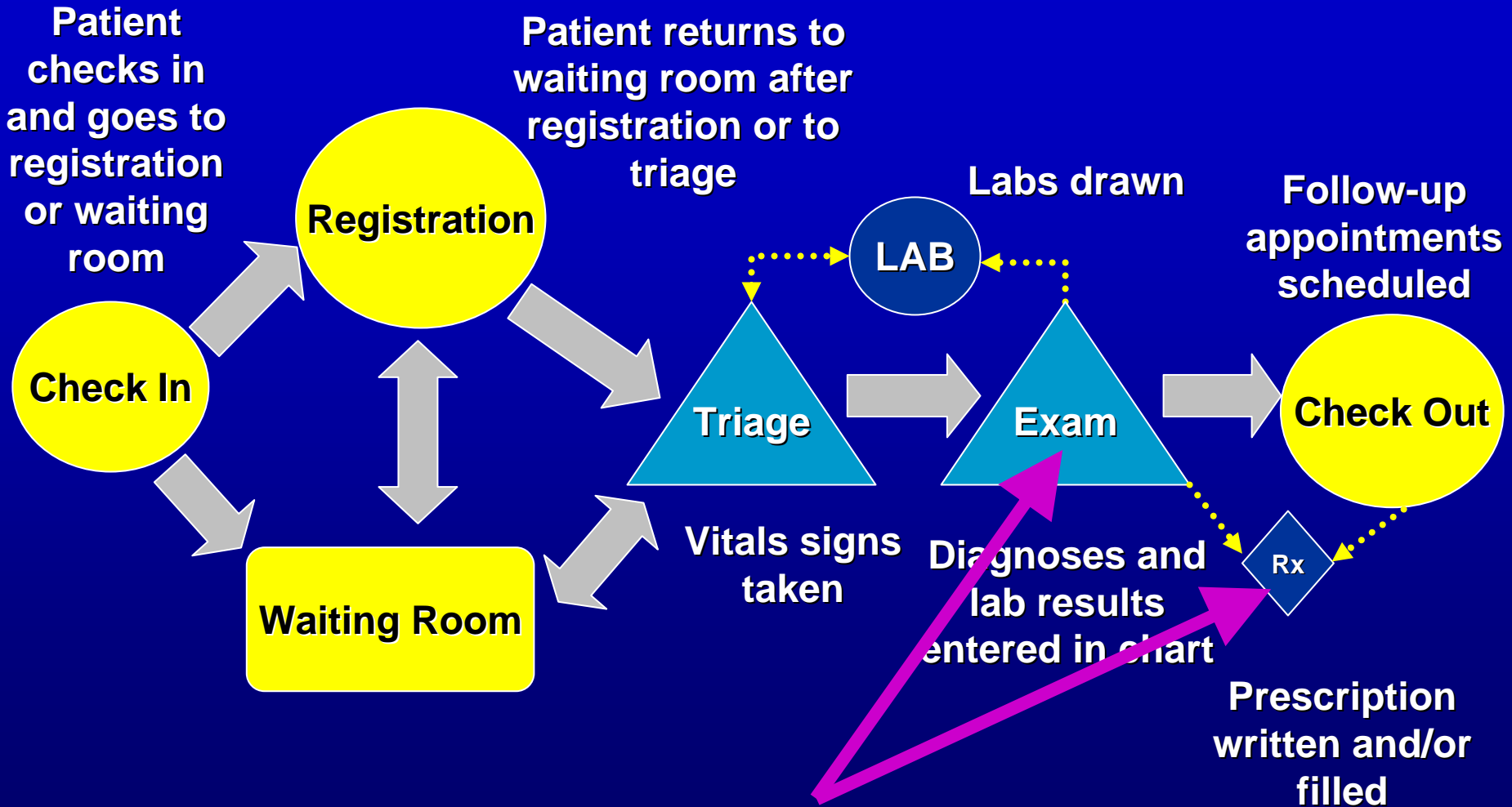
If someone at check in gave them a brochure

More Opportunities



Triage can include questions about tobacco..

Be Flexible...



Tobacco use status can be addressed...

Key Components of Practice Improvement

- A clinical leader
- An administrative leader
- *Support of Management*
- A little bit of knowledge
- The desire to help children and families

Key Steps Along the Way

- Set goals
- Understand the current system
- Make a **PLAN**
- Involve everyone in planning
- Document changes
- Make it a continuous process

Decision Support* is CRUCIAL

- You need support from the top AND the bottom
- Who's in charge of Implementation?
Supplies? Tracking outcomes?
- New tasks shouldn't be added to anyone's (already too long) list – make time and space for them

*AKA “buy in”

Be Thoughtful In Your Implementation

- Really understand the current system
- Research the areas most in need of change in your practice
- Start with the ultimate goal in mind...

What do you want your system to achieve?

Team Involvement Is CRITICAL

- **Involve your staff early!**
- **First meet with key staff, then invite participation by staff at all levels**
- **Be sure to include:**
 - **Front desk**
 - **Nursing and clinical staff**
 - **Administration**

Get Input

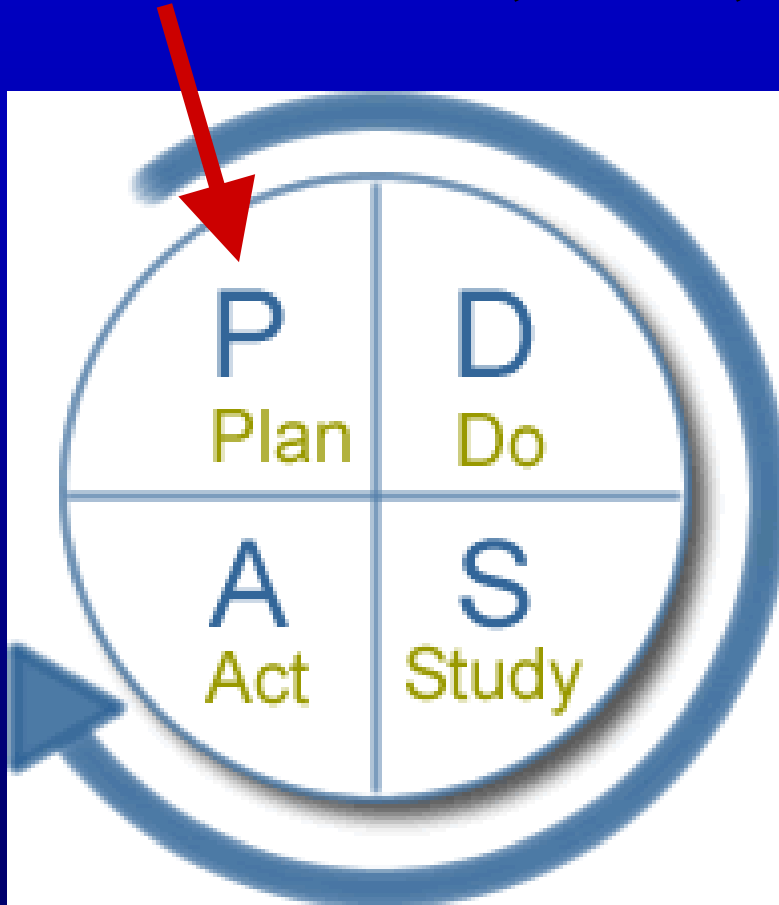
- **Brainstorm about implementation and barriers**
- **Invite ideas on logistics of asking and advising**
- **Develop implementation plans, using Plan-Do-Study-Act cycles**



The PDSA Cycle



The PDSA Cycle: *Plan, Do, Study, Act*



Prepare a plan for implementing one small step.

- Keep it very small!!
- Be very specific
- Include staff
- Prepare materials
- Set a time for the test

Plans Have Components

- **What is our goal?**
- **How will we measure success?**
- **Who will be the subject(s)?**
- **What will we do?**
- **Where will it be done?**
- **When will it be done?**

For Example...Our Goal is to “ASK” and Our Plan Is...

- **Nurse Nice will ask the next patient he triages if anyone in patient’s home uses tobacco in any way**
- **He will write the response on the encounter form in the upper right corner**
- **Dr. Shot will address tobacco use during the visit and add a brief note to the visit record**

Components

- **What is our goal?**
 - Asking about tobacco use and SHS exposure
- **How will success be measured?**
 - The patient's record will contain tobacco use and SHS exposure status in a standard place
 - A description of the encounter will be included in the visit note
- **Who will be the subject(s)?**
 - Nurse Nice, Dr. Shot, and the patient or parent

More Components

- **What will be done?**
 - Nurse Nice will ask about tobacco use and SHS exposure status
 - The information will be recorded in a standard place
 - Dr. Shot will address tobacco appropriately
 - Dr. Shot will describe the tobacco discussion in her note
- **Where will it be done?**
 - This clinic
- **When will it be done?**
 - When we see the first patient of the next session³

The PDSA Cycle: Plan, *Do*, Study, Act



Do it!

- Test it on ONE “sample”
- One family, visit, nurse, or doc
- Observe flow
- Note places for improvement

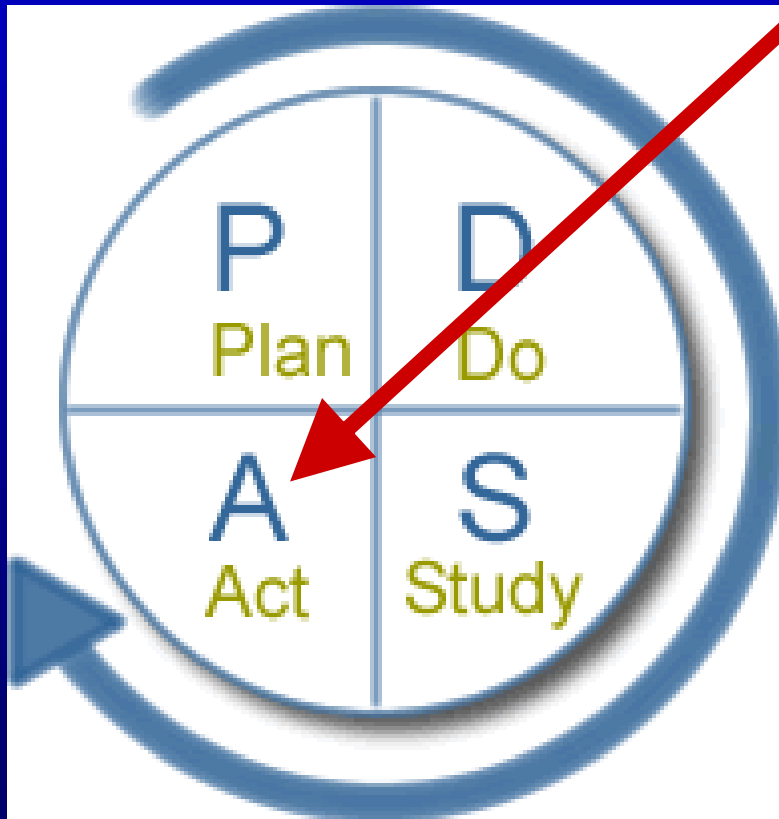
The PDSA Cycle: Plan, Do, Study, Act



Study it!

- How did it go?
- How was clinic flow affected?
- Were all materials available and easy to access?
- What adjustments need to be made?

The PDSA Cycle: Plan, Do, Study, Act



- Do another cycle**
- Slightly improved or completely new
 - Several cycles are typical
 - Step back and take a look at the “big” picture

The PDSA Cycle: Plan, Do, Study, Act (*Part 2*)



**Implement in the
entire practice**

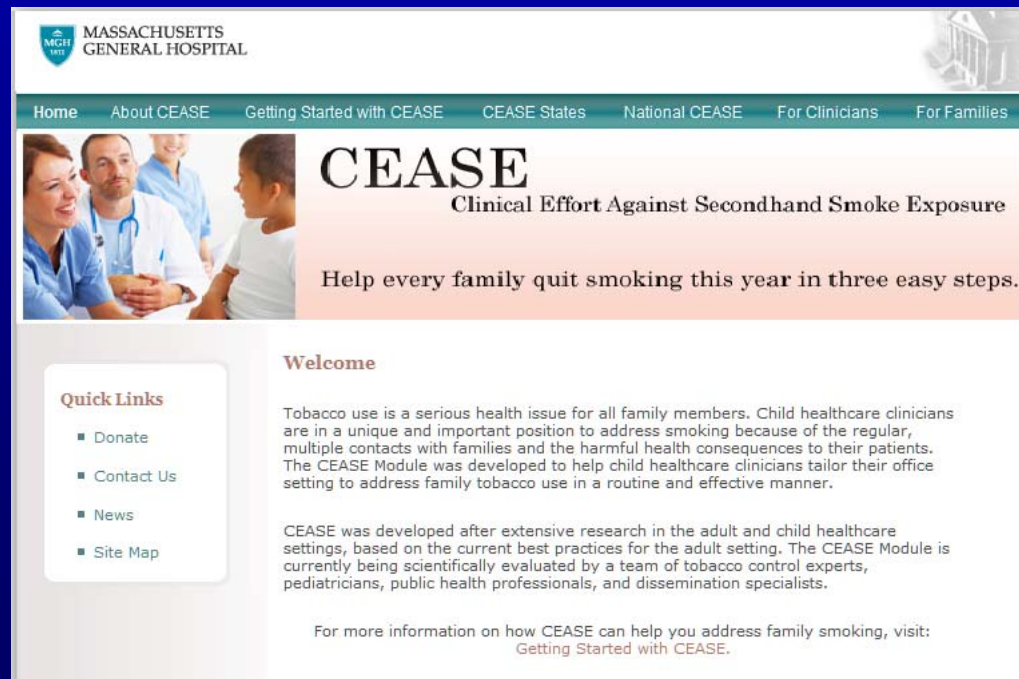
- Inform staff
- Prepare materials
- Make needed changes to the office system
- Prepare a routine review cycle

Monitor and Feedback

- **Are procedures working as intended?**
- **Are staff completing assigned tasks?**
- **Is documentation evident?**
- **Are patient materials kept up to date?**
- **Does the team receive timely feedback and support for a job well done?**

Resources

- CEASE www.ceasetobacco.org
- Quality Improvement Modules
- The CARE Model



The screenshot shows the homepage of the CEASE website. At the top left is the Massachusetts General Hospital logo. A navigation menu includes links for Home, About CEASE, Getting Started with CEASE, CEASE States, National CEASE, For Clinicians, and For Families. The main header features a photograph of healthcare professionals and a child, with the text 'CEASE Clinical Effort Against Secondhand Smoke Exposure' and the slogan 'Help every family quit smoking this year in three easy steps.' A 'Quick Links' sidebar contains buttons for Donate, Contact Us, News, and Site Map. The 'Welcome' section contains introductory text about the program's purpose and a call to action to visit the 'Getting Started with CEASE' page.

MASSACHUSETTS
GENERAL HOSPITAL

Home About CEASE Getting Started with CEASE CEASE States National CEASE For Clinicians For Families

CEASE
Clinical Effort Against Secondhand Smoke Exposure

Help every family quit smoking this year in three easy steps.

Welcome

Tobacco use is a serious health issue for all family members. Child healthcare clinicians are in a unique and important position to address smoking because of the regular, multiple contacts with families and the harmful health consequences to their patients. The CEASE Module was developed to help child healthcare clinicians tailor their office setting to address family tobacco use in a routine and effective manner.

CEASE was developed after extensive research in the adult and child healthcare settings, based on the current best practices for the adult setting. The CEASE Module is currently being scientifically evaluated by a team of tobacco control experts, pediatricians, public health professionals, and dissemination specialists.

For more information on how CEASE can help you address family smoking, visit:
[Getting Started with CEASE.](#)

Clinical Practice Change Exercises



*Skull of a Skeleton with
Burning Cigarette*
Antwerp 1885-1886
Van Gogh Museum
Amsterdam

About the Exercises...

- Handout *Number 4*
 - These exercises are meant to help you understand the Plan-Do-Study-Act cycle
 - Be specific
 - Think small
- Work as a team
- But think about your own practice

Sample Goals

- **Ask**
 - We will ask every patient or parent if anyone who lives in the home uses tobacco
- **Assist**
 - We will advise every tobacco user to quit
 - We will advise every family to make their home and car smoke free
- **Refer**
 - We will refer all tobacco users to 1-800-QUIT NOW