

## Improving the Quality of Teen Cessation Interventions: Making it Work in My Practice

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## Workshop Overview

- Define Quality Improvement (QI)
- Discuss smoking cessation QI opportunities in your clinical setting
- Practice developing a QI project (small groups)
- Share our project ideas
- Review the Website QI resources

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## Quality

- Depends on the stakeholders
  - Providers
    - Doctors, NPs, counselors, nurses, MAs....
  - Patients/Parents
  - Payers
  - Ancillary staff

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## QI Features

- Formal analysis of present practice
  - Models (PDSA, FADE)
- Action within existing standard of care
- Goal is to improve quality of current health care practice
- Ongoing

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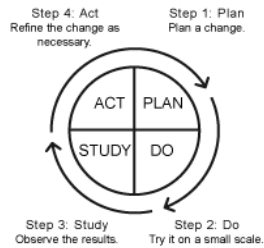
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## QI Approach: PDSA

- Plan
  - Plan a change
- Do
  - Carry out the plan
- Study
  - What were the results?
- Act
  - What actions should be taken to improve



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## Plan a change

- Define your aim
  - Generate a list
  - Focus
  - Make aims specific
- Identify change team
  - Help with project
  - Support project
- Determine what data you need to measure progress
  - Concrete variables
- Collect and analyze baseline data
  - 1-2 weeks of usual care
  - Sample data sources
    - Recall
    - Daily diary
    - Chart review for the day
    - Observer
    - Billing/coding data
    - Patient feedback

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## Measures

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|------------------------|--------------------------------------------|
| <u>What to measure</u> | <u>How to measure</u>                      |
| • Structure changes    | • Length of visit, flow of care            |
| • Process improvement  | • Proportion of people receiving a service |
| • Clinical outcomes    | • Cessation, heart attack                  |

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### Quality Improvement Work sheet

1. QI Topic:

2. Data Collection (2 weeks prior to change)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Week 1							
Week 2							

3. Plan:

4. Data Collection (2 weeks post change)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Week 1							
Week 2							

5. Outcome:

A. Success:

B. Barrier:

6. Continue with Plan or Adjust Plan:

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## Do

- Implement the change
  - Define intervention
  - Carry out change
  - Generate solutions
  - Identify challenges

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## Study

- Monitor impact
  - Did you achieve your objectives?
  - What else did you learn?
- Record impact

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## Act

- Did the change make a difference?
- What can be done to improve further?
- What challenges were uncovered?

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## QI Professional Example

- Aim: To increase to 100% the proportion of pregnant women who smoke that are referred to the PA Quit Line.
- Collect data:
  - Noted pattern of referral for 2 weeks by chart review
- Analyze data:
  - Referred about 50% of patients
  - Reasons for not referring:
    - Forgot, Ran out of time, More urgent issues, Patient well known to me and I know they don't smoke so didn't ask, Couldn't find quitline information (closet reorganized)

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## QI Professional Example

- Intervention:
  - Label progress note with a reminder to refer all smokers with phone number
  - Have nurse keep track of ordering and stocking quitline supplies
  - Put quitline poster in my room as another reminder
- Analyze data:
  - Increased Referral to 80%

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## QI Professional Example

- Review progress
  - Wanted outcome to be 100%
  - Did it make a difference?
    - Referred more patients who smoke
    - Not sure it made a difference with patient smoking patterns
  - New plans:
    - Look for other opportunities for referring
    - Ask patient feedback
      - Did they call
      - Did the referral make a difference?
      - Are they still smoking?

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## QI tips

- Aim should be small, concrete, practical & measurable
- Method should be easy
- Analysis should be quick
- Action should improve present practice and generate further objectives

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QI opportunities in your clinical setting

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Practice developing a QI project

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