








TIPS AND TOOLS

Selecting Changes

How should UBTs choose which performance improvement projects to work on?

The best changes and the best decisions are rooted in what's best for the Kaiser Permanente member. Ask yourself: Is the test of change my team wants to tackle in line with regional and national goals? Does it lead to improvement in at least one of the four points of the Value Compass?

GOOD AREAS FOR SMALL TESTS OF CHANGE		
	Workflow	Improving the flow of work is an important way to make the quality of services we offer our members and clients better.
	Products or services	Improving processes is important, but don't overlook opportunities to improve products and services, too.
	Inventory	Inventory of any kind is a possible source of waste. Understanding how inventory is stocked in a system is the first step in finding opportunities for improvement.
	Waste	Look for ways to eliminate any activity or resource in the organization that does not add value.
	Variation	Reducing variation makes outcomes more predictable and consistent and helps avoid poor results.
	Error	Redesigning systems can make it less likely that people will make errors. Write down the information necessary to perform a task (so it's not just held in memory) or make it inherent in the product or process.
	Time	Reducing wait times for services, lead times for orders, and deliveries and cycle times for all functions in the organization can provide a competitive advantage—and benefits members, too.

Source: Institute for Healthcare Improvement. Visit www.ihl.org.



USE THE ONLINE STORYTELLING TOOL

Has your team used the PDSA steps to improve service, quality, affordability or the work environment? Use the LMP's online storytelling tool to share your success with other teams! Visit LMPpartnership.org/storytelling.

