

# High Level Flow Charts for Reliable Design

Keeping it simple - design into obvious steps

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## Reliability in Your Process

What are the processes you want to improve?



Clearly state in 2-5 words what you intend to design.

- 2<sup>nd</sup> COVID Vaccine Documentation
- Proper PPE use
- Prevent staff burnout
- Proper resident Cohorting
- Testing for COVID
- Visitation booth use

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## Achieving Reliability in your Process

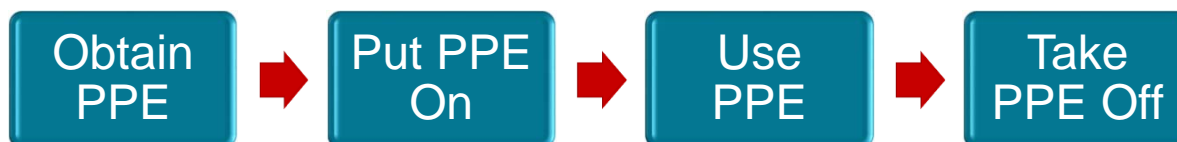
Keep it Simple

Steps should be obvious

Limit your process to 4 steps

Use 'High-Level' Flow Charts

## High Level Flow Chart (for Proper PPE use)



## Which process step is the most challenging

### ➤ This Step becomes the logical improvement process

- Ask Anchoring Questions
- Have a Reliable Design



95%



Sustainability



Highly Likely

## PPE Supply

Each box is a process with ATTRIBUTES



Who is responsible for enough equipment.



Where is the equipment stored.



When is the equipment inventory done.



How is the equipment supply verified.



What is done when something is missing.

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# 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.

AHRQ ECHO National Nursing Home COVID-19 Action Network | NY HEALTH SCIENCES ECHO | AHRQ Agency for Healthcare Research and Quality | Institute for Healthcare Improvement

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## WHY NOW?

Good Outcomes | Standardized Processes | High Compliance Rate | Long lasting Outcomes | Simple & Doable Process with limited resources | Invest in Reliable Processes now that can be applied later

**Reliability occurs by design not by accident!**

# One-Pager: High Level Flow Charts for Reliable Design



## 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
  - preventing staff burnout
  - resident cohorting
  - COVID testing
  - visitation booths
- 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



- 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?

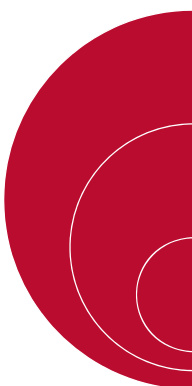
- Ask ANCHORING QUESTIONS.
  - "What is the most challenging part of obtaining your PPE?" or
  - "Tell me about the last time you had trouble accessing PPE."
- Ask 5 direct care staff if they can name the 5 attributes for a given process in question.

### 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, Maria DeVries, THE GREEN HOUSE® Project, and Arkansas COVID-19 Action Network

## Last Session- Reflection



PIPS you are working on verses a 'just do it' approach

Discovery from your team huddles

Ideas, direction, feedback