Co-development and execution of a group QI project to meet ACGME QIPS requirements in the Department of Pediatrics

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Background

The Accreditation Council for Graduate Medical Education (ACGME) requires quality improvement (QI) and patient safety (QIPS) education for trainees, and faculty development in QIPS for residencies.

Methods

- Over the course of four Resident School lectures and several continuity clinic interactions, residents are being introduced to QI topics and tools:
  - Model for Improvement
  - Key Driver Diagrams
  - Cause and Effect Diagrams
  - PDSA Cycles
  - Run Charts

- Residents and faculty are applying QI concepts by co-designing and executing a group QI project

- To incentivize participation:
  - Project has IRB approval (HRRC #20-004) to allow for faculty and residents to publish and present the results
  - Maintenance of Certification (MOC) credits will be offered for interested faculty and residents that actively participate in the project

Project Design - Model for Improvement

<table>
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<tr>
<th>What are we trying to accomplish?</th>
<th>AIM: We will improve overall resident satisfaction with the pediatric patient discharge process at UNMH from an average rating score of 4.8 on a scale of 10 to an average score of 6 by February 2020.</th>
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<tbody>
<tr>
<td>How will we know that a change is an improvement?</td>
<td>MEASURES: resident satisfaction, patient satisfaction, time to patient discharge, readmission rate</td>
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| What changes can we make that will result in improvement? | IDEAS FOR CHANGE:  
  - 1st priority: developing standard language of depart summaries for 5 common discharge diagnoses  
  - 2nd priority: translating depart summaries into Spanish  
  - Other ideas: medication reconciliation, access to the discharge summary, Powerchart upgrades, appointment scheduling and multidisciplinary collaboration |

Project Timeline

<table>
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<tr>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
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<tbody>
<tr>
<td>Resident survey</td>
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PDSAs: test depart summary with families  
PDSAs: health literacy  
PDSAs: translate to Spanish  
More PDSAs...

Conclusion

Thus far, co-development and execution of a group QI project has effectively engaged residents and faculty in the Department of Pediatrics in meeting ACGME requirements.