

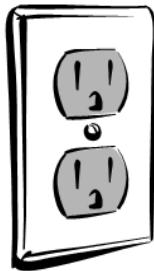


Double-click on the
"Speech Balloon" in
the top left corner
for presenter notes.

POWER



PDCA™



Presented by **Michael Hart**

www.human.ca

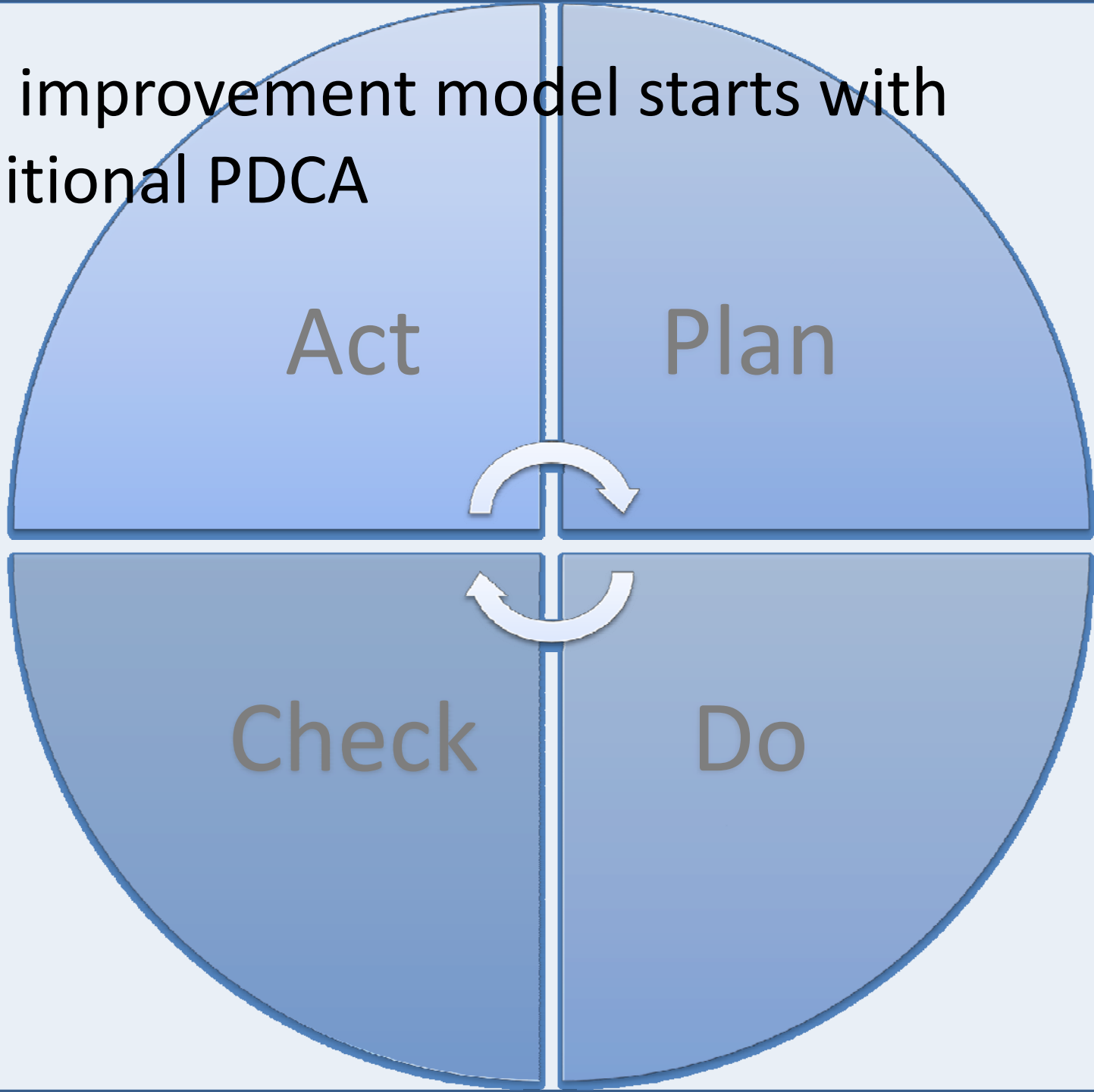




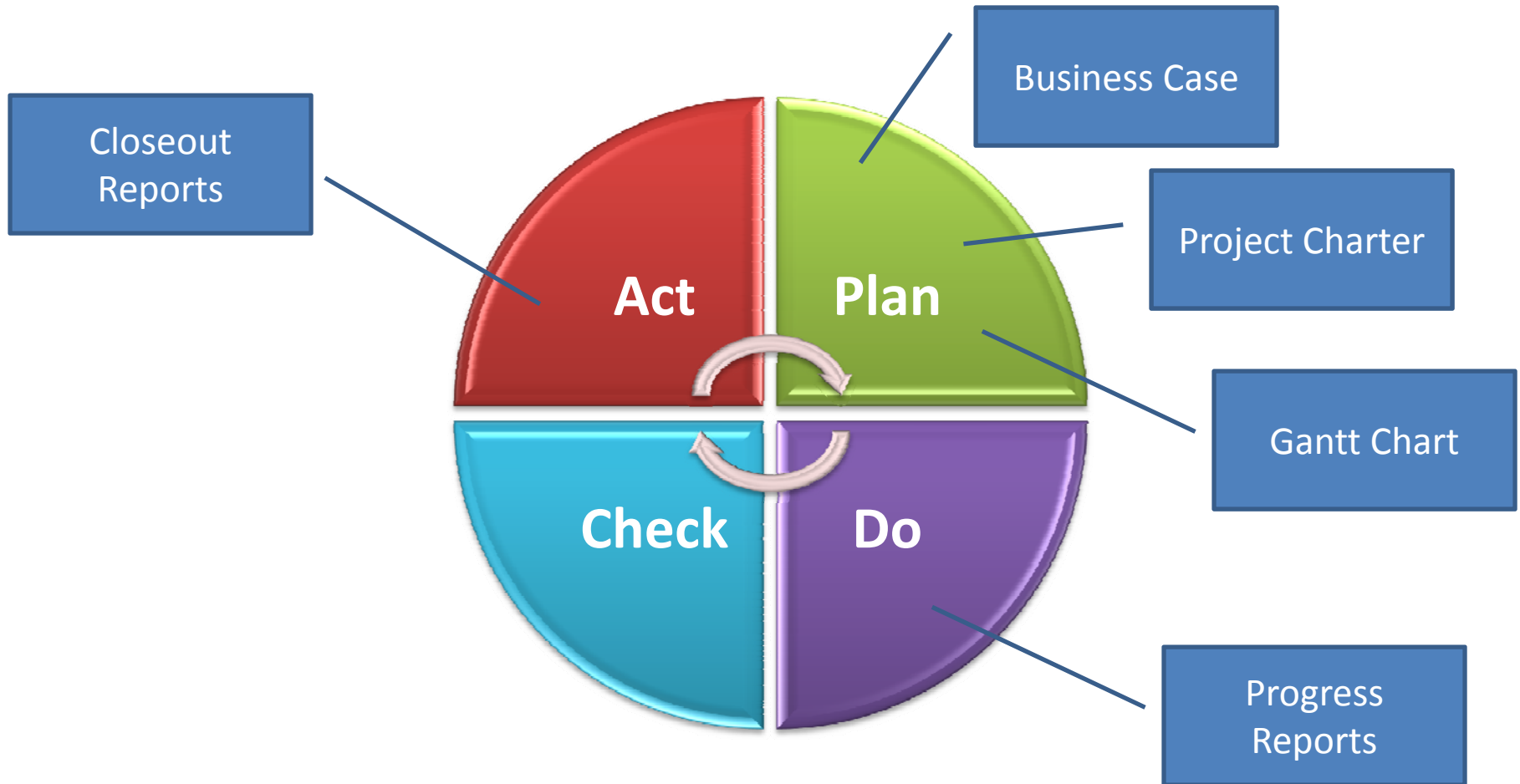
What do you want to improve?



This improvement model starts with traditional PDCA



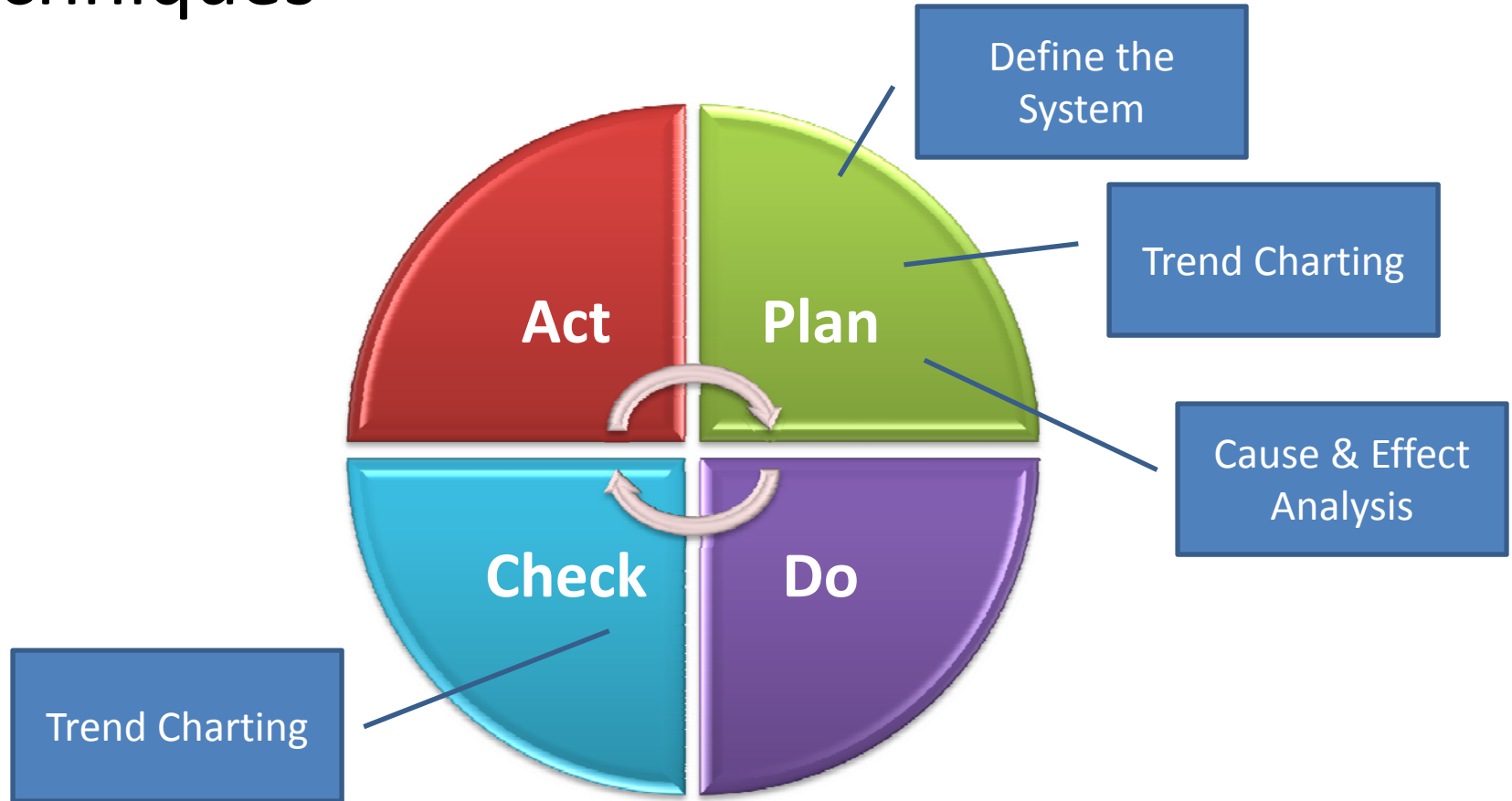
Project Management supplies the structure



A good Business Case should be simple to understand and able to drive intelligent decisions.

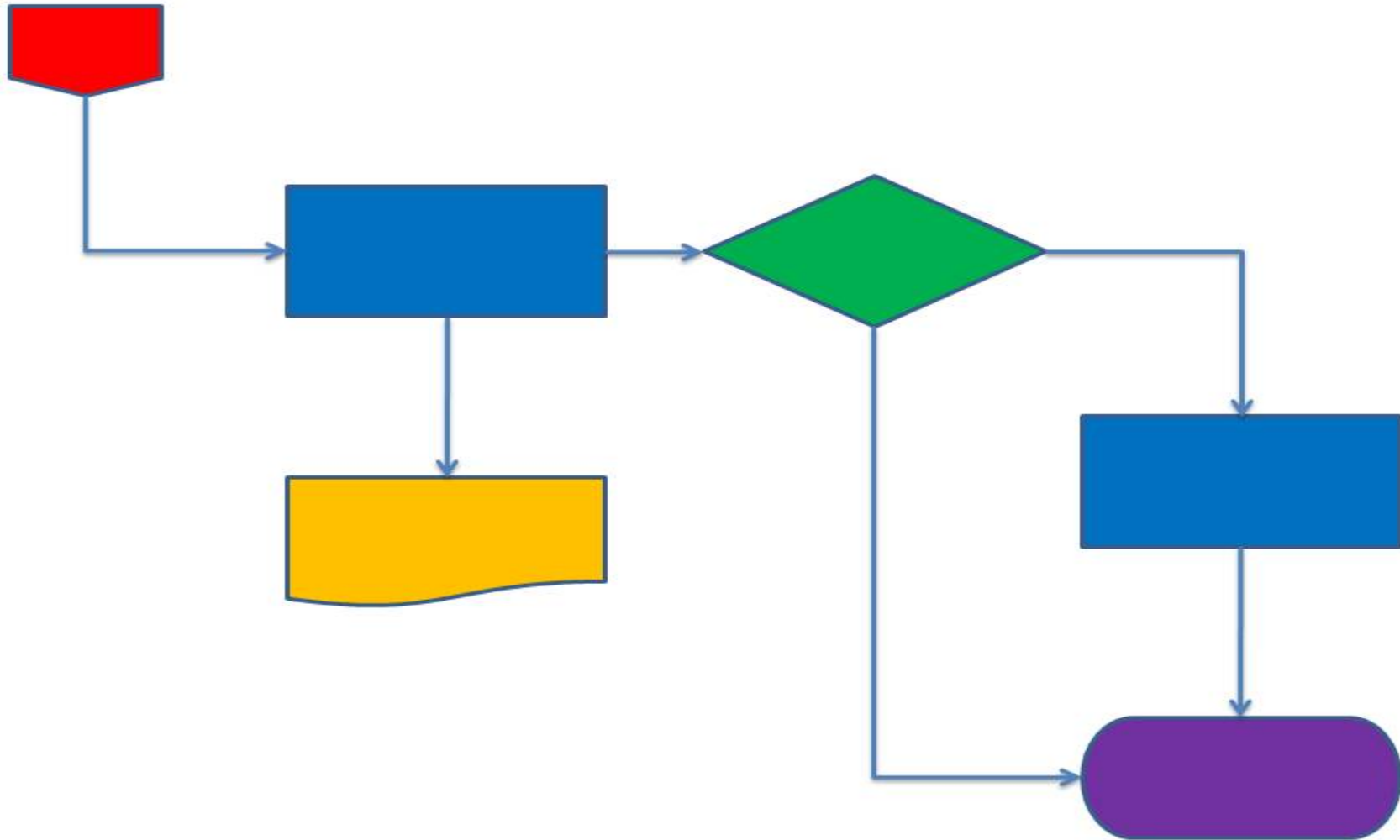


Quality Management adds tools and techniques





Defining the system helps to identify value and non-value added steps

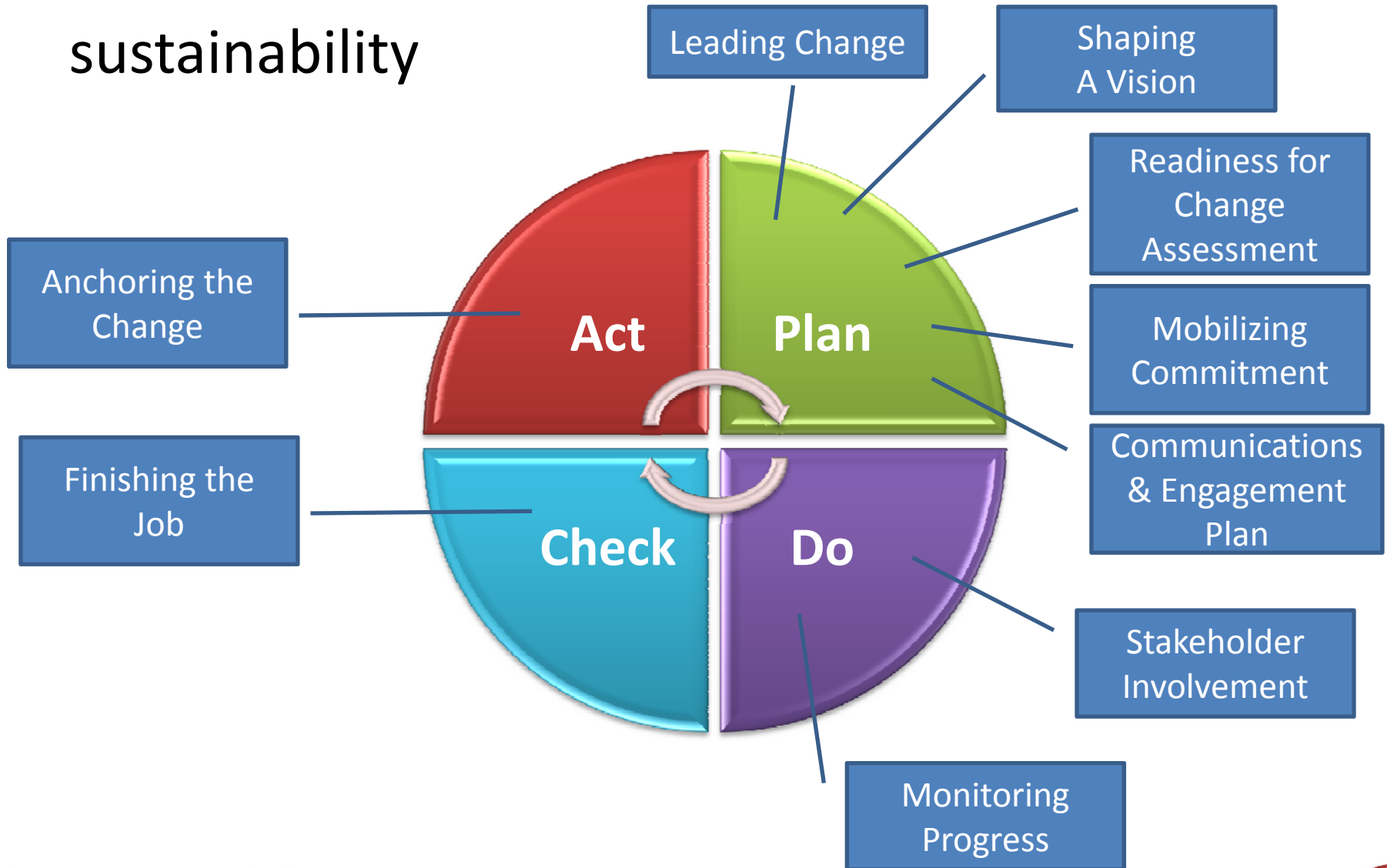





What's the most important component of any improvement project?



PDCA + Change Management means sustainability





Change Management overcomes human resistance to change

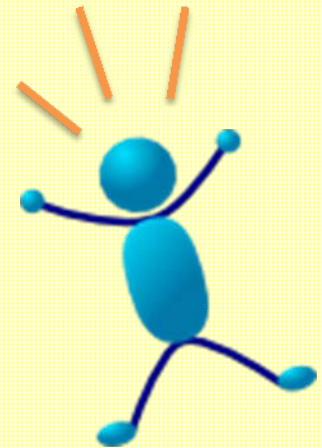
Current State




Transition State



Improved State





Appreciative Inquiry is a way of inquiring about and envisioning the future

“Human systems move in the direction of what we as human beings most persistently and actively ask questions about”

- David Cooperrider



Appreciative Interviews engage the stakeholder to create a positive vision

We have 10 min for each interview (20 min total)

1. Select a partner close to you
2. Read the interview questions aloud to your partner
3. Allow your partner some silence to think
4. Take some notes, listening for great quotes and stories
5. Encourage your partner with questions
6. Let your partner tell his/her story
7. Manage your time carefully
8. Then switch places



Transformational topics transform the
vision of the improvement

A photograph of green leaves with water droplets on a blue background of water ripples. The leaves are in the upper left, and the water ripples are in the lower right. The text is overlaid on a semi-transparent blue box in the upper left.



Baggage Problems

**Service
Recovery**



**Exceptional Arrival
Experience**

BRITISH AIRWAYS 



The task of leadership is to create an alignment of strengths in ways that make weaknesses irrelevant

-Peter Drucker



Results of successful improvements

Example Case Studies - hospital

Goal – increase level of care accuracy at admission to 90%

Baseline – 76%

Result – 91.3%

Goal – reduce time from ED decision to inpatient bed to 60 min

Baseline – 70 min

Result – 40 min

Goal – reduce length of stay for patients by 0.5 days

Baseline – 5.6 days

Result – 4.89 days

Financial Benefit
>\$1.2M annually

The Result is Innovation





The Result is Sustainability





Questions

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