

Fundamentals of Quality Improvement for Athletic Trainers

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Learning Objectives

- ▶ Participants will be able to
 - ▶ Summarize what quality improvement is and the value that it has in their clinical practice
 - ▶ Understand foundations of quality improvement strategies
 - ▶ Identify fundamental quality improvement tools and techniques

Disclaimers

- ▶ Certified by the Board of Certification for the Athletic Trainer (#2000010327)
 - ▶ No other affiliation
- ▶ I have no conflicts of interest to disclose
- ▶ The views expressed in this presentation are my own
- ▶ My views may not be the same as those of any organization or individual I am associated with

What is Quality Improvement?

- ▶ “...systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups.”
 - ▶ Attributed to HHS

Scope of QI

"Stupid. Research project?! Not unless it counts to a doctorate. AT in collegiate setting has absolutely NO time to do that, they never even get a day off to themselves."

Show less



7



REPLY

Scope of QI

Research

- ▶ Tries to uncover truth about the universe
- ▶ Results should be broadly applicable
- ▶ “What should *all* health systems be doing to improve care?”
- ▶ Requires high rigor

QI

- ▶ Tries to solve a particular problem in a specific context
- ▶ No intention of the solution being applicable in any other scenario
- ▶ “What can *our* health system do to improve care?”
- ▶ Commonly uses ‘guess-and-check’

Scope of QI

Research

- ▶ Efficacy
- ▶ Reductionist

QI

- ▶ Effectiveness
- ▶ Systems



Systems Thinking

► Upstream Thinking



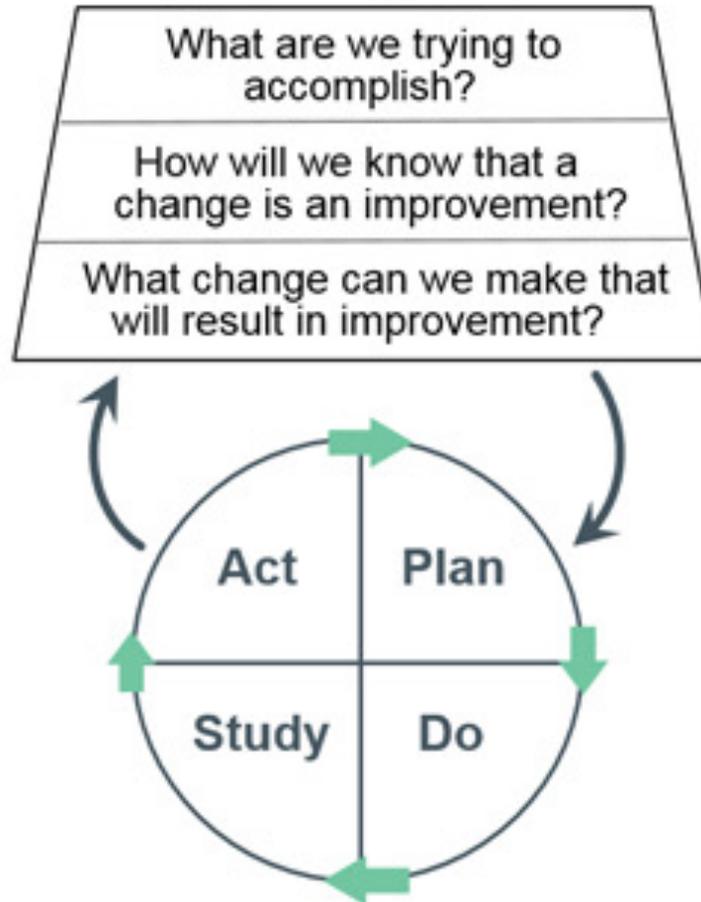
You Are Probably Already Doing QI (Mostly)

SCHEDULE

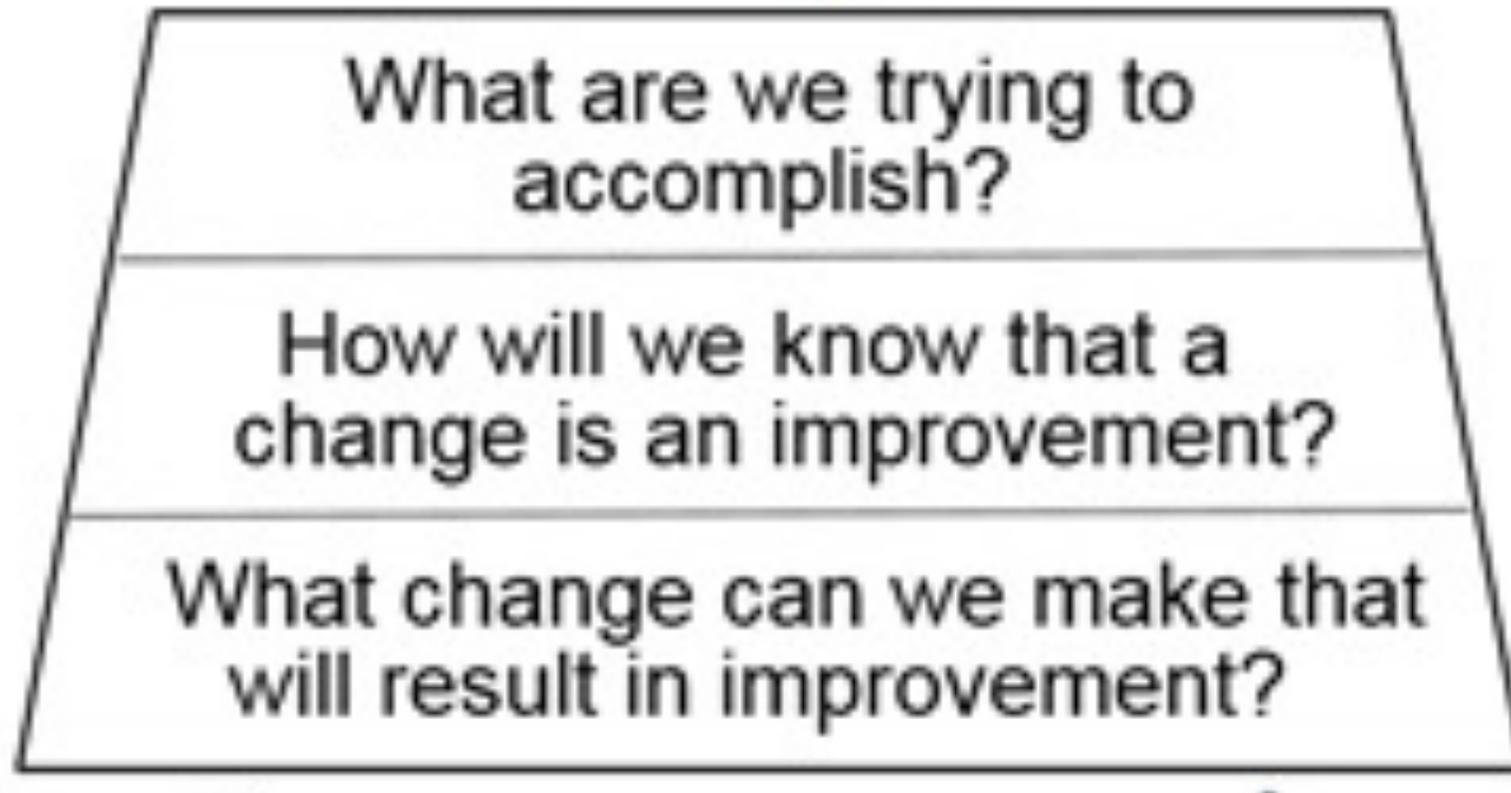
30	31	6:30 am @ office ①	2	3	4	5
			OFFICE OUTING		back to the office 4:00 pm	
6	ANNUAL LEAVE		9	⑩ Anna Birthday	11	12
					* Dinner with him	
13	14	15	16	17	18	19
	*** Design Team Meeting (afternoon)			MEETING WITH MR. JONES		OLG-55 reunion
20	21	22	23	24	25	26
	CUSTOMER VISIT					
	PCDD Group		Mr. Smith	BIP Company		
⑫ Dinner with family	28	29	30	1	2	3
			*** Monthly Report			

The Model for Improvement

Model for Improvement



The Model for Improvement



The Model for Improvement

► Plan



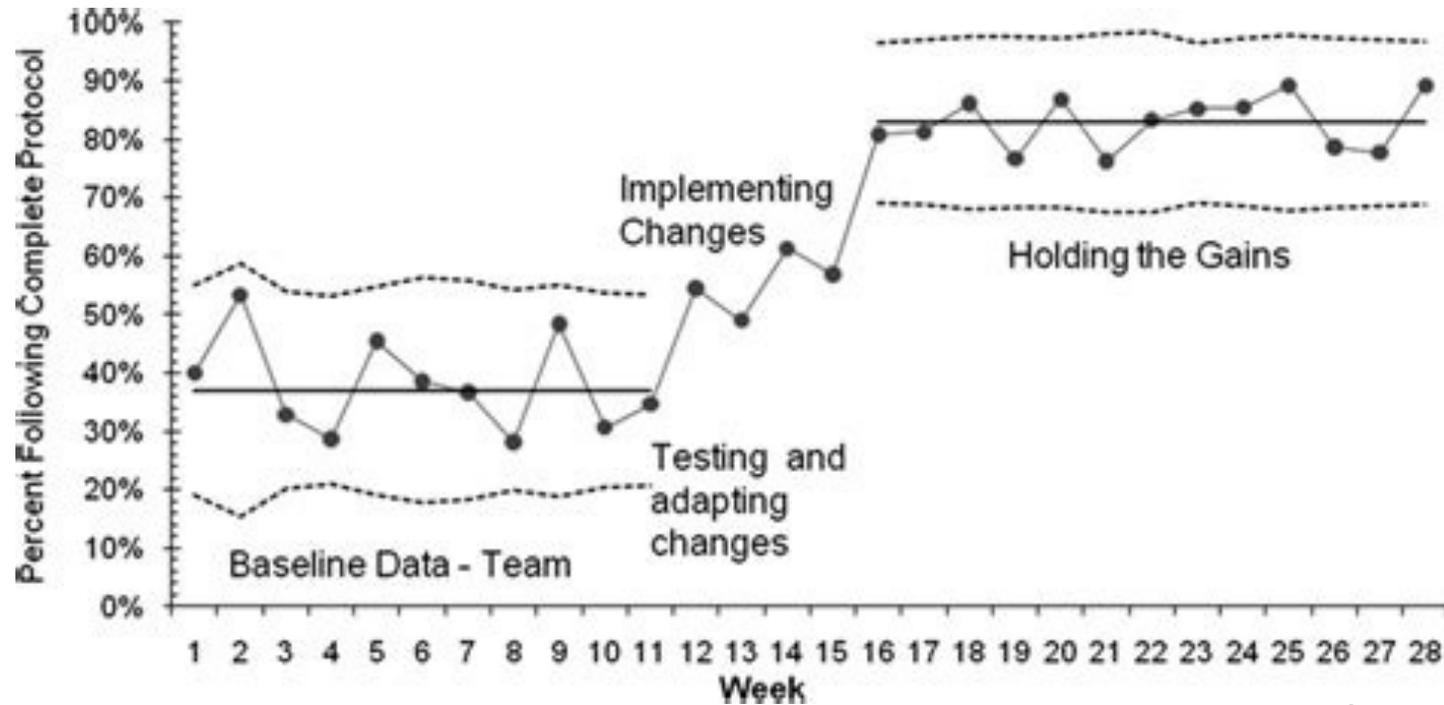
The Model for Improvement

► Do



The Model for Improvement

► Study



The Model for Improvement

► Act

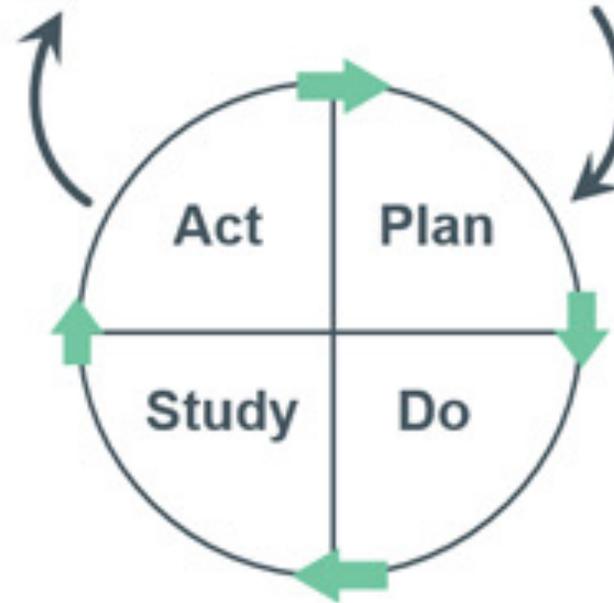
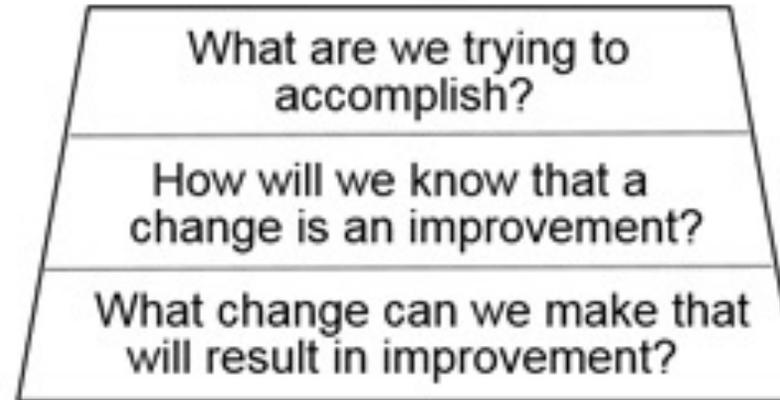


Revisiting the Example

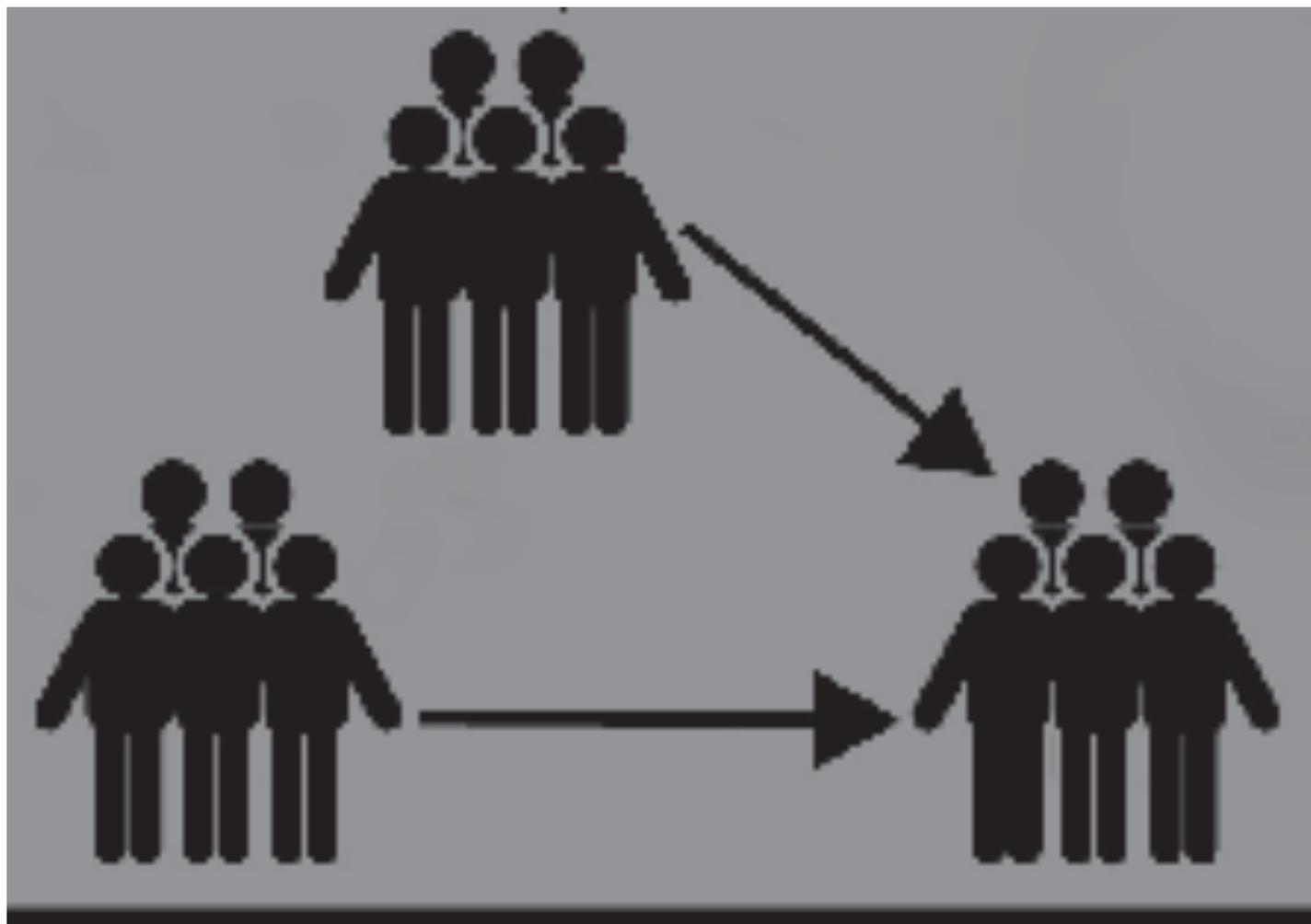
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			Anna's Birthday		* Dinner with him	
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	Design Team Meeting (afternoon)			MEETING WITH MR. JONES		OLD'S reunion
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Dinner with Family		*** Monthly Report				

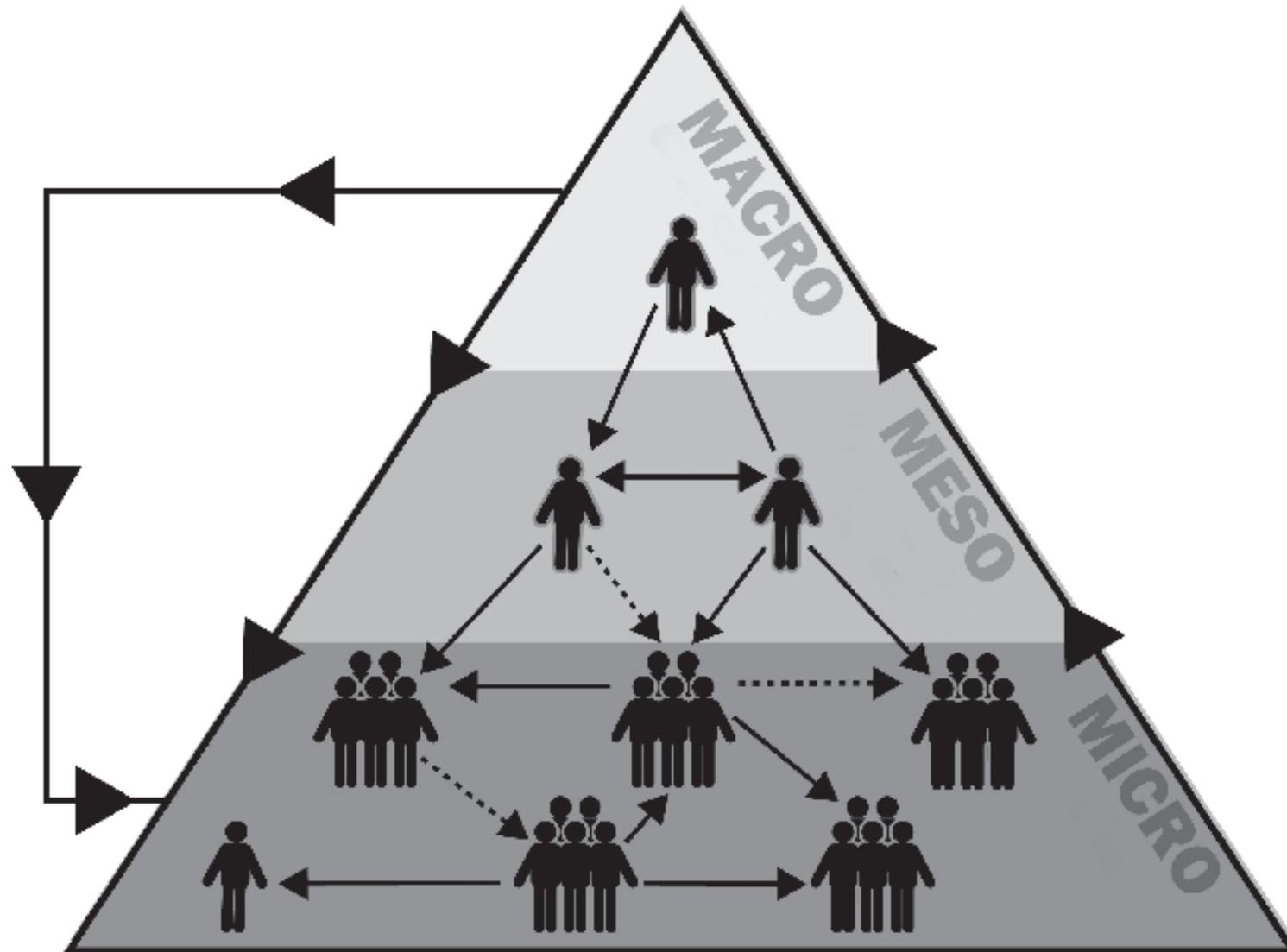
Model for Improvement



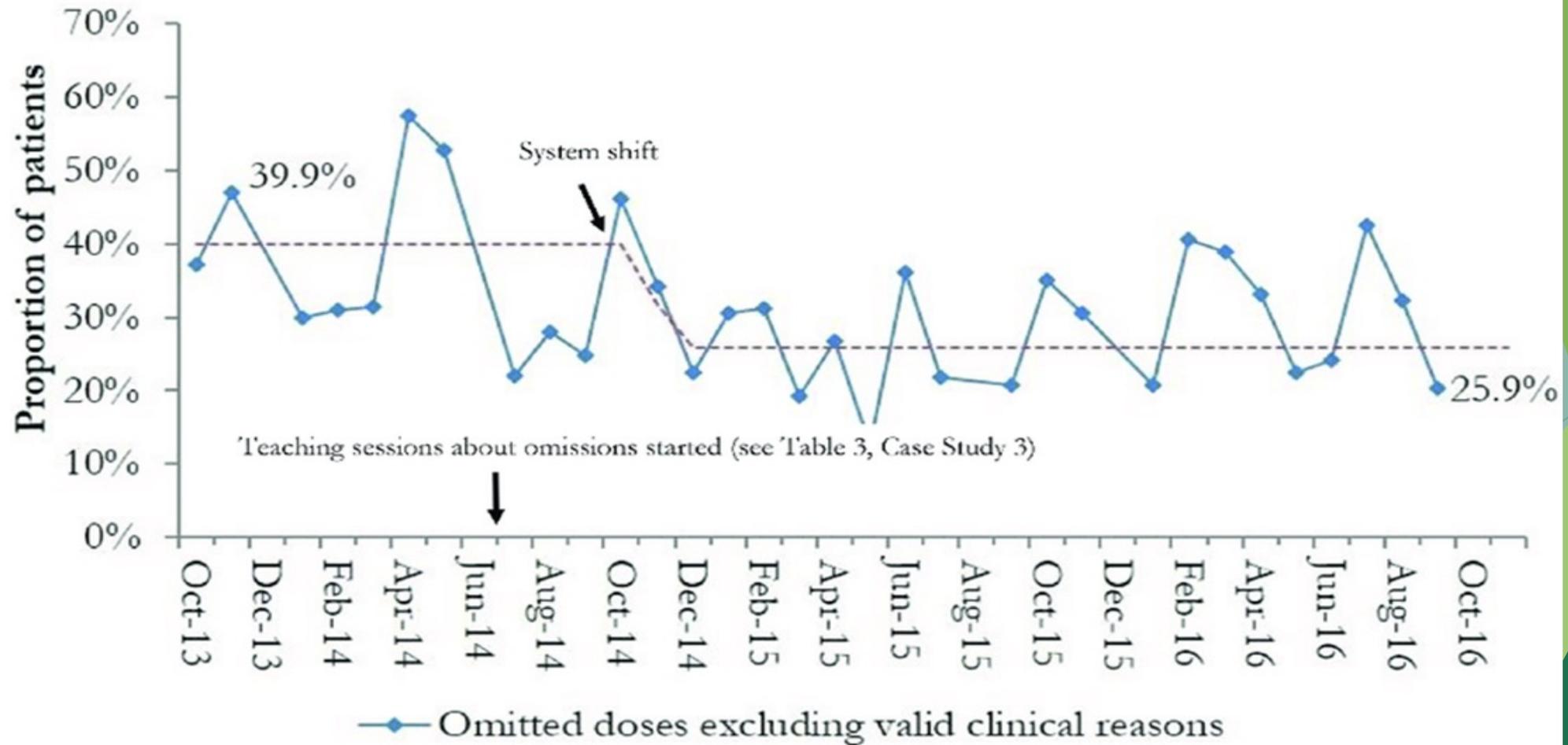
Then Why Do We Need QI?



Then Why Do We Need QI?



Then Why Do We Need QI?



What Are We Trying to Accomplish?

Global Aim

- ▶ Big, hairy, audacious goal
- ▶ E.g.:
 - ▶ Eliminate ACL tears in our population

SMART Aim

- ▶ Specific
- ▶ Measurable
- ▶ Achievable (but not too much)
- ▶ Relevant
- ▶ Timely

How Will We Know That a Change is an Improvement?

▶ Outcome Measures

- ▶ The thing we're trying to improve
- ▶ Dependent variable(s)

▶ Process Measures

- ▶ The way we're trying to improve it
- ▶ Independent variable(s)

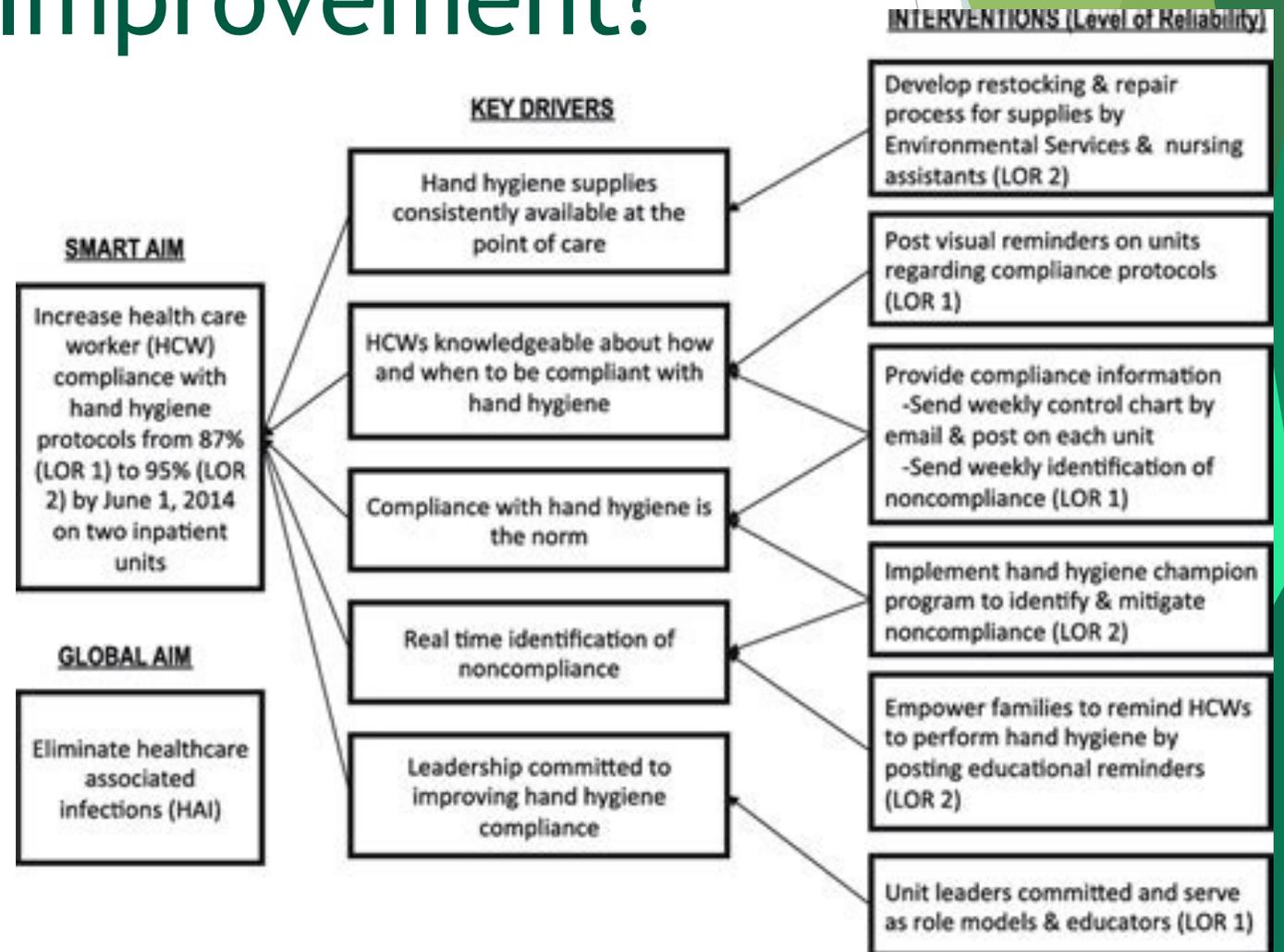
▶ Balancing Measures

- ▶ Potential side-effects
- ▶ “Controlling for...”

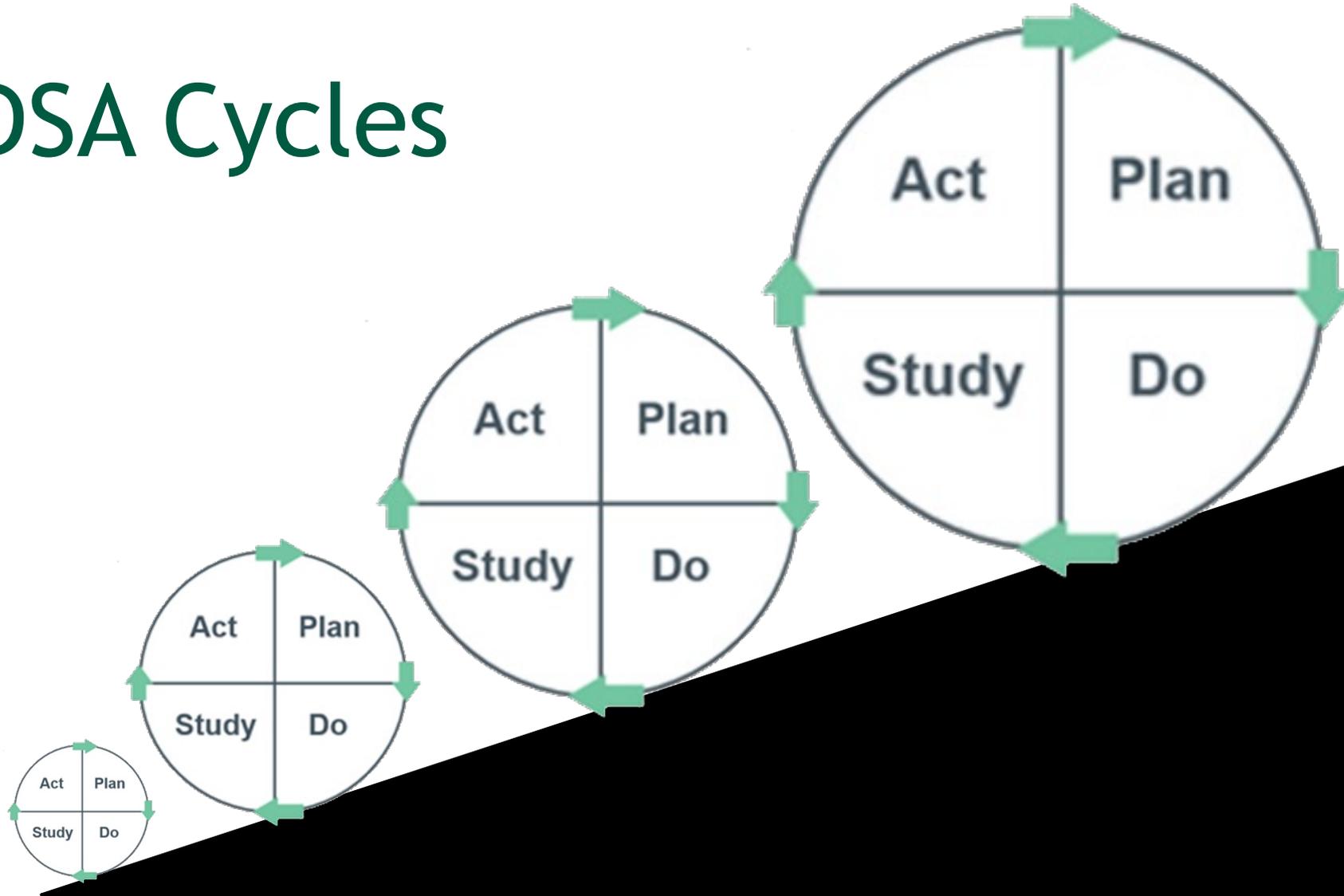
What Change Can We Make That Will Result in an Improvement?

► Key Driver Diagrams

- What we want ←
- What we need ←
- How to get it



PDSA Cycles



Most Important Takeaways

- ▶ QI helps you improve things that matter to you
- ▶ Intentional and systematic, not necessarily complicated
- ▶ Start with where you want to go then decide how you're going to get there
- ▶ Small, iterative, tests of change

Questions?

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