

## NIATx Model

Reduce Waiting Times & No-shows • Increase Admissions & Continuation

## Planning Processes

- Customers are served by processes.
- 85 percent of customer-related problems are caused by processes.
- Keep it simple.

 Good process have no egos – just happy customers (or patients)

## Five Key Principles

- 1. Understand and involve the customer
- 2. Fix key problems—that keep the CEO awake
- 3. Pick a powerful change leader
- 4. Get ideas from outside the organization/field
- Use rapid-cycle testing to establish effective changes



### This is the NIATx model

People

**Change Project** 

2. Flowchart

1. Walk-through

**Tools** 

3. NGT

4. PDSA Rapid Cycle

**Testing** 

1. Executive **Sponsor** 

2. Change Leader

3. Change Team

aim

Using existing resources



### PDSA Cycle for Improvement

#### Act

What is your next step?

Adopt, Adapt, or Abandon?

#### Study

What were the results?

How do they compare with baseline measure?

#### Plan

What is the idea or change to be tested and for how long?

#### Do

What steps are you specifically making to test this change?

Who is responsible?



## Tips (from those before you)

- Develop Common Aim (that may have different benefits for each organization)
- 2. Board Education
- 3. Staff Education
- 4. Green Coats Concept

# Tips (Cont.) (from those before you)

- 5. Communicate (for planning), Communicate (for implementation), Communicate (for ongoing services)
- 6. Avoid the myth of "No"

## **Project Charter**

**Initial Task:** 

Develop joint aim



## **Project Charter**

#### **Project Planning:**

Develop organizational sections, together

## **Project Charter**

Next steps:

Outline next steps on PDSA sheet.