

**Develop a Site-Level Improvement Plan***Introduction to Quality Improvement  
in the Family Planning Setting*

<b>How to Use This Guide</b>	<p>This guide is designed to support facilitation of an interactive learning session on how to <b>Develop a Site-Level Improvement Plan: Introduction to Quality Improvement in the Family Planning Setting</b>.</p> <p>Facilitators should feel free to adapt and revise this guide. Facilitators may choose to:</p> <ul style="list-style-type: none"> <li>» Convene staff from one or more clinics for a standing meeting (e.g., monthly).</li> <li>» Convene a one-time meeting with clinic staff about this topic.</li> </ul>
<b>Learning Objectives</b>	<p>By the end of the discussion, participants should be able to:</p> <ul style="list-style-type: none"> <li>» <b>Describe the Model for Improvement</b></li> <li>» <b>Explain how the Model for Improvement can be used in the family planning setting</b></li> <li>» <b>Develop a plan for improvement in order to obtain a site-level improvement goal</b></li> </ul>
<b>Length</b>	<p>At least <b>75 minutes</b>, with more time for discussion as schedules allow. Example discussion questions are provided; facilitators can use them based on participant interest.</p>
<b>Materials</b>	<ul style="list-style-type: none"> <li>» <b>PowerPoint Slides with Notes</b>: Slides with speaker notes and discussion questions</li> <li>» <b>Quality Improvement Tools (printed)</b>, including:             <ul style="list-style-type: none"> <li>» <a href="#">Prioritization Matrix</a></li> <li>» <a href="#">Aim Statement Worksheet</a></li> <li>» <a href="#">Quality Improvement Plan</a> (preferably printed on large paper)</li> </ul> </li> </ul>
<b>Format</b>	<p>Discussions can be facilitated <b>virtually or in person</b>.</p>
<b>Suggested Participants</b>	<p><b>Staff from one or more family planning clinics.</b> Involving multiple sites can facilitate peer-to-peer sharing. Having representation from clinical, administrative, and financial staff can help address system issues.</p>

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Orientation to Meeting and Overview of the Model for Improvement



15 minutes



Slides 1-14



Present Slide

Facilitate

- |           |   |   |
|-----------|---|---|
| <b>1</b>  | Develop a Site-Level Improvement Plan: Introduction to Quality Improvement in the Family Planning Setting | Activity:<br>» Conduct participant and facilitator introductions. |
| <b>2</b>  | Meeting objectives  |   |
| <b>3</b>  | Overview of Model for Improvement   |   |
| <b>4</b>  | What are we trying to accomplish?   |   |
| <b>5</b>  | How will we know that a change is an improvement?   |   |
| <b>6</b>  | What changes can we make that will result in improvement?   |   |
| <b>7</b>  | Testing the change  |   |
| <b>8</b>  | PLAN: What's happening now?   |   |
| <b>9</b>  | DO: Let's try it!   |   |
| <b>10</b> | STUDY: Did it work?   |   |
| <b>11</b> | ACT: Decide what to do  |   |
| <b>12</b> | PDSA scale-up   |   |
| <b>13</b> | Quality improvement eLearning course  |   |
| <b>14</b> | Improvement plan  |   |

## Develop a Site-Level Improvement Plan

### *Introduction to Quality Improvement in the Family Planning Setting*

Model for Improvement Question 1: What Are We Trying to Accomplish?



10 minutes



Slides 15-18



Present Slide

Facilitate

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**15** Improvement planning question 1: what are we trying to accomplish?

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**16** What will you measure?

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**17** Goal-setting methods

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**18** Identify your performance goal

Activity

- » Identify your performance goal, and write it on the improvement plan.

Model for Improvement Question 2: How Will We Know a Change is an Improvement?



15 minutes



Slides 19-24



Present Slide

Facilitate

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**19** Improvement planning question 2: how will we know a change is an improvement?

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**20** Aim statements

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**21** Examples of aim statements

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**22** Tips for aim statements

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**23** Aim statements build on each other

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**24** Develop an aim statement

Activity

- » Think about what will make an impact on the measure you are looking at for improvement. Develop and write down the aim statement using the Aim Statement Worksheet.

## Develop a Site-Level Improvement Plan

### *Introduction to Quality Improvement in the Family Planning Setting*

Model for Improvement Question 3: What Changes Will Result in an Improvement?



30 minutes



Slides 25-28



Present Slide

Facilitate

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**25** Improvement planning question 3: what changes will result in an improvement?

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**26** Ask yourself WHY?

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**27** Ask yourself WHY? Cont.

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**28** Complete your improvement plan

Activity

- » Start to fill out the rest of the “plan” section of the improvement plan, adding detail for each aim statement. Add the necessary tasks, who should complete them, when the tasks need to be completed, and what measures you will use to track success.
- » Note to facilitators: If you don't have time for this activity, participants can be instructed to complete the improvement plan on their own time, after the meeting.

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**29** Sample improvement plan

Next Steps and Conclusion



5 minutes



Slides 29-30



Present Slide

Facilitate

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**30** Next steps

Discussion:

- » What are your next steps?

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**31** Thank you