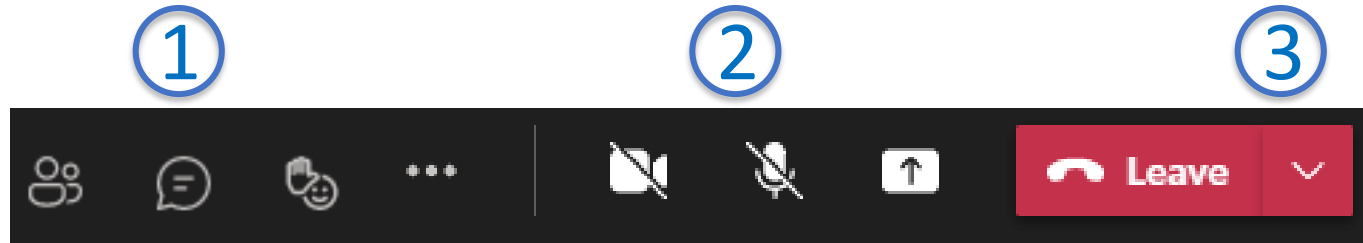


# Primary Care Improvement Collaborative

## QI Skills Session 6: Aim Statements and Driver Diagrams

# Housekeeping



- 1. Open and close the chat panel** – use the chat box to introduce yourself, raise any questions you may have or add comments about the session.
- 2. Cameras and mics have been disabled** – this session is being recorded and will be available as a resource. The chat box will not be visible during the recording, so please use it for any questions you may have that we will answer at the end of the session.
- 3. Leave the meeting** – use this to leave this session at the end.

# Background

- QI Skills sessions are part of the Primary Care Improvement Collaborative.
- Developed to support the collaborative to understand how to use QI tools in a primary care setting, particularly PCAP, pharmacotherapy and CTAC.
- Sharing practical application of QI tools drawing on our learning from our previous programmes.

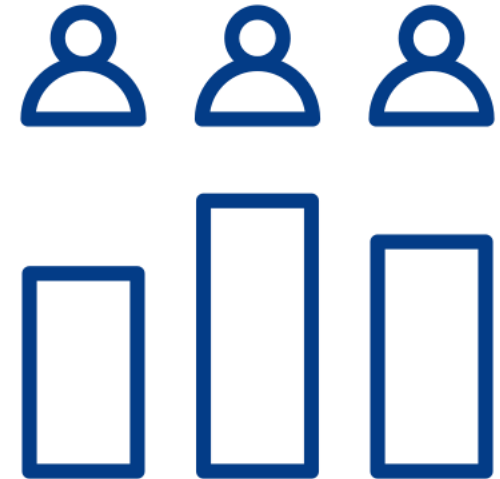
# In our session today.....

- Aim statements
- Driver Diagrams

# Poll

Please rate your knowledge of **Aim Statements**:

- 1- Not aware
- 2- I know what it is
- 3- I can apply in identified situations
- 4- Know how, when and where to us
- 5- Can adapt and explain
- 6- Can teach theory and use method



# Overview of an aim

An aim is used to define a realistic and measurable outcome for your improvement activity.

# Why use an aim ?

Developing an aim will:

- provide a clear vision for your improvement activity and what you want to accomplish
- provide focus and purpose for the full team involved in the improvement work
- help to ensure that all activity is aligned with the original area of focus, and
- aid communication to all stakeholders around what you are trying to achieve.

# How to develop an aim

- Team involvement
- Be clear about the challenge or issue you are experiencing
- Try to be specific on what you want to achieve
- How will you know when you've met your aim?
- Be realistic



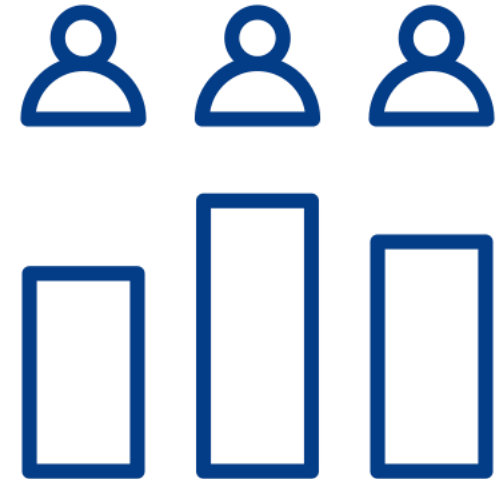
# Example of aims

- To reduce the number of acute prescriptions for HRT
- By the end of week commencing 20th February 2023, the total number of urgent and routine appointment requests for pharmacy-related issues will decrease by x.
- To reduce the number of telephone calls requesting fit notes.
- To reduce the number of patients, appropriate for Pharmacy First being seen at the practice

# Poll

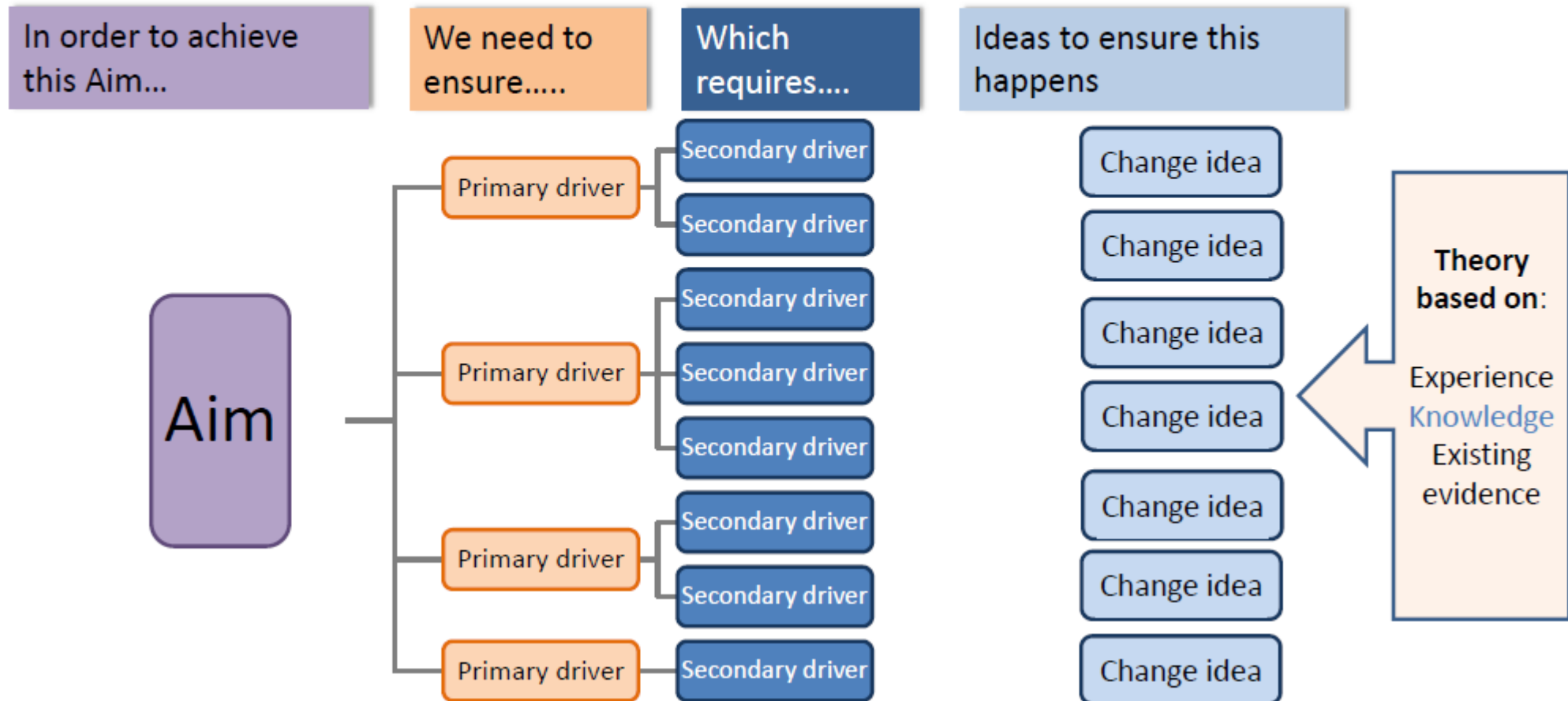
Please rate your knowledge of **Driver Diagrams**:

- 1- Not aware
- 2- I know what it is
- 3- I can apply in identified situations
- 4- Know how, when and where to use
- 5- Can adapt and explain
- 6- Can teach theory and use method



# Driver Diagrams

Driver Diagram - Visually presents a team's theory of how an improvement goal will be achieved. It articulates what parts of the system need to change, and in which way, and includes ideas to make this happen. It is used to help plan improvement project activities and ensure team engagement.



# How to use a Driver Diagram

- Select your aim to clarify what are you trying to accomplish
- Assemble a team with experience in the area you are focusing on
- Brainstorm with the group to identify the key elements: primary drivers, secondary drivers and change ideas

# Why use a Driver Diagram?

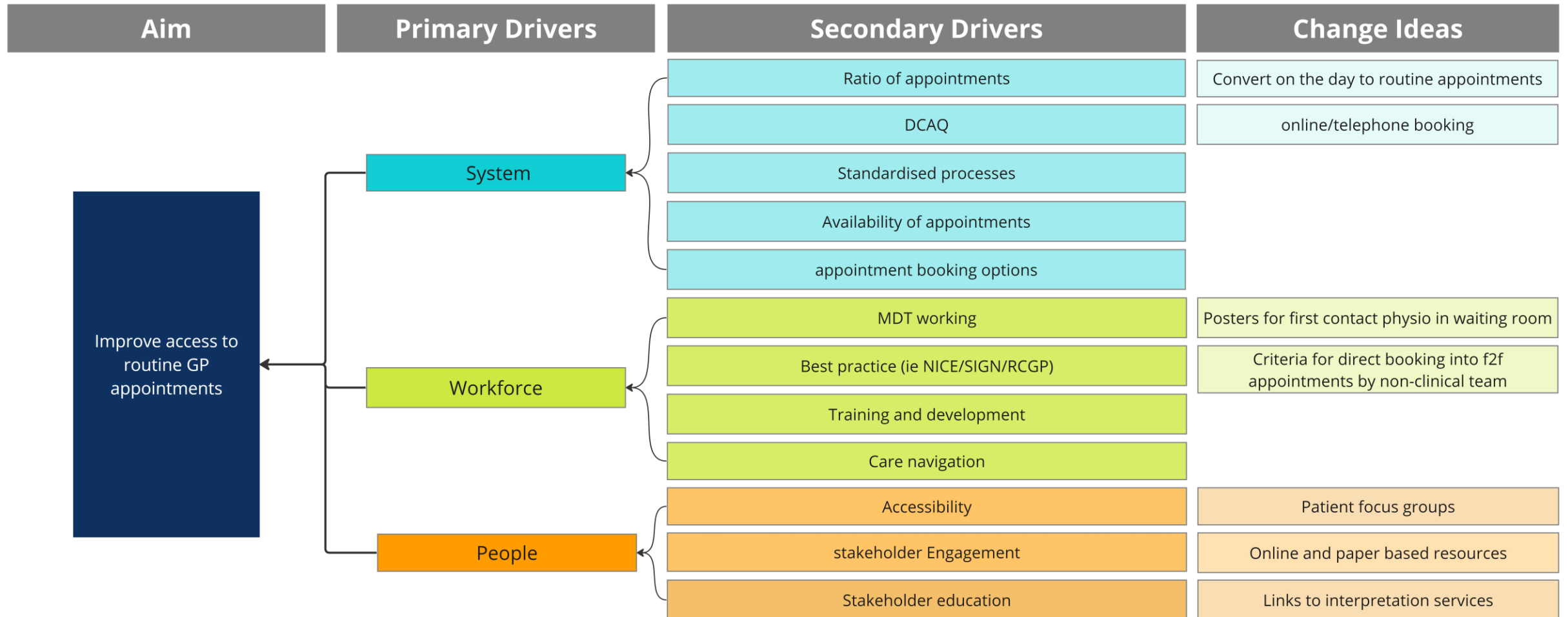
- Helps you understand what will help to achieve your aim
- Ensures that change ideas link to your aim
- Helps to identify where you might need to focus efforts
- Help you start to think about measurement
- Supports you to stay focused on your aim

# Driver Diagram

**Remember...it's a theory!**



# Example of a driver diagram



# Questions

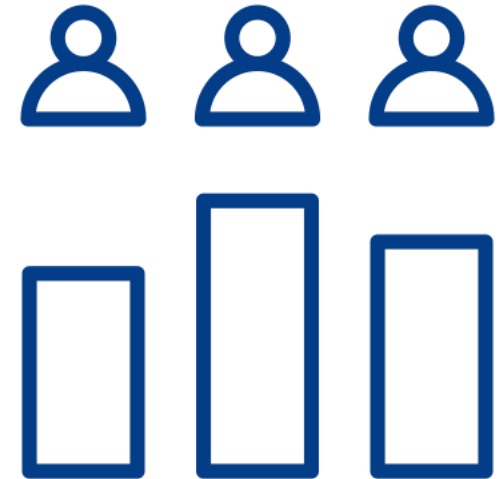




# Poll

Please rate your knowledge of **Aim Statements** and **Driver Diagrams** :

- 1- Not aware
- 2- I know what it is
- 3- I can apply in identified situations
- 4- Know how, when and where to us
- 5- Can adapt and explain
- 6- Can teach theory and use method



# Thank you

**Keep an eye out for a range of tools, learning and resources, including this recording, that will be available soon!**

*Thank  
You*