



**Mechanics of Improvement**  
**CIIS - Quality & Patient Safety Educational Series**

<b>Session Title</b>	“Tools for Planning QI & Implementation”
<b>Presentation Date</b>	January 24, 2019
<b>Learning Objectives</b>	<ul style="list-style-type: none"> <li>• Demonstrate how to use conceptual models to map out study variables and outcome measures</li> <li>• Use driver diagrams to plan improvement activities, identify workflow changes</li> <li>• Discuss how to apply planning tools to your improvement initiatives</li> </ul>

**Session Resources - Introductions to IIS & QI Approaches**

[An Introduction to Implementation Science for the Non-Specialist](#)

Bauer MS, Damschroder L, Hagedorn H, Smith K, Kilbourne AM. *BMC Psychol.* 2015;3(1),32.

- This review provides a broad overview of what implementation science is, how it differs from QI and dissemination. This article provides a useful starting point for individuals new to the field.

[The Improvement Guide: A Practical Approach to Enhancing Organizational Performance](#)

Langley GL, Moen R, Nolan KM, Nolan TW, Norman CL, Provost LP. *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd edition). San Francisco: Jossey-Bass Publishers; 2009.

- This book describes the Model for Improvement, a guiding approach for QI initiatives, with clear steps for accelerating change in diverse healthcare settings.

**Session Resources – Conceptual Models, Driver Diagrams, Stakeholder Analysis Template**

[Bridging Research and Practice](#)

Tabak RG, Khoong EC, Chambers DA, Brownson RC. Bridging Research and Practice. *American Journal of Preventive Medicine.* 2012;43(3):337-350. doi:10.1016/j.amepre.2012.05.024.

- This review provides a useful tool when selecting a model for implementation or dissemination science studies. The authors identified 61 dissemination and implementation models, and categorized them based on each model’s degree of construct flexibility, which socio-ecological levels are addressed in the model, and whether the models focus on dissemination, implementation or both. This review also discusses how to select and adapt an appropriate model and incorporate it into study design.

[Implementation Research in Mental Health Services: An Emerging Science with Conceptual, Methodological, and Training Challenges](#)

Proctor EK, Landsverk J, Aarons G, Chambers D, Glisson C, Mittman B. Implementation Research in Mental Health Services: An Emerging Science with Conceptual, Methodological, and Training challenges. *Administration and Policy in Mental Health and Mental Health Services Research*. 2009;36(1):24-34. doi:10.1007/s10488-008-0197-4.

- We demonstrated application of this conceptual model in our presentation. Proctor’s Conceptual Model of Implementation Research is useful for studies that seek a range of outcome measures include process, service effectiveness and client metrics.

[Driver Diagram](#)

Tools: Driver Diagram. Institute for Healthcare Improvement.

- This resource provides an overview of driver diagrams and includes a downloadable template to support you in creating your own project-specific driver diagrams. The website also includes a few helpful videos explaining how to use driver diagrams.

[What’s Your Theory?](#)

Provost L, Bennett B. What's your theory? Driver diagram serves as tool for building and testing theories for improvement. *Quality Progress*. 2015 Jul:36-43.

- This article provides an accessible review of driver diagrams and walks the reader through multiple examples. Core concepts including ‘change ideas’ are defined and exemplified.

[Stakeholder Analysis Matrix Template](#)

Tools4Dev. Stakeholder Analysis Matrix Template. Tools4Dev Website. 2014.

- Stakeholder analyses are useful for both IIS and QI. The link above provides a direct connection to the Tools4Dev Stakeholder Analysis Matrix template with directions on how to complete the matrix.