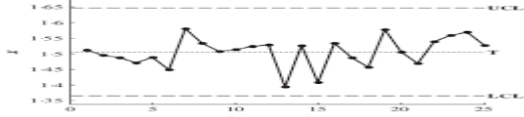

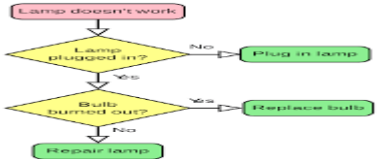
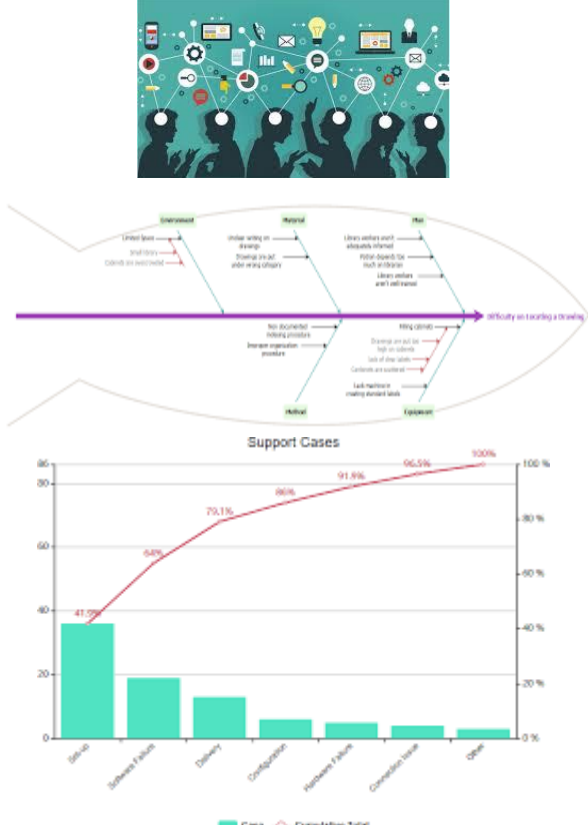


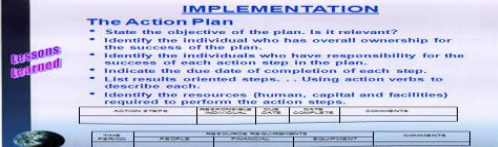




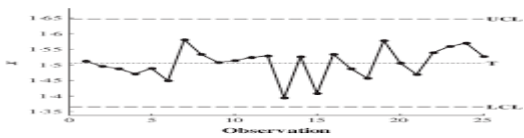



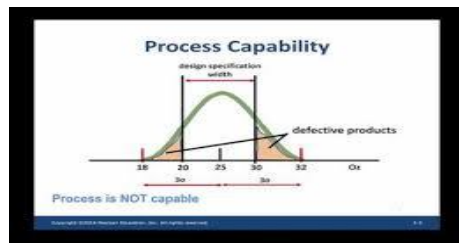


Different Quality Improvement tools in FOCUS PDCA and Six Sigma for Healthcare Quality Improvement

FOCUS PDCA

Model	Tools	Steps
F		Use control chart to know the current process variation
O		Organize a team
C		Draw flow chart to know the steps in the process
U		<p>Brainstorm to generate many ideas (to know all causes)</p> <p>Present all causes by fishbone diagram by different areas</p> <p>Use Pareto chart to prioritize problem</p>
S		Set your goal

<p style="text-align: center; font-size: 2em; font-weight: bold;">P</p>		<p>Prepare action plan to resolve all significant problems as per per pareto chart</p>
<p style="text-align: center; font-size: 2em; font-weight: bold;">D</p>		<p>Do Force-field analysis before implementing action plan , then implement</p>
<p style="text-align: center; font-size: 2em; font-weight: bold;">C</p>		<p>Evaluate your process after implementing action plan</p>
<p style="text-align: center; font-size: 2em; font-weight: bold;">A</p>		<p>If there is significant improvement then sustain your improvement</p> <p style="text-align: center;">Or</p> <p>If there is no significant improvement then go for another PDCA cycle</p>

SIG SIGMA – DMAIC

Model	Tools	Steps
D	   	<p>Use control chart to measure the stability of the given process. If you found special cause, then go to step 2</p> <p>Organize a team</p> <p>Set a goal</p> <p>Develop process map (SIPOC)</p>
M	  	<p>Measure current process capability and the level of sigma</p> <p>Brainstorm to know all causes related the given problem</p> <p>Present all causes by fishbone diagram</p>

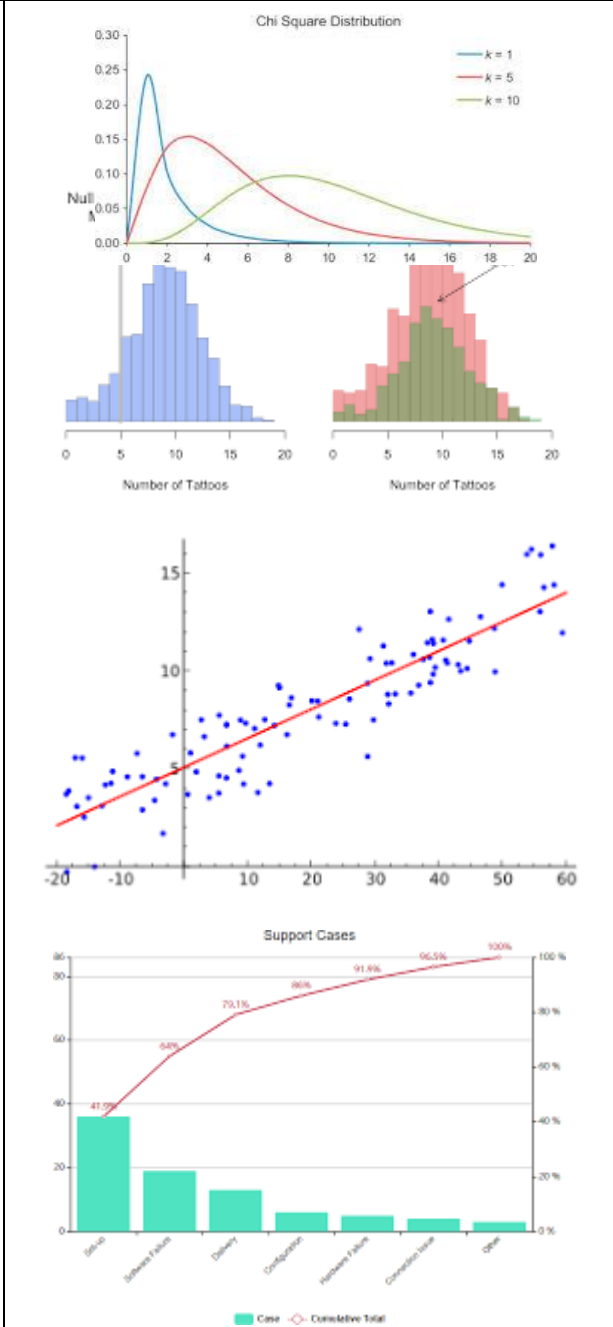
A

Motor Assembly Check Sheet

Name of Data Recorder: Jackie B. Stone
 Location: Providence, New York
 Date Collection Dates: 1/17 - 1/23

Problem/Defect	Days							Signal
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
Insufficient paint coating								20
Welding defect								4
Improper fastener procedure								2
Wrong part used								3
Fillet on parts								4
Welds in casting								6
Incorrect dimensions								2
Adhesive failure								1
Missing fastener								1
Surface failure								5
TOTAL		20	11	11	2	4		

Collect raw data for each cause related to the problem (Effect)



Analyse all causes raw data related to the problem by using Statistical techniques like ,
 Chi-square test, t-test, ANOVA, Regression, etc.....

I

Task	Responsible	Due Date
Update CPR policy	Quality Team & Anesthesia Director	1 week
Train & Educate Staff on CPR policy	Quality Team & Medical Director	Ongoing
PPM for Defibrillator	Biomedical Dep.	Ongoing
Anesthesia Schedule Modifications	Anesthesia Director	Ongoing
Recruitment of Anesthesia staff	Top Management	6 months
Redistribute the crash carts to different units	Quality Team & Pharmacy	1 month
Purchase New Crash Carts	Top Management	2 months

Plan

IMPLEMENTS

The Action Plan

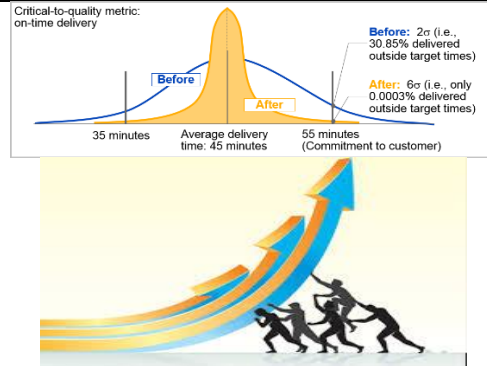
- State the objective of the plan. Is it relevant?
- Identify the individual who has overall ownership for the success of the plan.
- Identify the individuals who have responsibility for the success of each action step in the plan.
- Indicate the due date of completion of each step.
- List results-oriented steps. Using action verbs to describe each.
- Identify the resources (human, capital and facilities) required to perform the action steps.

Action Step	Responsible	Start	Completion

Prepare action plan based on the recommendation from the Statistical analysis

Conduct force field analysis then implement all action plan

C



Evaluate your process after implementing action plan by process capability analysis

Sustain your improvement strategies