

| Data Challenges: | Consider these Countermeasures: |
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| Collecting data from multiple electronic health records | Add IT to the core team to better understand data flow Identify a data steward with clinical & technical experience |
| Accuracy of Data - i.e. incorrect/missing codes | Add a data person to the areas where the data is being added to the electronic health record to teach correct coding at time of entry Perform chart reviews to identify patients who are not found by collecting electronic data |
| Integrating screening tools into the electronic health record | Start a workflow with paper to gain an understanding of the process & engagement in the workflow change, then switch to the electronic screening tool |
| Process Change Challenges | Consider these Countermeasures |
| Creating a new workflow, e.g. addition of screenings into site/organization | Delegate work to leadership who can ensure all stakeholders are represented at team meetings Make sure to involve the people who do the frontline work |
| Ensuring that staff have protected time to complete the new process | Break up into teams to make small improvements Create realistic timelines that work for the organization, not trying to do everything all at once |
| Competing multiple work demands | Enlist a senior leader champion who can guide the group through priorities Establish regular times & days for meetings: *Make them quick & efficient ^Consider virtual attendance option |
| Checking to ensure it is working | Create a dashboard to review key metrics on a regular basis Include a data check & date as part of QI projects |
| Engagement Challenges | Consider these Countermeasures |
| Ensuring staff and providers are invested in the work | Identify an individual or two on certain PDSA cycles to fine tune the work, e.g. residents Create work committees to educate & divide work efforts Allow individual teams to work on areas they feel are important to them Provide feedback to the team so they aware their concerns have been heard/addressed Use process mapping tools to show how roles interconnect; what everyone's role is & how working together equals success Keep everyone aware of the 'how' & 'why' you are tracking and driving improvement; will help with team engagement & support achieving quality improvement efforts Communicate the feeling & emotion behind the project to bring people onboard Celebrate wins & recognize achievement |
| Keeping everyone in the loop (whether they are active on the team or not) | Use morning team huddles to keep everyone in the loop Organize team lead meetings, then those champions spread the information to the rest of the sites |
| Making sure everyone understands the costs/benefits of the project | Add a visual board in staff areas with current statistics Define dedicated team meetings (a hard stop) showing time involvement & expectations Educate everyone on the 'why' behind the project & how it aligns with everyone's goals Look at what is most meaningful for the organization & move in that direction Take a break after each project to avoid burnout & use different members to comprise the team Evaluate current improvement efforts, transition off completed work/reprioritize to best use resources |