

Tufts CTSI Common Metrics Implementation

Learning Session 2
September 27, 2016



Agenda

- Welcome and Introductions
- CTSI IRB Duration Quality Improvement Process – Wake Forest
- Cause and Effect: Enhancing your Story Behind the Curve



CTSI IRB Duration Quality Improvement Process

September Collaborative Learning Session

Common Metrics Initiative



Cause and Effect:

Enhancing Your Story Behind the Curve

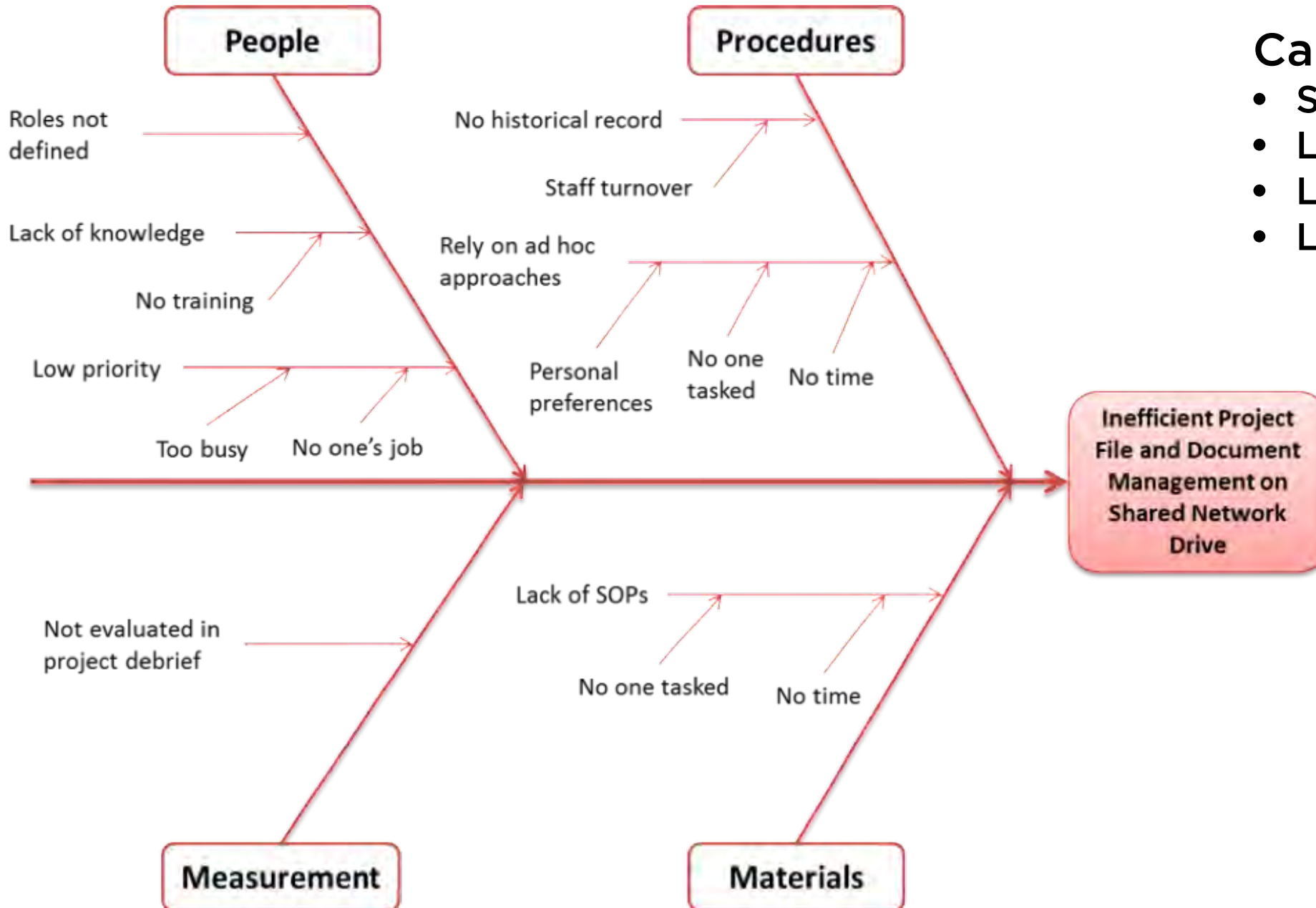
Story Behind the Curve

Identify underlying causes and factors

- Cause and Effect (a.k.a. fishbone) Diagram
- Root Cause Analysis (5 Whys)

Why?





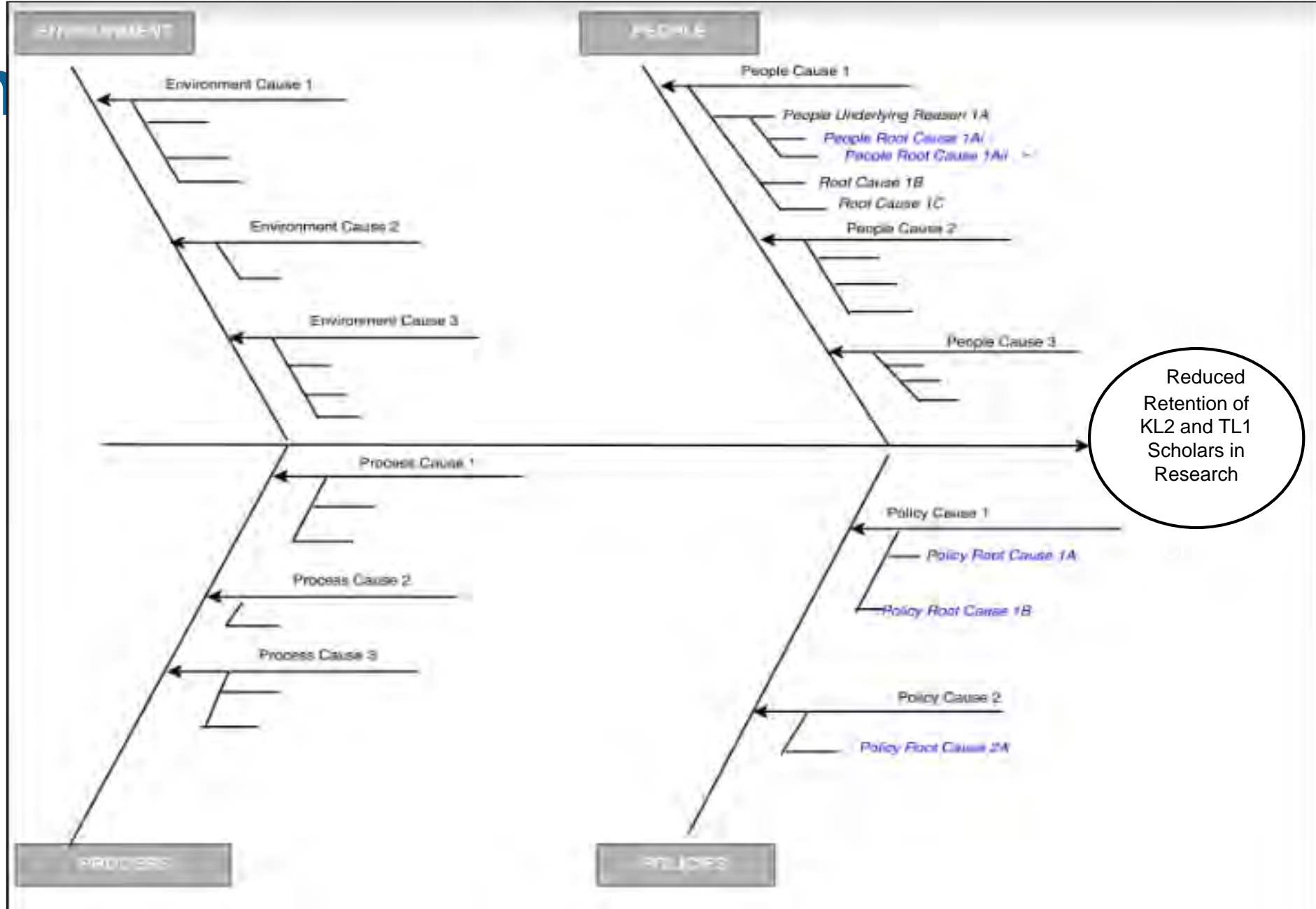
Causes Identified

- Staff Turnover
- Lack of delegation
- Lack of time
- Lack of training

How to get started

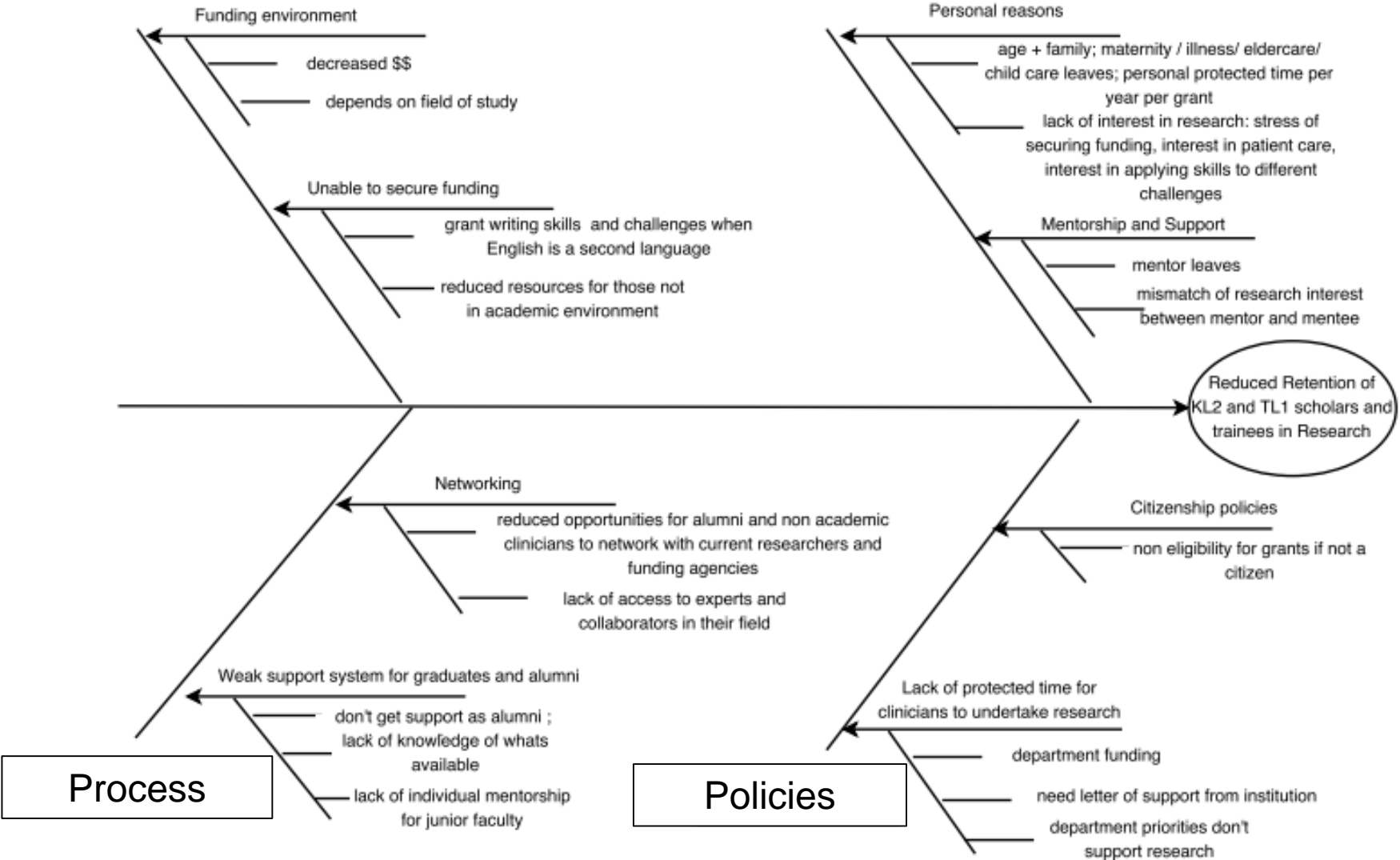
- Define a clear problem statement
- Define Fishbone Categories – Manpower/People, Methods/Procedures, Environment, Materials, Measurements, and Machines
- Draw the fishbone diagram – visualizing the cause and effect diagram stimulates thinking
- Brainstorm causes and factors - 6-12 team members with diverse roles
- Ask ‘Why’ multiple times (5 ‘Why’s’)
- Eliminate causes that don’t apply or make a list for future consideration.
- Identify causes and determine which ones warrant further investigation and resolution.

Brainstorm



Environment

People





Next Learning Session



Tuesday Nov. 8, 2016 3pm – 4pm Eastern