

HRSA Ryan White HIV/AIDS Program

**CENTER FOR QUALITY
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Driving to Improvement: Using a Driver Diagram for Quality Improvement

December 15, 2022

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**Department
of Health**



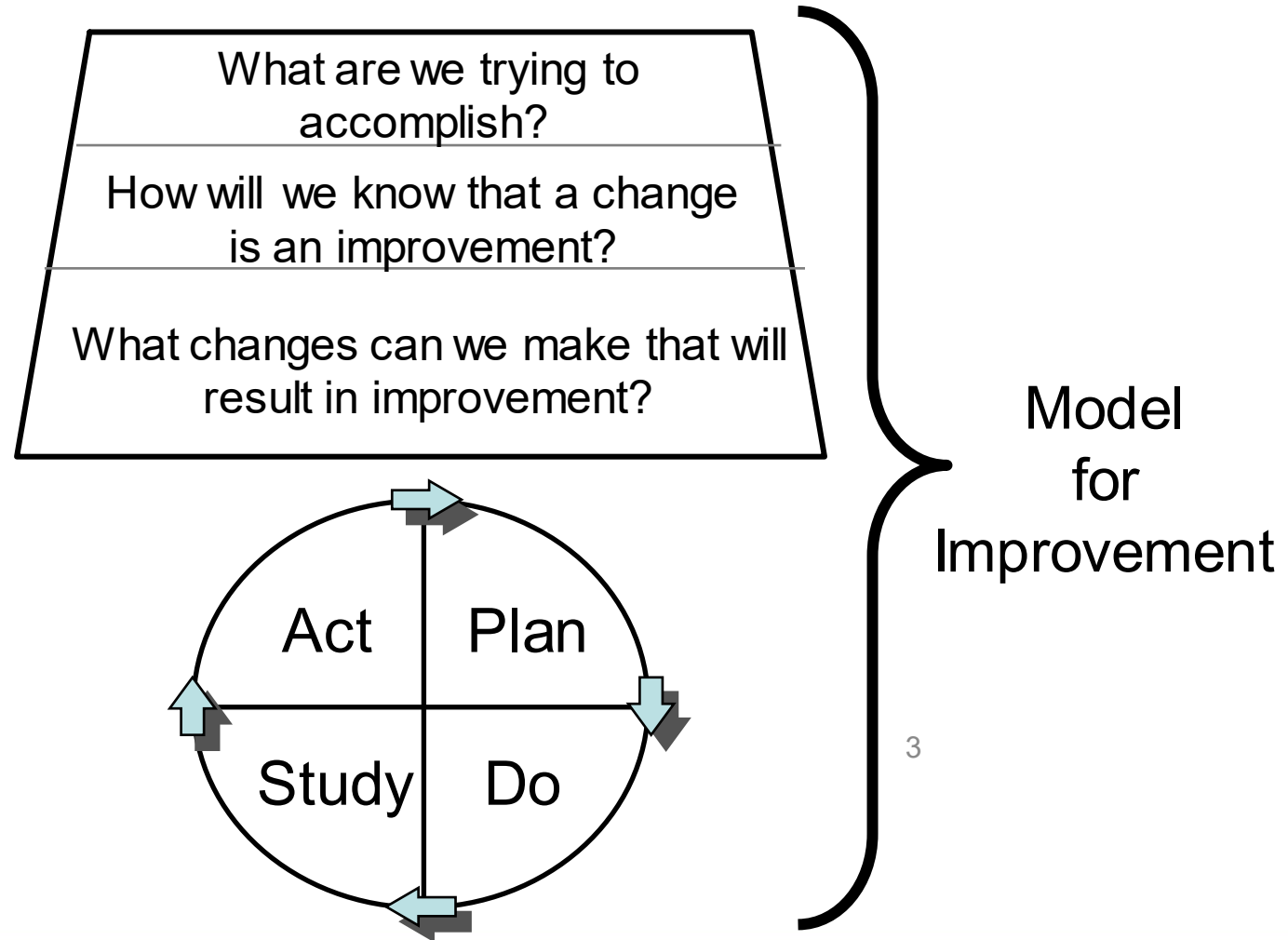
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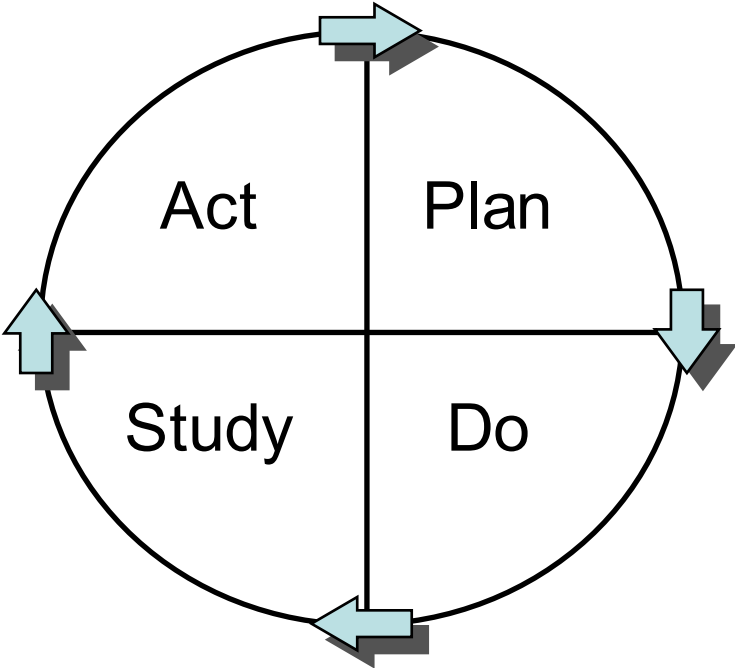
Learning Objectives: You Will Learn About...

- The usefulness of a driver diagram in relation to the model for healthcare improvement
- The elements of a driver diagram.
- The kinds of strategic challenges for which a driver diagram can be useful
- How to use a driver diagram to strategize quality improvement(QI) projects
- How a driver diagram can be used in conjunction with other QI tools to develop a QI action plan

Method for Improvement



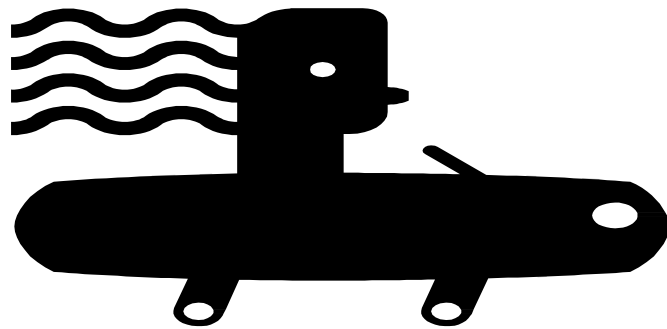
What changes can we make that will lead to an improvement?



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Driver Diagram

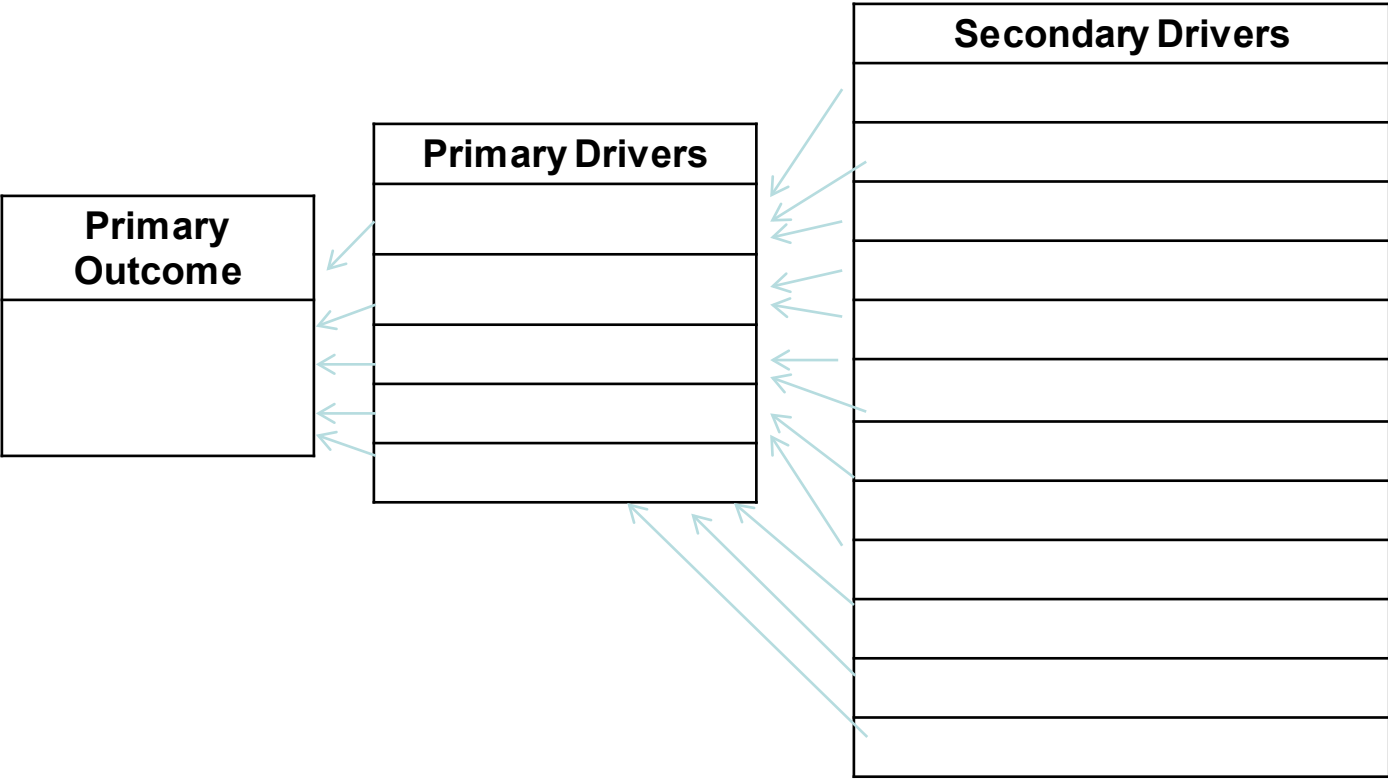
A driver diagram is a visual tool used to help understand and prioritize factors within a system that drive towards the accomplishment of a desired goal, called the primary outcome. Primary drivers are the main factors that drive the primary outcome. Secondary drivers are subsets of the primary drivers and drive them towards the achievement of the primary outcome.



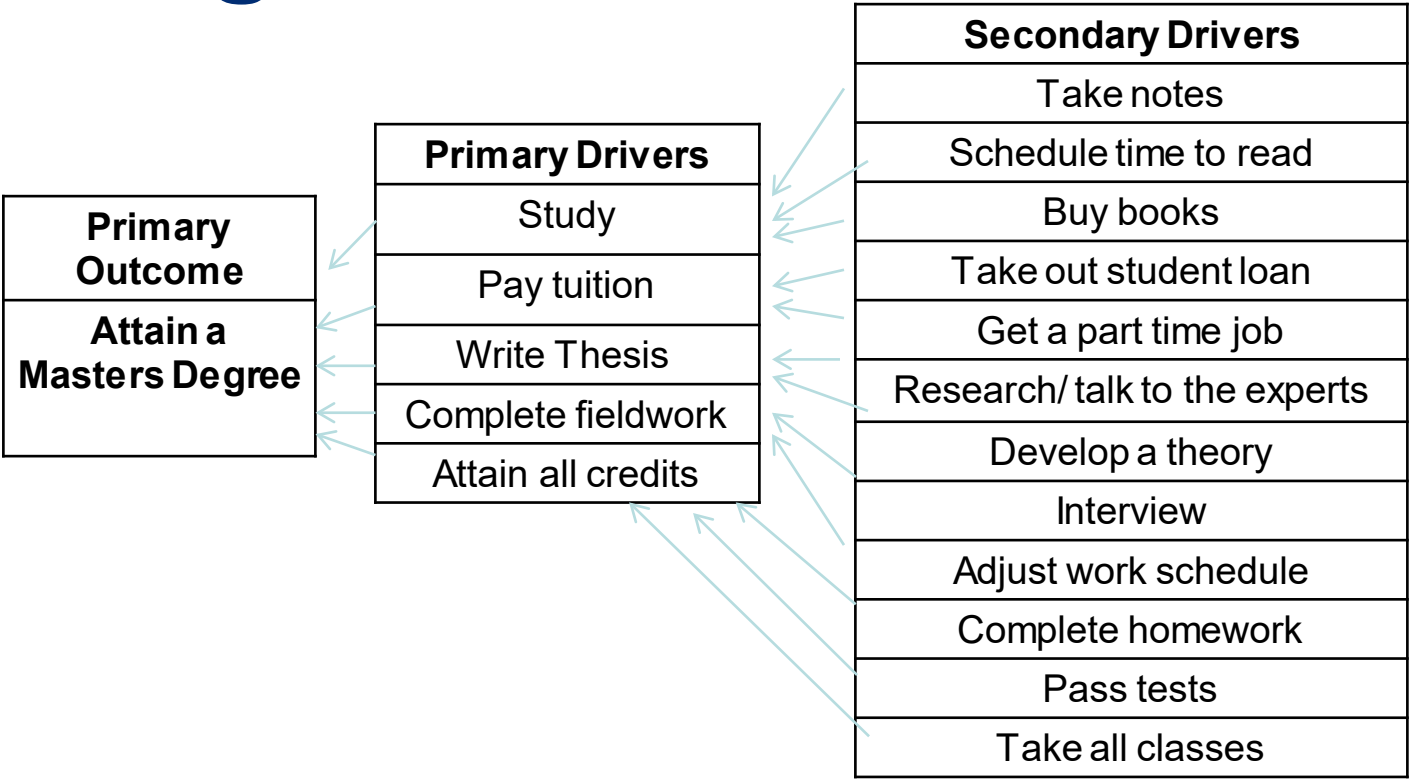
Uses of a Driver Diagram

- The driver diagram can help you to think strategically about what changes you can make to your current system to achieve your improvement goal. Focusing on secondary drivers can help to bring into focus specific areas for process improvements. Improving these processes strengthens secondary drivers, which, in turn, strengthen primary drivers, driving to the primary outcome.

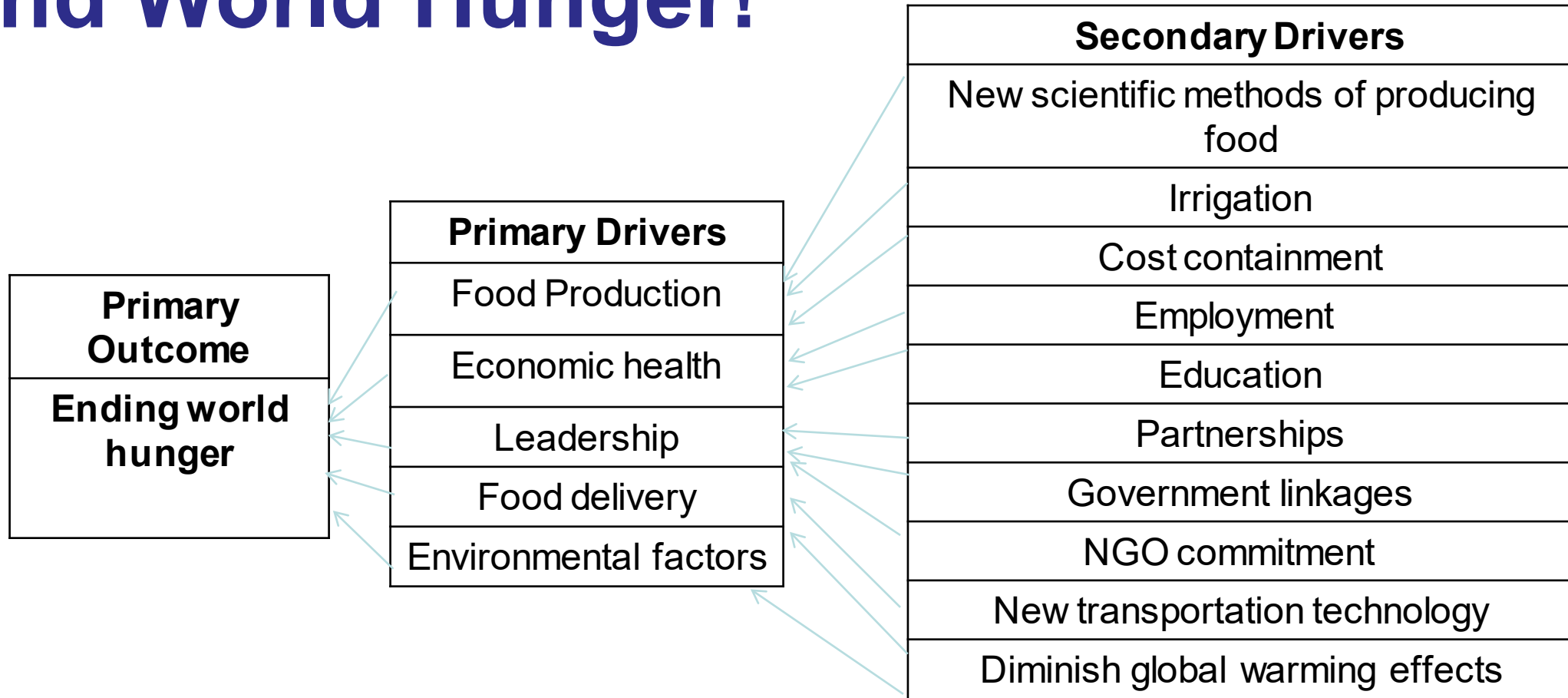
Driver Diagram Example: Attaining a Masters Degree



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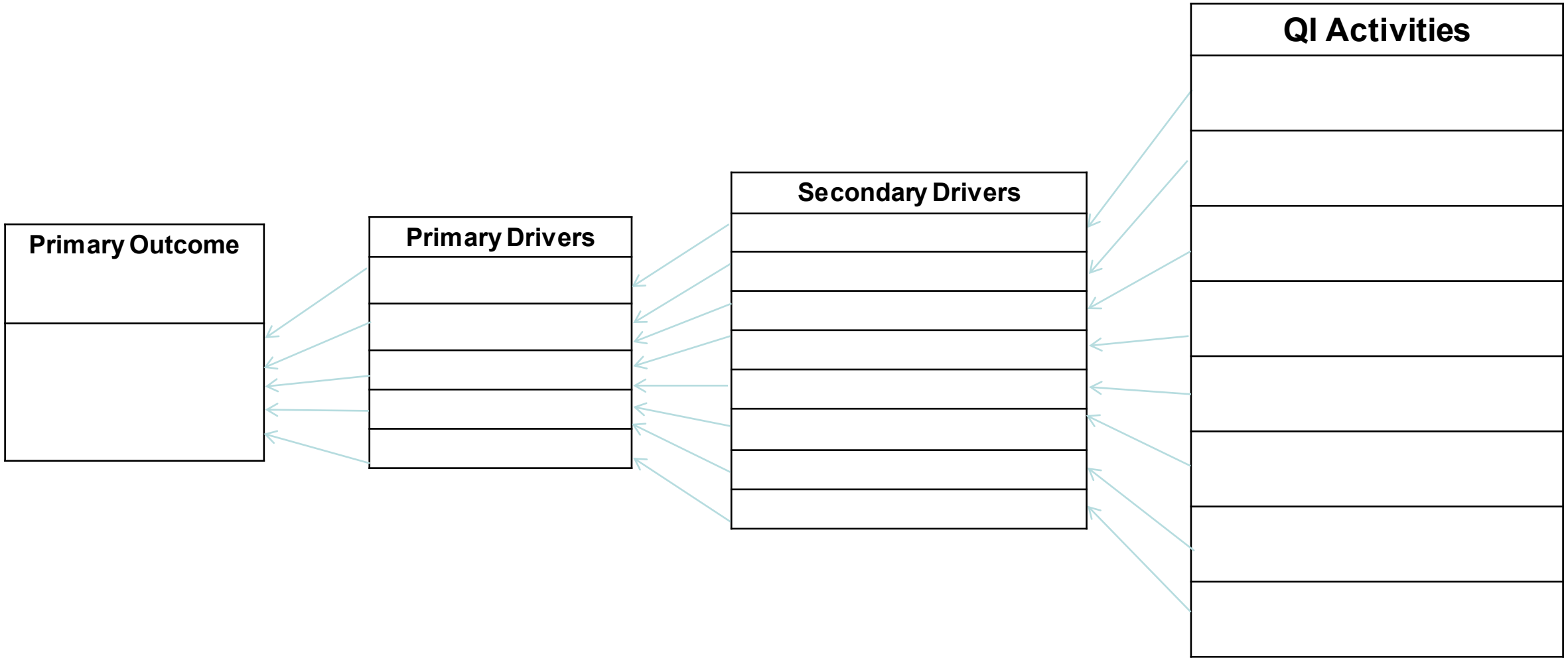


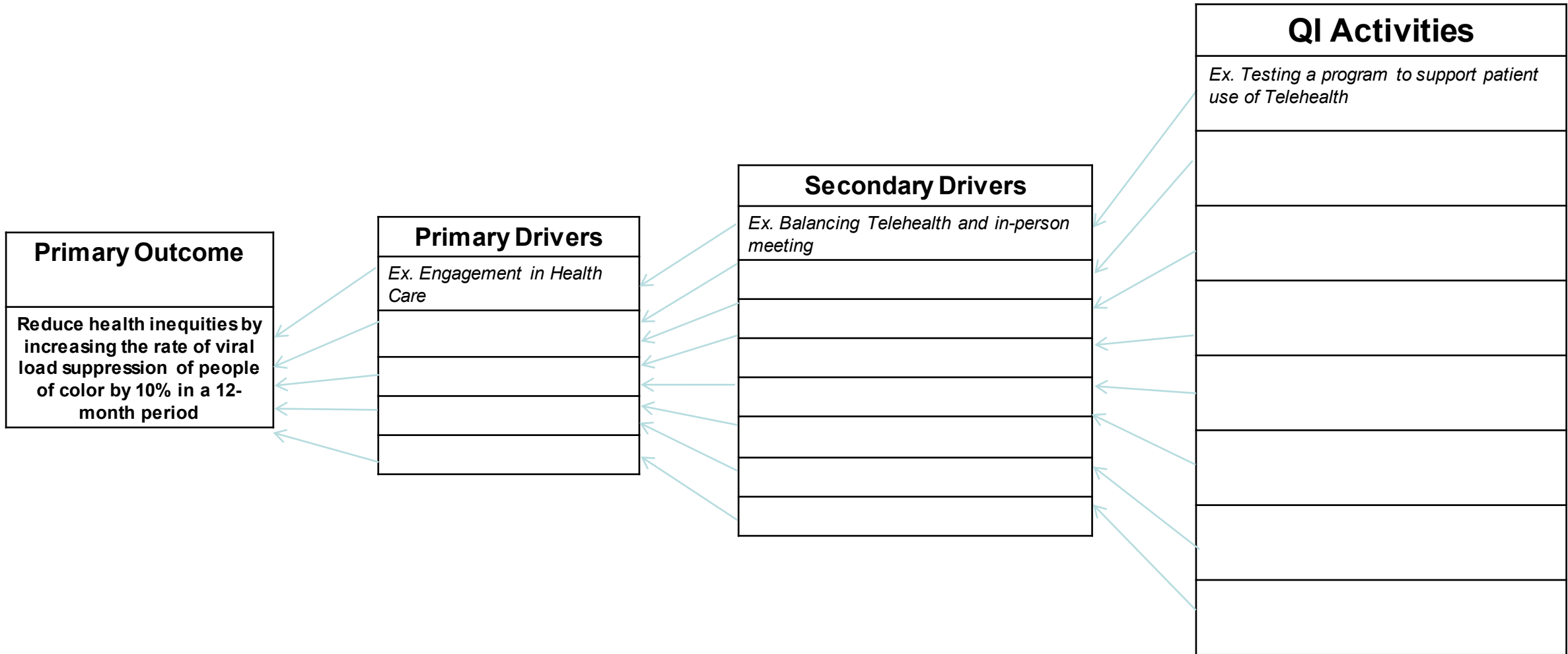
Driver Diagram Example: End World Hunger!



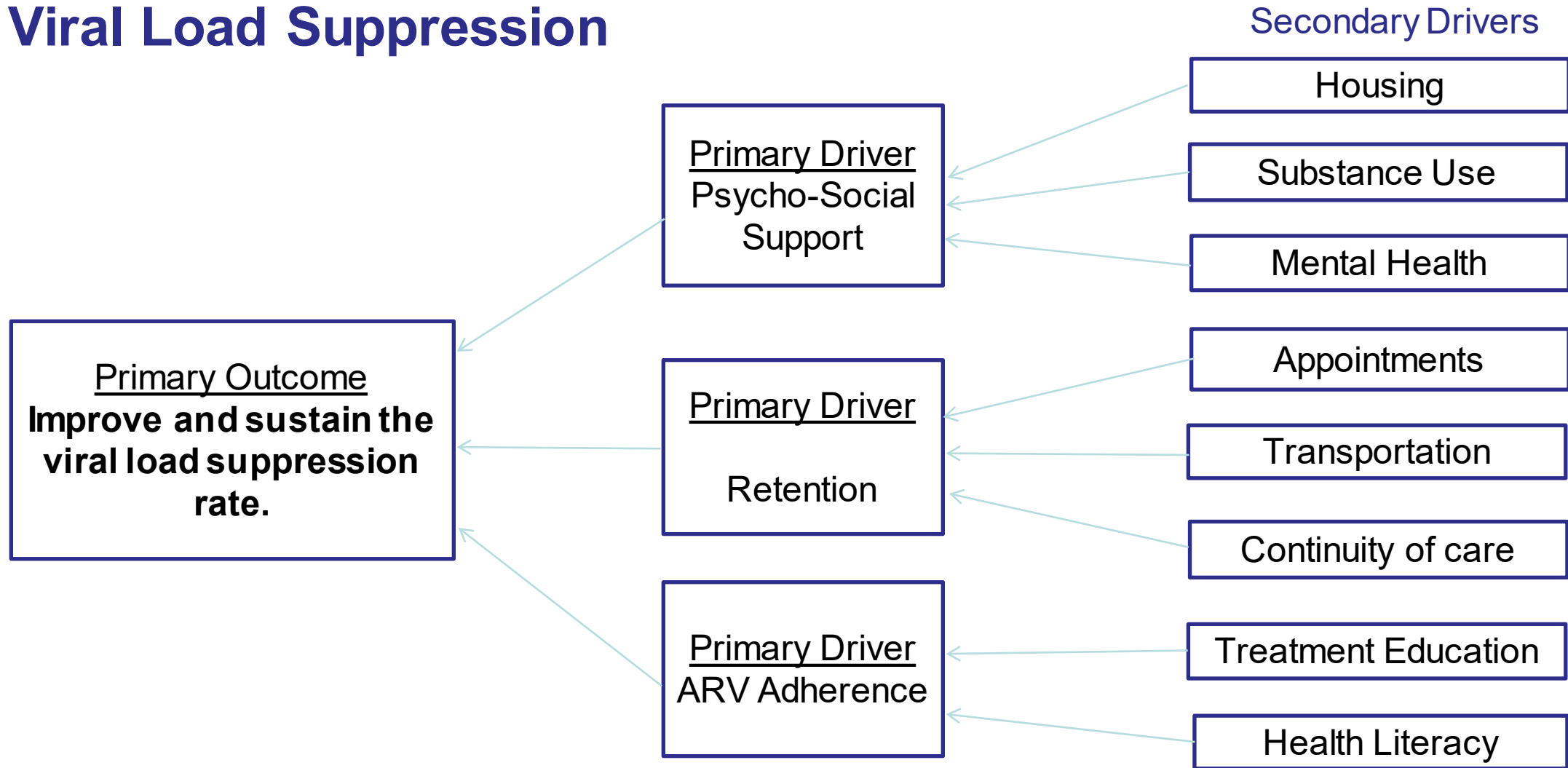
Driver Diagram Exercise

- Inequities in the healthcare system have resulted in lower rates of viral load suppression for African Americans living with HIV.
- What are the primary drivers of viral load suppression amongst African Americans living with HIV?
- What are the secondary drivers?
- What changes can you make or help to make to current processes to improve the effectiveness of secondary drivers?

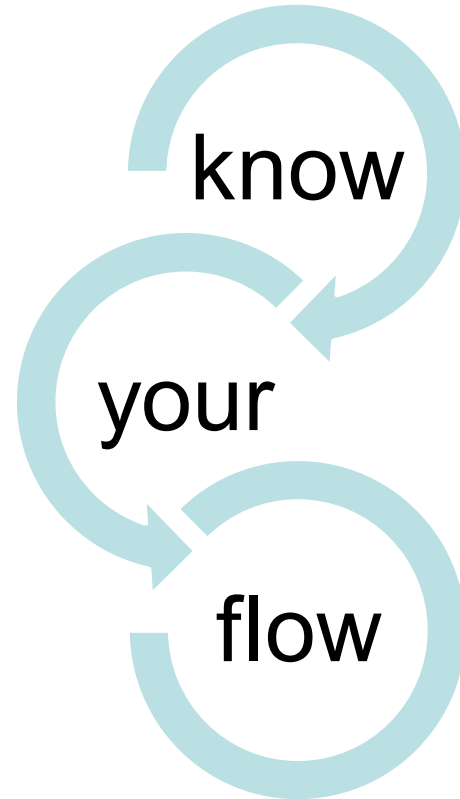




Viral Load Suppression



Flow Charts



Use of a flow chart with the driver diagram

Once you have completed the driver diagram and selected an area for improvement, consider developing a flow diagram to determine where in your current process flow, the change will occur:

How well will it fit with your current flow?

Will you need to make any additional changes to accommodate the change?

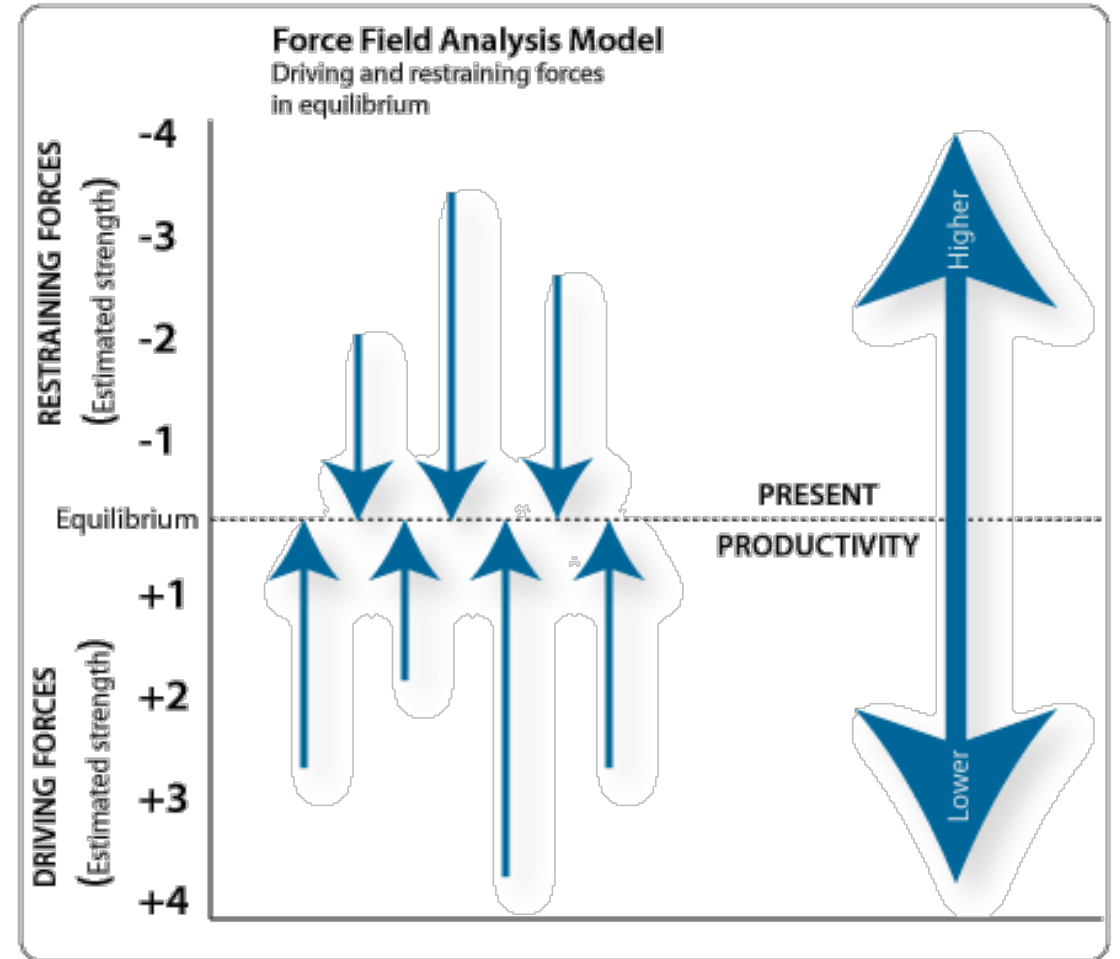
Flow Chart

“If you can’t describe what you are doing as a process, you don’t know what you’re doing.”

-W. Edwards Deming

Force-Field Analysis

- **Purpose:** Focus attention on ways of reducing hindering forces & encouraging positive ones
- **Use:** 1) plan for implementation of change; 2) keep group realistic about change & obstacles that may be encountered; 3) gain consensus & address concerns; 4) develop plan to address largest hindering forces
- **Caution:** If a significant force is omitted, impact can negatively affect plan of action



Force Field Analysis

- After completing your process flow diagram, select a process change to improve viral load suppression outcomes
- Use a force field analysis of the proposed change
- What are the driving forces that will help to make the process change successful? What are the restraining forces?
- Revise your improvement activity based on the results of the force field analysis to minimize impact of restraining forces, and optimize impact of driving forces

Aim Statements



- What will you improve?
 - Be specific, clear and detailed
- When will it improve?
 - Month/year
- How much will it improve?
 - Consider how you will measure improvement
- For whom will it improve?
 - Identify patient groups or subgroups

Aim Statement Example

Improve the rate viral load suppression by 10% by December 31, 2023 through increased case management visits for young MSM PLWH.

QI Intervention Action Planning

Remember to...

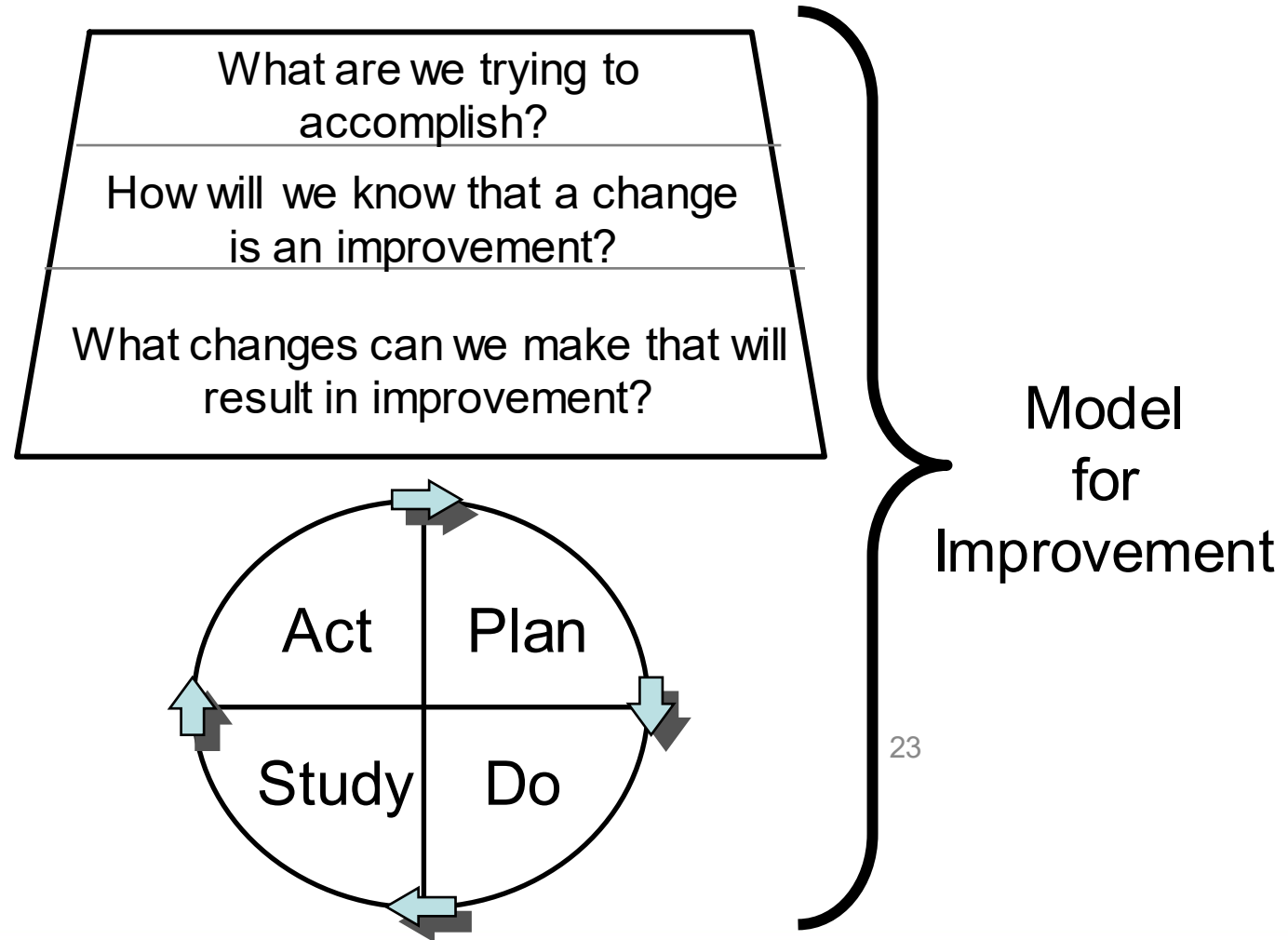
- Provide the details of how you will implement each action step
- When will each activity take place?
- Who will be responsible for each action step?

What action steps would you include in a plan to implement a peer navigation program to improve linkage to care?

What are the details? When will it happen? Who will be responsible?

Action Step	Details	When	Who

Method for Improvement



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Questions/Comments



THANK YOU!

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Learn More

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This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$1.5M. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.