

Clinical Microsystems One Pager

Clinical Microsystems is a quality improvement methodology that drives health system improvement from the clinical front-line – focussing on the interaction between patients, their families and clinical care teams. The approach draws on Lean, the Institute for Healthcare Improvement Method and Project Management approaches to equip teams with a step by step approach and tools to identify and implement improvements.

With Clinical Microsystems, a multi-disciplinary team is formed that meets at weekly intervals. Through a series of small surveys, data is gathered on all aspects of care (purpose, patients, professionals, processes, patterns and measures) to enable the team look at their ED through a new 'lens' and identify what works well and what could be improved.

Purpose	Patient	Professionals	Processes	Patterns	Measures
Survey ED team on ED Purpose	Patient Experience Survey	Staff Shift Rosters	Patient Cycle Tool	How do things work? What is the culture?	What measures in place currently
	Through the Eyes of your Patient	Staff Satisfaction Survey	Know your core & supporting processes	How is communication? Costs of care?	Quality?
		Doctor/Nurse Activity Survey		Unplanned activity tracking tool	Access?
		Activity Occurrence Sheet			Cost?

The team identifies a theme for improvements and selects a focus area. A high level or Global aim is set for the chosen theme and a process map and/or cause and effect diagram is/are used to understand the area in detail. A specific aim for what needs to be improved is agreed and the team use diagnostic tools to brainstorm ideas for improvement that are validated through small tests of change before the final improvement is put in place. *(Details of the approach, including the surveys listed above can be found in Assessing, Diagnosing & Treating your ED EMP July 2012.)*

Microsystems Improvement Ramp

