Learning from Failure

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Question #1: What would you do?
Goal: Facilitate documentation and sharing of practical knowledge, best practices, tools, and implementation experiences to support improvement activities in the topic areas of interest to middle and low income countries.
Creating Improvement Report

This report describes a specific improvement activity and results. Please select the region, country, topics, and subtopics that this report pertains to (Use Ctrl-Click to select multiple values). Use the free text fields to organize the story. You can attach multiple files for supporting data (e.g., Excel, Word, PPT, or PDF).

Title: *

Improvement Methods:
- None
- The Science of Improvement
- Approaches to Improving Health
- Accreditation
- Audit and feedback
- Certification
- Client engagement
- Employee engagement
- Improvement collaboratives

Improvement Topics:
- None
- HIV/AIDS
- Adherence to treatment
- Antiretroviral therapy/ART/ARV
- At-risk populations
- Community and home-based care
- HIV counseling and testing
- HIV infection prevention/Universal
- HIV laboratory services

First, select the topic page that this improvement report is about, then fill in the information.

Intervention: *

Please describe the interventions or changes you made to address the problem, providing enough detail so that others who are facing the same problem can learn from your experience. Use the "Related documents" feature below to upload additional documents that describe your interventions in more detail.

Switch to plain text editor

Results: *

How did you measure the effects of your interventions? What results did your interventions achieve? Please discuss both the changes that were successful (that did lead to improvement) as well as changes that were not successful, since often we learn as much or more from failures as we do from successes. Use the "Related documents" feature below to upload additional documents that describe your results in more detail.
Standard Evaluation System (SES) Tools
Lessons from SES Field Test

1. Develop a few clear standards and expectations for QI teams and large-scale improvement efforts related to learning
2. Monitor and use these learning system standards to improve these processes at team and program levels
3. Continue to test strategies for sharing changes across teams and synthesizing effective changes
4. Link information generated with broader knowledge management efforts
5. Facilitate more frequent sharing among countries
Question #2: What would you do?
Learning System Standards

QI Team:
• Maintain a **record of changes** tested (dates and description)
• Graph indicators on time series chart and **annotate** with changes tested regularly
• **Share** tested changes and results within collaborative

Program Level:
• Maintain a **record of changes** tested at each site
• **Aggregate and analyze results** of tested changes across sites
• **Share** tested changes and results within collaborative
• **Share learning outside the collaborative** – nationally/globally
Knowledge Management “Deep Dive”

• Myths:
  – “Build it and they will come”
  – Technology can replace human interaction

• Explicit vs. Implicit knowledge

• “Knowledge is generated in the moment through human interaction”

• Knowledge is voluntary. We cannot “make” it happen, we can “help” it happen

• Collecting vs. Connecting