

1. This QI case study was on: Improving the Quality of Intravenous procedure for pediatric patients coming for IV cannulation or sampling at PHDU, RPC AIIMS, New Delhi.
2. As We understand the importance of obtaining peripheral access for the patients for various purposes. However, less attention has been given to the systems required to ensure availability of proper space and equipment's for performing such procedures.
3. We formed a QI team of 7 members and all the members were assigned their roles.
4. So, we formulated an aim: **To improve the quality of intravenous cannulation and sampling done in PHDU for the pediatric patients admitted in RPC wards from baseline 25% to 60% over 8 weeks**
5. Data collection tool was a Checklist which includes domains related to infection control, availability of staff, articles, space etc.
6. Process measure was expressed in percentage with numerator being the summation of total YES in the checklist and denominator as 10 (Total number of questions in the checklist).
7. The baseline Quality score for IV cannulation was 25%
8. For analyzing the problem, we used fishbone analysis tool and tried to understand the various policy, place, person and procedure related issues resulting in poor standard of IV procedure.
9. Our first change idea was to assemble all the consumables required for IV cannulation and create a designated place for the procedure where all required articles were kept on a trolley. Let's see now the picture of the change implemented.
10. This is the picture of the area before and after the implementation of first change idea. This change idea was adopted
11. Second change idea tested was fixing a time schedule for the procedure so that designated staff can be available for the procedure. This change idea was also adopted.
12. After adopting both the change ideas in the system, the quality of IV procedure was improved from baseline of 25% to 79%. The improvement sustained even after the initial QI members have been changed due to rotation of roaster.
13. We have learnt from this QI case study that:
 - Simple re-arrangement of existing supplies could improve our processes without asking for any extra resources
 - Feasible fixation of timing for any procedure and ensuring availability of staff during that time makes notable improvement in the quality of the processes.
 - when we bring second order change ideas, these changes have higher chance for permanent adoption in the system and thus ensuring sustenance of the improvement for longer duration.