

A Dialogue: The Pandemic and QI

P Populations panic worldwide. Lives are disrupted, disordered, darkened by fear

- **QI** Process maps bring vision to pathways unseen, follow to re-order, there is light near

A Anxiety, apprehension are wasting, valuable time. We have lost so many lives.

- **QI** Aims set to speed SMART. Time to start racing on run charts.

N Nothing makes sense, everyone speaks, nobody listens.

- **QI** Nominal group technique, jam boards share ideas, together we listen and hear.

D Diversions, dead ends, doors closing inwards, confined, by space defined.

- **QI** Driver diagrams devise routes to navigate through, rapidly testing PDSA's to move quickly out of one place.

E Exhaustion, emergency exits close, locking so many doors. Isolation brings loneliness lingering within four walls.

- **QI** Evaluate, test, eliminate, learn to think 'outside the box.' There are no walls or doors in our new virtual space.

M Morbid, measures, mortuaries are filled. Why are we continuing to count?

- **QI** Measures, just balancing, Force field analysis, you decide. Start by asking Why five times, to understand that the variation in data is high.

I Inequalities, infections, deaths divide. Ignorance is a place for evidence to hide

- **QI** Individual lives, counting, data over time, learn from the negative trend. Plan Equity, Practice safety for equality of life for all.

C Covid Chaos, callously, called lives to a close. Distanced, without loved ones to die.

- **QI** Cause and effect, Fishbone diagrams, Systems need processes, to continuously change. Time keeps ticking, make each moment count, to feel Alive.