

# Quality Improvement Basics

## Introduction to Quality Improvement

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## Objectives



After completing this module, participants will be able to

- Define quality improvement in health care
- Discuss the purpose of quality improvement (QI) in health care
- Describe four foundational elements of QI

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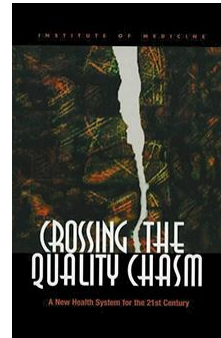
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## Health Care Quality Defined

**“The degree to which health care services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.”**

- Six dimensions of health care quality
  - **S**afe
  - **T**imely
  - **E**ffective
  - **E**fficient
  - **E**quitable
  - **P**atient-centered



Crossing the Quality Chasm: A New Health System for the 21st Century



## It's the System, NOT the People

Despite the best intentions of a dedicated and highly skilled workforce, our system, which intends to heal, too often does just the opposite – leading to unintended harm and unnecessary deaths at alarming rates.

- Institute for Healthcare Improvement (IHI)

**“Every system is perfectly designed to produce exactly the results it produces.”**





## We're Human



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## Definition of QI in Health Care

QI is defined as a structured organizational process for involving personnel in planning and executing a continuous flow of improvements to provide quality health care that meets or exceeds expectations.

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# What does quality improvement help us accomplish?



- Doing the right thing well – the right care for the right patient, every time.
- What is the *right thing*?
  - Evidence-based practice
  - Regulatory guidelines
  - Standards of practice
- What does it mean to do it well?
  - Benchmarking

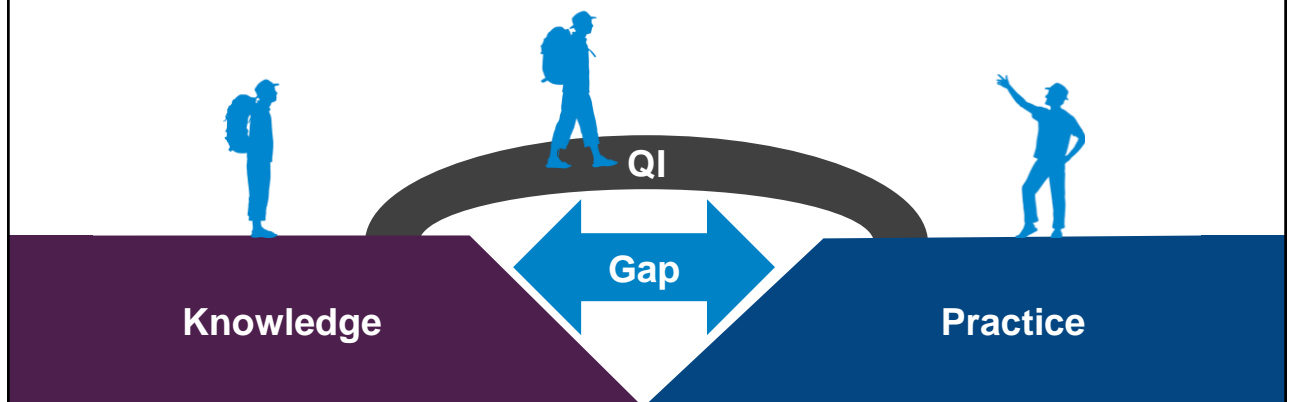
Source: Institute of Medicine, 1999: To Err is Human

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## QI Helps Bridge the Gap



Opportunities to improve are identified where there is a gap between what we know and how we practice.

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# Quality is Everyone's Responsibility

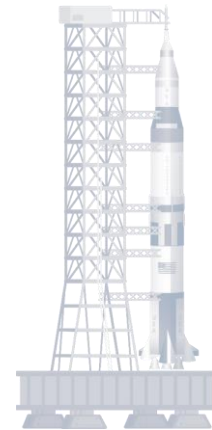


- Quality improvement cannot be considered the role of one department or person.
- Quality isn't a program, rather it is the way work is done every day by each person in the organization.
- People at every level need to have the desire to improve systems, processes, and outcomes.
- Everyone needs to feel connected the larger vision and mission of the organization.

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# What do you need to know and do?

## Know the Basics

- Foundations of QI
- Model for Improvement

## Your Leadership Role and Responsibility

- Establishing and sustaining a culture of quality

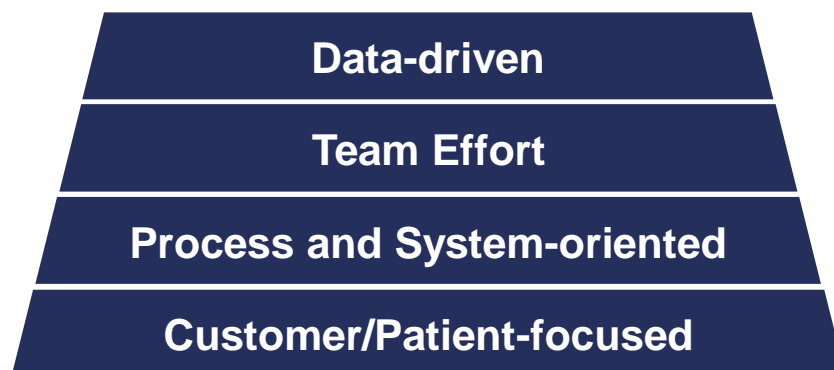
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# Foundations of QI



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## Quality Models and Frameworks

- There are many approaches to quality management and improvement. While the formality and structure of the models vary, core concepts are similar.
- Models
  - Draw upon multiple disciplines, for example, change management, psychology, behavioral economics, systems, and human factors engineering
  - Are leadership driven and involve staff at all levels
  - Include a systematic approach for change
  - Include ongoing measurement and evaluation of progress

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## Quality Assurance (QA) and Quality Improvement (QI)

	Quality Assurance	Quality Improvement
<b>Focus</b>	Ensure standards are consistently met	Improve processes and systems, continually “raise the bar” on performance
<b>Outlook</b>	Retrospective review and correction	Proactively identify processes or systems for improvement, then test, make and measure changes
<b>Goal</b>	To meet minimum standards, reduce variation, and reduce error	To exceed expectations and produce excellent outcomes
<b>Responsibility</b>	All, wherever there is a need to meet internal or external standards	All, interdisciplinary teams
<b>Motivation</b>	To get it “right,” often required by state and federal law	To become “great”
<b>Frequency</b>	Regularly, in conjunction with goods or service delivery, or process implementation	Continuous activity
<b>Begins with</b>	Understanding standards and examining goods, services, or processes	Proactively selecting a process or system to measure and improve after collecting data

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## In Summary

- Quality improvement is defined as a structured organizational process for involving personnel in planning and executing a continuous flow of improvements to provide quality health care that meets or exceeds customer expectations.
- Quality helps us achieve the goal of doing the right thing and doing it 'well'...in patient care, ensuring that the right care is provided to patients every time. Quality improvement is a method – using science and supporting tools – to help us incorporate these 'right things' into practice and create consistent, repeatable, dependable, and ever-improving processes.
- Four foundational elements of QI include: being customer-focused, process and system-oriented, valuing quality as a team effort, and being data-driven.

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**Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety and serves as a trusted expert in facilitating improvement for people and communities.**

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