

# Quality Improvement Basics

## QI Processes: Prioritization

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## Objectives



After completing this module, participants will be able to

- Describe how to identify criteria to use in prioritizing quality improvement opportunities
- Use a prioritization matrix to decide which opportunity to pursue first
- Create and use a PICK chart

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## Prioritization Matrix

- Sorts or ranks a diverse set of opportunities or ideas into an order of importance based on a set of criteria
- Quantifies decision
- Helps manage emotion
- Creates a future reference if needed
- Adaptable
- Creates a platform for discussion

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## Example Prioritization Criteria

- |  |                      |
|--|----------------------|
| • Aligns with organizational strategic plan and priorities | • Integration        |
| • Actionable/feasible                                      | • Leadership support |
| • Community readiness                                      | • Potential impact   |
| • Cost   | • Prevalence         |
| • Demand   | • Resources          |
| • Health equity  | • Risk               |
|  | • Urgency            |

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## Creating a Prioritization Matrix

Score each area in the following columns based on a rating system of 1 to 5 as described below:

1 = very low	2 = low	3 = medium	4 = high	5 = very high
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Problem or opportunity to address	Prevalance <i>The frequency at which this occurs</i>	Risk <i>The level of risk to well-being this poses to our patients</i>	Cost <i>The cost incurred each time this occurs</i>	Actionable/ Feasible <i>Our ability to improve given current resources</i>	Total
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1 (Opportunity)

2 (Opportunity)

3 (Opportunity)

4 (Opportunity)

5 (Opportunity)

List criteria developed by the group that will be used to evaluate across the remaining columns.



Download a template: <https://stratishealth.sharepoint.com/rqita/qibc/Prioritization%20Matrix%20Template.docx?web=1>

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## Additional Factors to Consider

- What existing standards or guidelines are available to provide direction for this initiative?
- What measures can be used to monitor progress?
- Is the topic publicly reported?
- Which type of changes primarily will be involved (i.e., system changes, environmental changes, staffing changes)?
- Which staff will be most affected by the initiative? What training needs will this initiative present?
- Is there an identified champion(s) for this initiative?
- If we work on this area, will this have effects in several areas or ways?

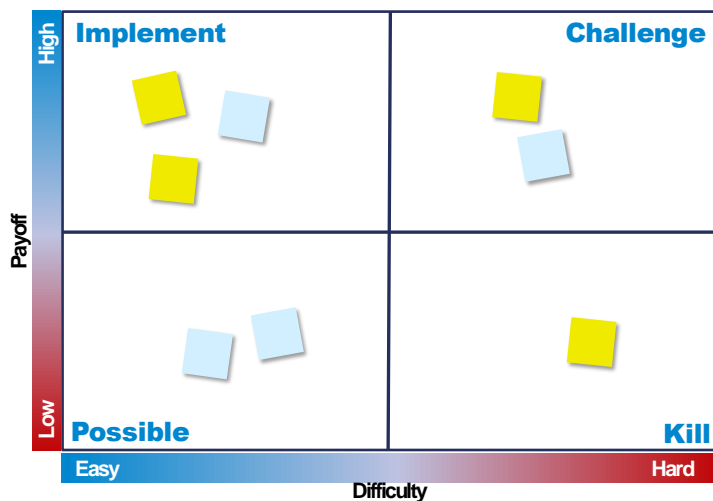
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## PICK Chart



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## In Summary

- When prioritizing improvement opportunities, tools such as a prioritization matrix or PICK chart can be useful for making quantifiable, team-based decisions
- In a prioritization matrix, teams create a table that lists opportunities being considered and criteria agreed upon by the team. The criteria are factors that are important to making their decision
- Teams then apply the same criteria to each opportunity, discuss results, and make decisions
- A PICK chart allows teams to map ideas in four quadrants based on feasibility and impact

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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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