

BLOOD PRESSURE CONTROL: WHAT MATTERS?



QUALITY IMPROVEMENT



WHY

Patients depend on their providers to deliver the best care in the best ways to ensure the best outcomes. This is what is referred to as high quality healthcare.



WHAT

There are two essential concepts in quality improvement:

The Model of Improvement

- Set an Aim – What are you trying to accomplish?
- Establish Measures – How will you know that a change was really an improvement?
- Select a Change – What change can be made that will result in an improvement?

Plan-Do-Study-Act (PDSA) Cycle

- Plan – Plan the change by deciding Who? What? When? Where? What needs to be done and what data need to be collected?
- Do – Try the change on a small scale and observe what happens.
- Study – analyze the data, summarize the results, and compare the findings to your initial predictions.
- Act – Refine the change based on what was learned from the test and prepare for the next PDSA iteration.



HOW

Orient your office staff to the Model of Improvement and to PDSAs and empower them to set an aim, choose a measure, identify a change, and test that change through a PDSA cycle.