QUALITY IMPROVEMENT IN INTEGRATED CARE

1 What is health care QUALITY IMPROVEMENT?

▶ WATCH

☰ RESOURCES

- *Improving Health and Health Care Worldwide*
- *Agency for Healthcare Research and Quality*

2 How do you IDENTIFY and PRIORITIZE a Quality Improvement opportunity?

▶ WATCH

☰ RESOURCES

- *An Approach to Identify "Right" Problems for Initial Quality Improvement Projects*

3 What are COMMON BARRIERS to Quality Improvement?

▶ WATCH

☰ RESOURCES

- *Ten challenges in improving quality in healthcare: lessons from the Health Foundation's programme evaluations and relevant literature*

💡 KEY POINTS

- Quality Improvement is a formal framework, employing a systematic process to improve performance and outcomes.
- Quality Improvement is an effective method to improving health outcomes, improving patient experience, reducing costs, and increasing staff satisfaction.

💡 KEY POINTS

- With QI opportunities coming in all shapes and sizes taking the time to prioritize what projects have the highest potential for success and impact will help you make the best use of your time and resources
- Using tools like a prioritization matrix can help you qualify and quantify your QI initiatives

💡 KEY POINTS

- It is not uncommon to be faced with barriers and obstacles when trying to implement a quality improvement project.
- Understanding the best way to overcome these barriers will help you get your changes off to the best start possible

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4 WHO is needed to implement a Quality Improvement initiative?

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☰ **RESOURCES**

- *Key Driver 6: Nurture Leadership and Create A Culture of Continuous Learning and Evidence-Based Practice*
- *Science of Improvement: Forming the Team*
- *Six Characteristics of Effective Practice Teams*

5 What RESOURCES do you need to implement a Quality Improvement initiative?

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☰ **RESOURCES**

- *Quality Improvement Basics*
- *Quality Improvement Essentials Toolkit*
- *Report: Readiness Assessment and Development of Project Aims*
- *6 Essential Practices for Sustainable Improvement*

💡 **KEY POINTS**

- A well-organized multidisciplinary team increases the success of a quality improvement project.
- A willingness to participate as a supportive team member in any number of different roles, such as leader, champion or subject matter expert helps to demonstrate your commitment to quality improvement

💡 **KEY POINTS**

- Knowing what tools are available and how to use them, will make quality improvement easier.
- Good meeting hygiene and process mapping skills will be useful in almost every QI project.

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6 How do you set GOALS for Quality Improvement?

▶ WATCH

☰ RESOURCES

- *Developing and Using SMART Objectives*

💡 KEY POINTS

- Using the organizations mission vision and values will help you set clear goals for your quality improvement initiatives.
- Utilizing the SMART Goals frame work will assist you in capturing all the necessary elements for setting appropriate goals

7 How do you MEASURE Quality Improvement?

▶ WATCH

☰ RESOURCES

- *6 Types of Data in Statistics & Research: Key in Data Science*
- *Displaying the Data in a Health Care Quality Report*

💡 KEY POINTS

- Every quality improvement initiative will require some form of data collection.
- Using and displaying data can effectively help you guide and monitor the progress of your quality improvement project

8 How do you IMPLEMENT Quality Improvement?

▶ WATCH

☰ RESOURCES

- *Health Literacy Universal Precautions Toolkit, 2nd Edition*

💡 KEY POINTS

- Plan Do Study Act cycles are a structured framework to help organize and facilitate a continuous improvement process.
- Teams using the PDSA cycle with identified aims and goals tend to stay on target and within scope.

9 How do you SUSTAIN Quality Improvement?

▶ **WATCH**

☰ **RESOURCES**

- *6 Essential Practices for Sustainable Improvement*

💡 **KEY POINTS**

- Understanding the importance of sustainability upfront increases your potential for maintain long term changes
- Using sustainability tool helps to assist the team with ongoing monitoring and identifying further improvement opportunities.

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