

Quality Improvement (QI) can be defined as systematic and continuous actions which lead to the enhancement of desired health outcomes. QI initiatives can result in better outcomes for patients, happier staff, and increased efficiency.

## QI METHODOLOGY

### 1 SET THE AIM

*What are you trying to accomplish?*

You can make any needed improvements in your practice by applying the QI methodology.

Project ideas with AIM statements:

- ⊕ **Improve Quality of Care:** Increase percentage of diabetic patients that receive yearly HbA1c testing from 57% to 65% by March 31st.
- ⊕ **Improve Patient Access:** Reduce the no-show rate for clinic patients to 15% by December 1st.
- ⊕ **Improve Preventative Care:** Address 75% of daily gaps in care for patients missing mammograms within six months.
- ⊕ **Improve Patient Satisfaction:** Receive at least 25 completed patient satisfaction surveys per week by the next quarter.

### 2 ESTABLISH MEASURES

*How will you know when a change is an improvement?*

Measures tell you whether the changes actually lead to improvement.



#### Process Measures

Measures that show what providers do to maintain and improve patient health. *Example: Percentage of patients whose hemoglobin A1c level was measured twice in the past year.*



#### Outcome Measures

Measures that show how well a service or intervention influenced the health status of patients. *Example: Average hemoglobin A1c level for population of patients with diabetes.*

### 3 SELECT CHANGES

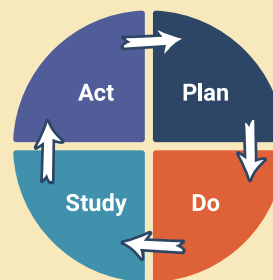
*What changes will result in improvement?*

While all changes do not lead to improvement, all improvement requires change. In this step, you and your team will brainstorm ideas on how to learn more about the process or system you're trying to improve as well as ideas for initial tests of change.



### 4 TEST THE CHANGES

*PLAN-DO-STUDY-ACT Cycles*



**PLAN:** Articulate the details needed to execute the test cycle

**DO:** Carry out the plan and record observations

**STUDY:** Assess the results and what was learned

**ACT:** Make decisions on next steps

*PDSA cycles test one change, are short in duration, look at a small sample size, and are iterative.*

### 5 IMPLEMENT THE CHANGES

*Apply the change to your whole practice*

Take time to celebrate your success before planning the next QI project!