



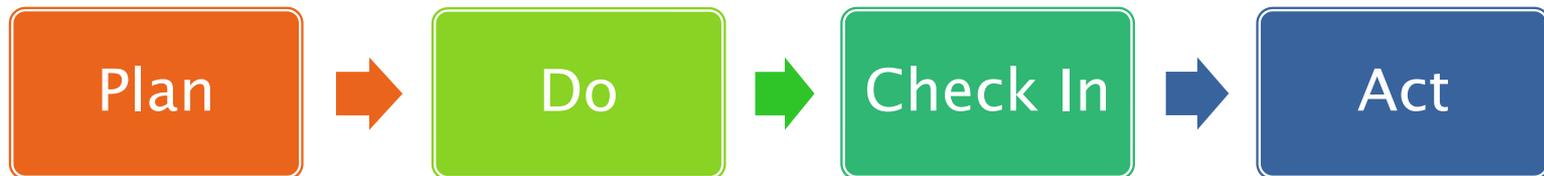
Colorado Department
of Public Health
and Environment

Continuous Quality Improvement

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Presentation Objectives

- ▶ Define Quality Improvement
 - How does it fit into the work we do?
- ▶ Describe the Process



Quality Improvement (QI)

What is it anyway?



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- ▶ Quality Improvement is a business model aimed at
 - Developing a strong customer [client] focus
 - Continually improve all processes/programs
 - Involve agency staff and stakeholders
 - Utilize data and team knowledge to improve decision-making and improvements
- ▶ How does it fit into Public Health
 - Helps us consider clients changing needs
 - Helps us use disease data to inform decisions
 - Help us continually assess program outcomes and community impact

Definition of QI In Public Health



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“Quality improvement in public health is the use of a deliberate and defined improvement process, such as Plan–Do–Check–Act, which is focused on activities that are responsive to community needs and improving population health.

“It refers to a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes which achieve equity and improve the health of the community.”

This definition was developed by the Accreditation Coalition Workgroup (Les Beitsch, Ron Bialek, Abby Cofsky, Liza Corso, Jack Moran, William Riley, and Pamela Russo) and approved by the Accreditation Coalition on June 2009.

Quality Assurance VS Improvement



Quality Assurance

- Reactive
- Works on problems after they occur
- Regulatory usually by State or Federal Law
- Led by management
- Periodic look-back
- Responds to a mandate or crisis or fixed schedule
- Meets a standard (Pass/Fail)

Quality Improvement

- Proactive
- Works on processes
- Seeks to improve (culture shift)
- Led by staff
- Continuous
- Proactively selects a process to improve
- Exceeds expectations

Improve: To make better VS Quality Assurance – to maintain a desired level of quality

Step 1:



- A). Discuss problem or opportunity for improvement**
- B). Identify team member roles & responsibilities**
- C). Establish initial timeline for improvement activity and schedule regular team meetings**
- D). Develop Aim Statement**

Step 1:



Develop an AIM Statement

WHAT are we striving to accomplish?

WHEN will this occur (what is the timeline)?

HOW MUCH? What is the specific, numeric improvement we wish to achieve?

FOR WHOM? Who is the target population?

Step 1:



Review Improvement Scenarios –

- Identify and Review best practices to identify potential improvements
- Pick the best solution to achieve any AIMS Statements

IF WE DO THIS

THEN THIS MIGHT HAPPEN

IS THAT ACCEPTABLE?

Step 1:



DEVELOP AND WRITE DOWN AN ACTION PLAN

- What actions or changes will occur
- Who will carry out these changes
- By when they will take place, and for how long
- What resources (i.e., money, staff) are needed to carry out these changes
- Communication (who should know what?)

Community Resource: University of Kansas – Community Tool Box
(<http://ctb.ku.edu/en>)

Step 2:

DO



- ▶ Implement the improvement
- ▶ Collect and document the data
- ▶ Document the problems, unexpected observations, lessons learned, and knowledge gained

Step 3: CHECK IN / STUDY

- Analyze the results: was an improvement achieved?
- Document lessons learned, knowledge gained, and any surprising results that emerged.



Step 4:



- ▶ Take action:
 - Adopt – standardize
 - Adapt – change and repeat
 - Abandon – start over
- ▶ Once you’ve adopted – monitor and hold the gains!



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Acknowledgements

A Model for Quality Improvement in Local Public Health



Copies available at:

www.accreditation.localhealth.net