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Quality Improvement

**What is it...
and What is it not**

Learning Outcomes

A Presentation Overview



Define individual and systematic quality improvement

Identify strategies for using health information technology to drive practice improvements

Recognize examples within daily clinical practice that contribute to quality improvement



Quality Improvement



Defined

Systematic and continuous actions that lead to measurable improvement in health services and the health status of a targeted group.

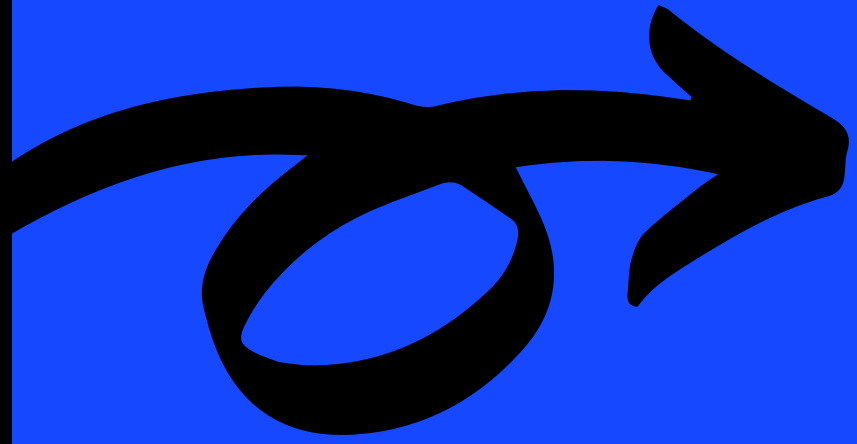


What QI is not...

Research...
A thesis...
Extra work...

Continuing Professional Certification
Concept Feedback, Board of Certification

Theory of
Continuous Improvement



1%

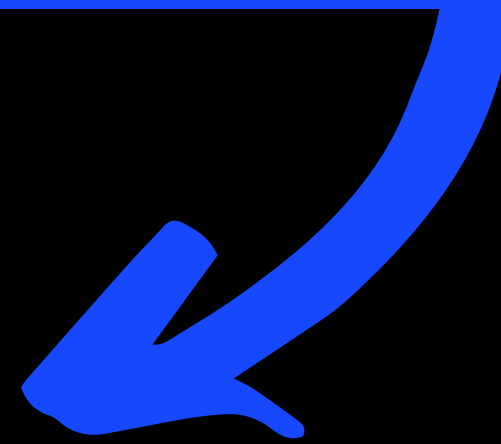
37 times better by the end of the year

QI doesn't have to be **EXTRA**

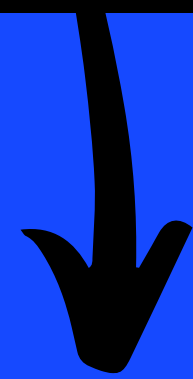
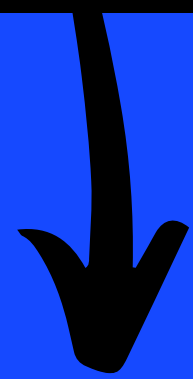
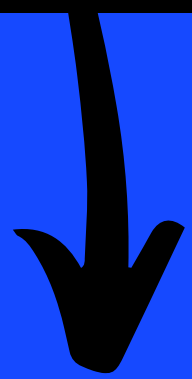
**Much of QI is already part of
your regular practice.**

Continuing education

Observing for opportunities for practice
improvements



Personal Example: Oral Hygiene



Needs

Assessment

Dentist feedback –
–
Daily habits –
50% adherence
(estimate)

Plan

Daily habit tracker
for AM/PM

Do

Track habits

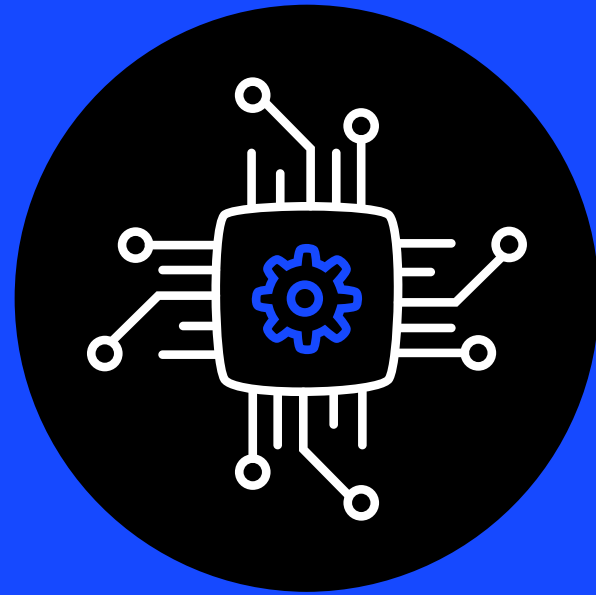
Study

Dentist feedback
++
87% adherent to
brushing both AM
and PM

Act

Adopt daily
tracking
Adapt to include
flossing

Common Process Problems



Documentation



Efficiency



Communication



Facility
Cleanliness

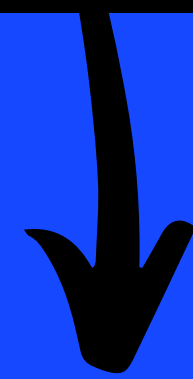
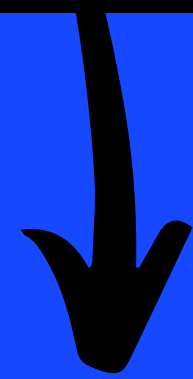
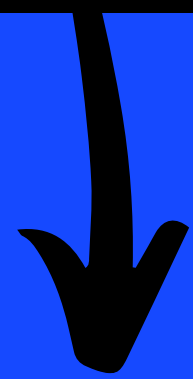
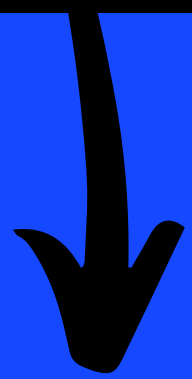


Referrals



Policy
Adherence

Process Example: Documentation



Needs

Assessment

42% of patient encounters documented
20% cases include patient goals

Plan

Computer sticky note

Do

Provide and document patient care

Study

61% of patient encounters documented
22% cases include patient goals

Act

Adopt sticky note
Adapt to add facility visuals to set goals

Root Cause Analysis

?

Key steps to the QI process is both the needs assessment and exploration of the root cause of the problem.

Common Patient Outcome Problems



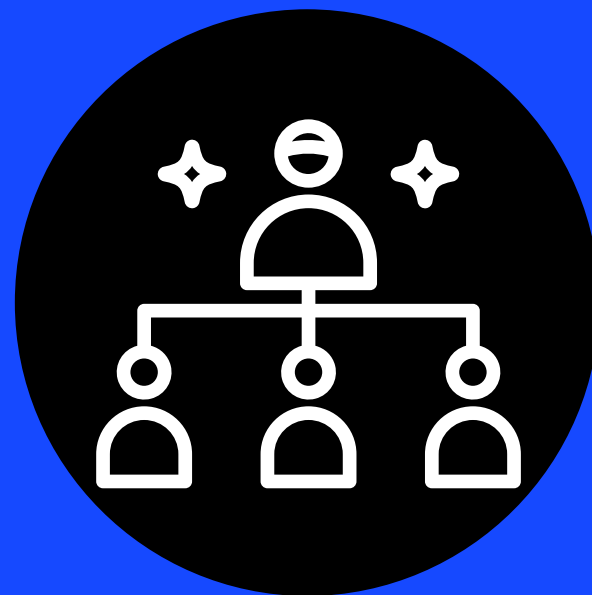
Knowledge



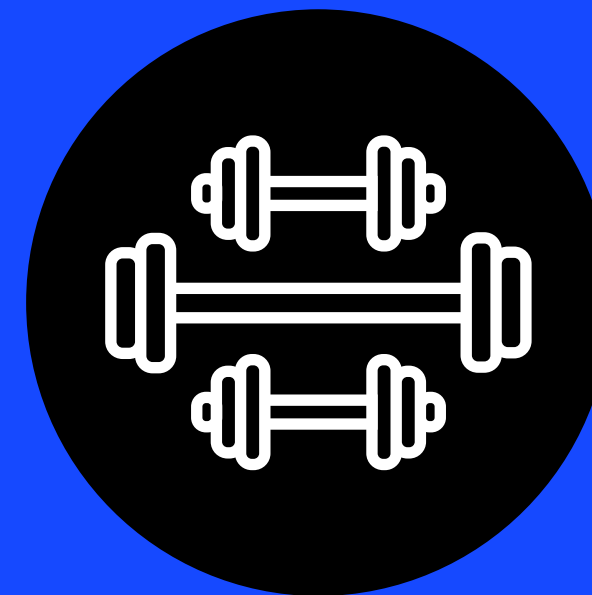
Confidence



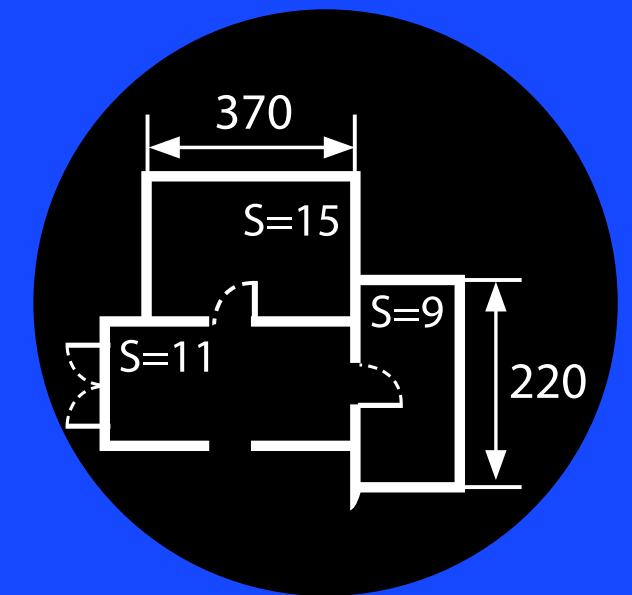
Experience



Support

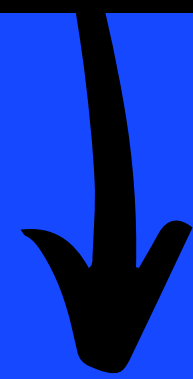
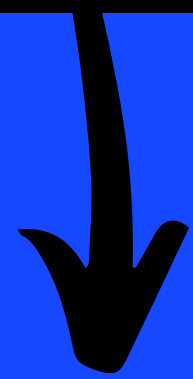
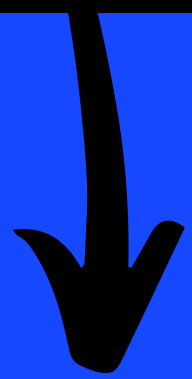


Equipment



Space

Patient Outcomes Example: Knowledge



Needs

Assessment

51% of injuries are shoulder impingement
DASH at RTA is 22

Plan

Engage in CE

Do

Applying MWM joint mobilizations with patients experiencing impingement

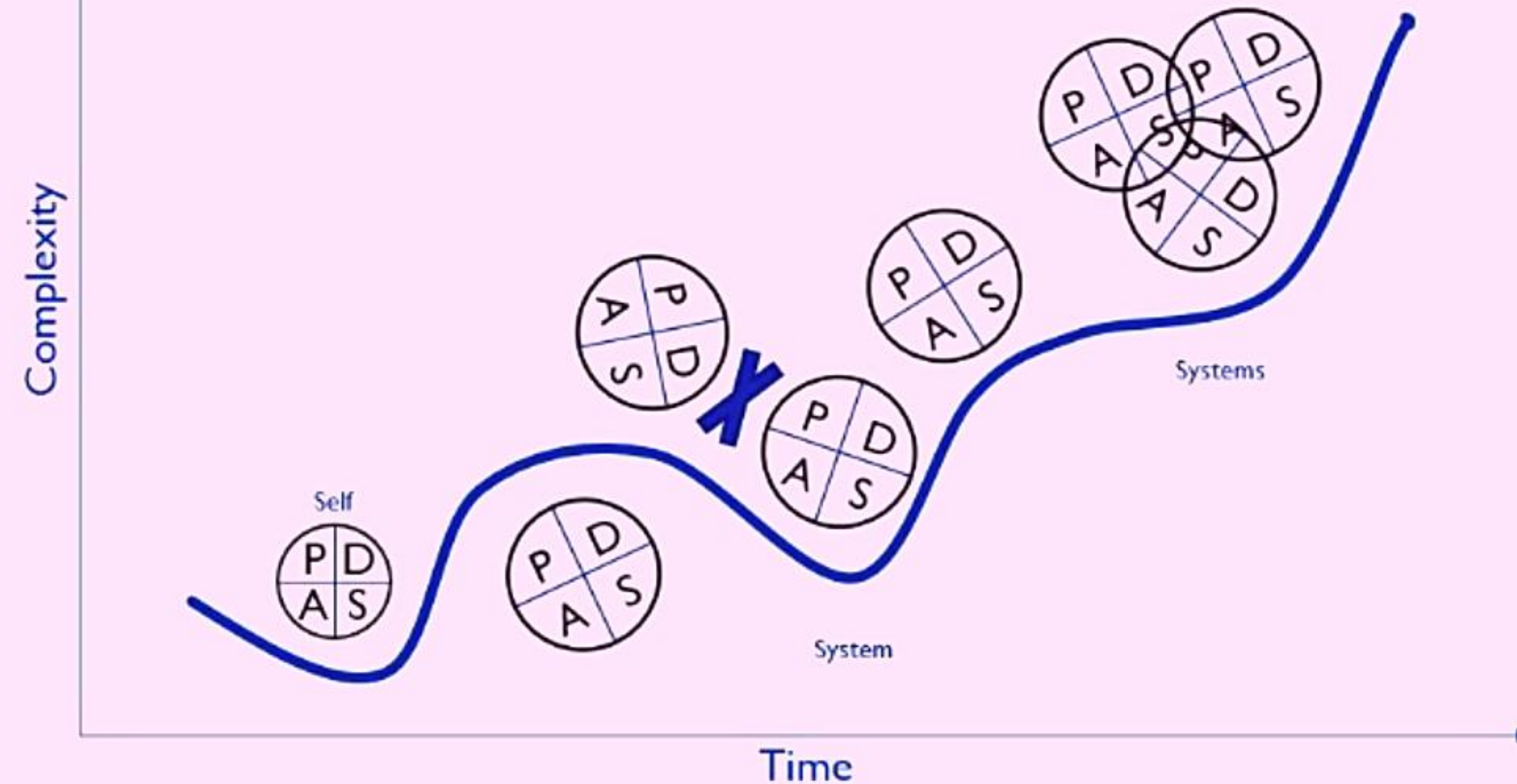
Study

45% of injuries are shoulder impingement
DASH at RTA is 10

Act

Adopt MWM joint mobilizations for patients experiencing impingement

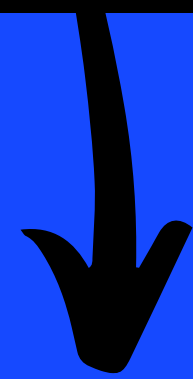
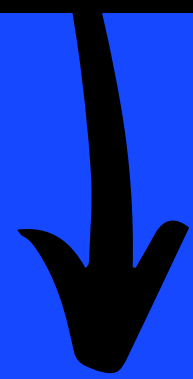
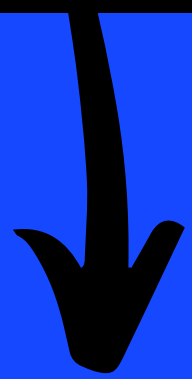
Modified from Tomolo, et al. A case of translating ACGME practice-based learning and improvement requirements into reality: systems quality improvement projects as the key component to a comprehensive curriculum. *Quality & Safety in Health Care*. 2009;18:217-224.



QI is a continual process, repeated and expanded as improvements are identified.

Figure 1. Translation of Individual PDA Cycles to Systems-Level Approach

Example: You



Needs

Assessment

Identified knowledge gap relative to quality improvement

Plan

Engage in CE

Do

Applying what you are learning today

Study

Evaluate implementation

Act

Adopt
Adapt
Abandon...
your choice

References



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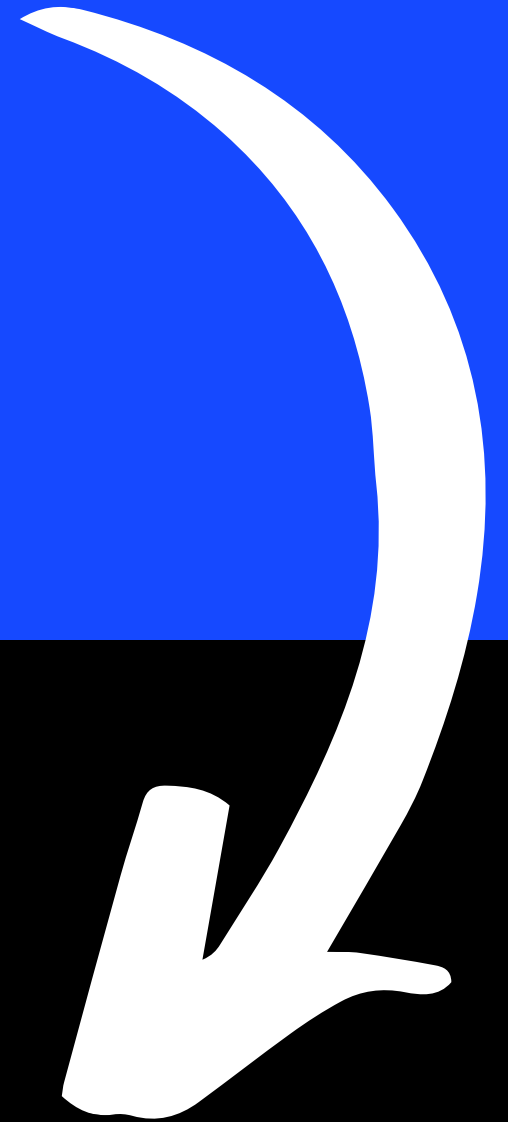
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Questions & Discussion



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