



QUALITY 101

Part 1 – January 9, 2025

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Quality Improvement

What does it mean to you?





Quality Improvement

What does it mean to staff?

WHAT DOES THIS MEAN?

Quality improvement is the continuous study and adaptation of a healthcare organization's functions and processes to increase the likelihood of achieving desired outcomes.



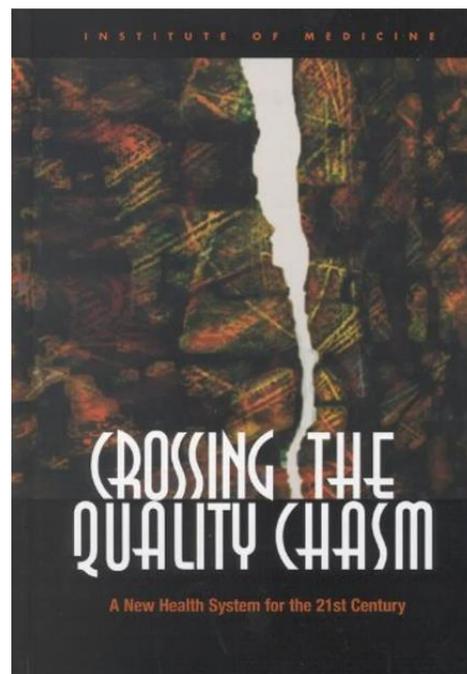
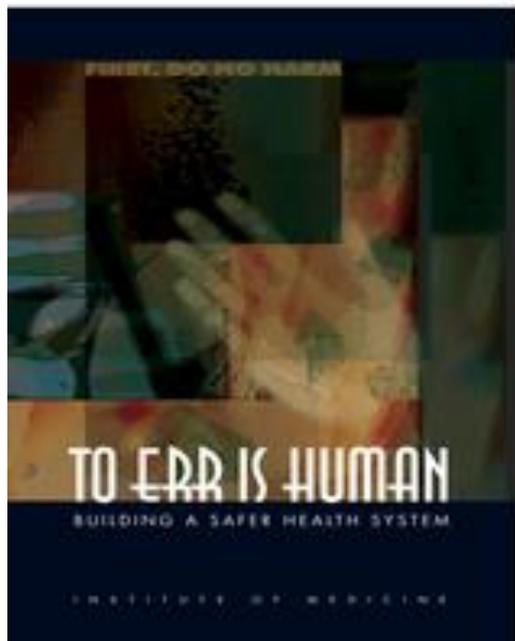
Quality Improvement Fundamentals

The Institute of Medicine

To Err is Human (1999)

Crossing the Quality Chasm (2001)

- Six overarching "Aims for Improvement" for health care:
 - Safe
 - Timely
 - Effective
 - Efficient
 - Equitable
 - Patient-centered



Six Aims for Improvement of Health Care

SAFE	Avoid harm to patients, improves outcomes through error prevention, enhances diagnostic processes and assures continuous quality improvement
EFFECTIVE	Use evidence-based knowledge to limit overuse, underuse and misuse of testing services
PATIENT-CENTERED	Responsive to and respectful of patient preferences, needs and values
TIMELY	Reduce wait time for patients and healthcare providers so the next step in care is not delayed
EFFICIENT	Avoid waste of time, supplies, equipment, energy and ideas
EQUITABLE	No variance in quality due to patient characteristics such as gender, ethnicity, geographic location or socioeconomic status

The Institute of
Medicine
(now known as the
National Academy of
Medicine)

DEFINING QUALITY IMPROVEMENT



TQM (total quality management)



CQI (continuous quality improvement)



PI (performance or process improvement)



Six sigma



Lean



Balanced scorecard



Others?

Doing the
right thing
well

What is the
right thing?

Evidence
based
practice

Regulatory
guidelines

Standards of
practice

What is well?

Benchmarking

DEFINING QUALITY IMPROVEMENT

QUALITY ASSURANCE VS. QUALITY IMPROVEMENT

	QA	QI
Model	Monitor and correct performance outliers	Processes/systems are in place that will affect performance today
Program Scope	Focused on organizational mistakes	Focused on outcomes and processes of organizational services
Population	Problem prone areas	High-risk, high-volume, problem prone areas
Data Collection	Retrospective data collection	Concurrent data collection Proactive risk reduction



QA and QI are Not the Same

Quality Assurance	Quality Improvement
Guarantees quality	Raises quality
Relies on inspection	Emphasizes prevention
Uses a reactive approach	Uses a proactive approach
Looks at compliance with standards	Improves the processes to meet standards
Requires a specific fix	Requires continuous efforts
Relies on individuals	Relies on teamwork
Examines criteria or requirements	Examines processes or outcomes
Asks, "Do we provide good services?"	Asks, "How can we provide better services?"

QA vs QI

FROM QA TO QI

QA	QI
Monitoring crash cart checks	Developing a code blue evaluation process: <ul style="list-style-type: none">• Adequate number/type of staff response• Timeliness of team member response• Equipment availability/malfunction• ACLS guidelines followed?• Mock code blue drills

QA	QI
Monitoring radiology aprons for cracks	<ul style="list-style-type: none">• Minimizing radiology wait times• Developing a “same day” mammography program• Developing a mammography registry and patient reminder system• Maintaining confidentiality in the waiting room



Check In



What's
Wrong?



What's Wrong???



What's
Wrong???

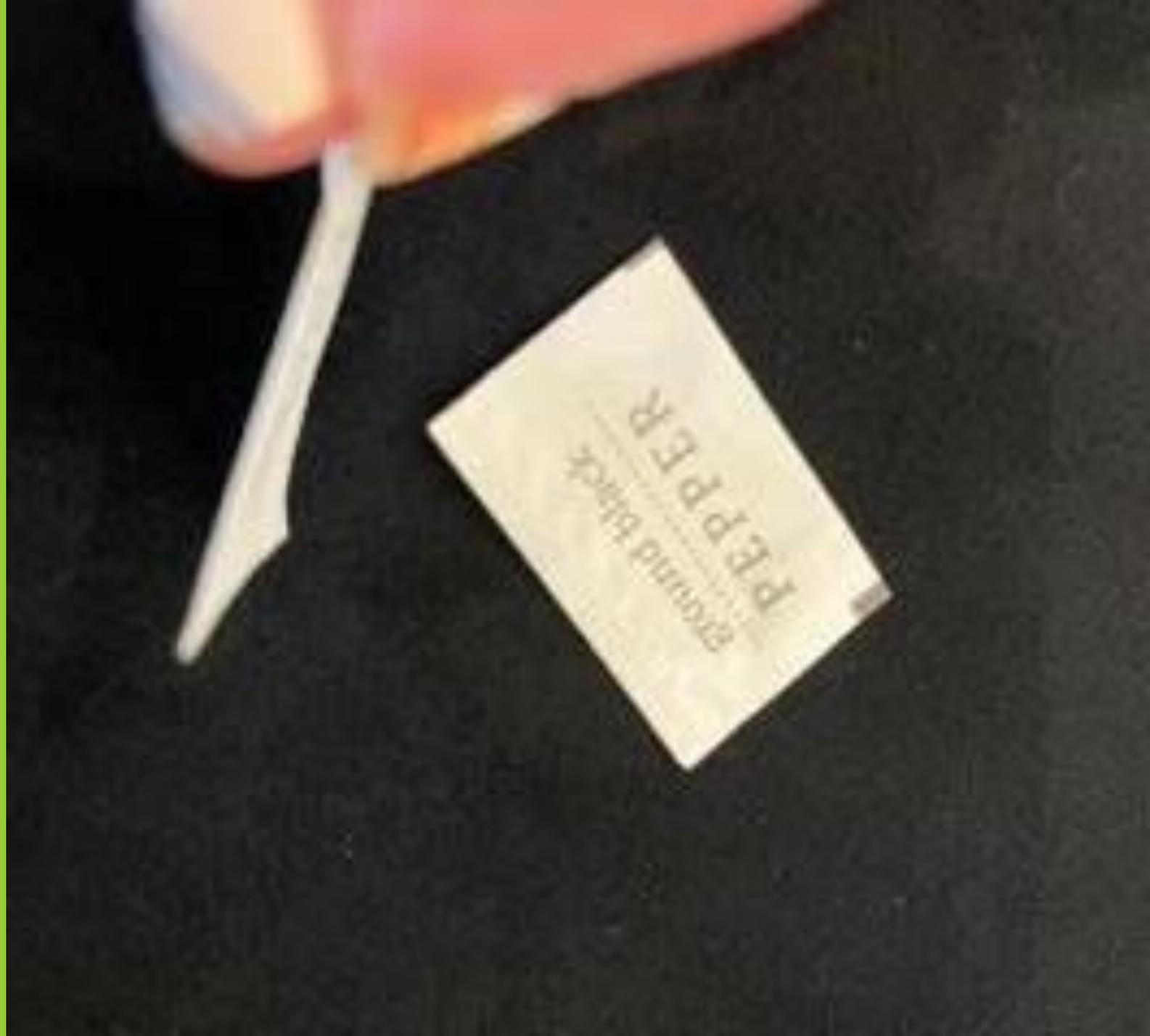


What's Wrong???



What's
Wrong???

What's
Wrong???





What's
Wrong???

Foundations of
Quality
Improvement

Customer focused

Process oriented

Data driven

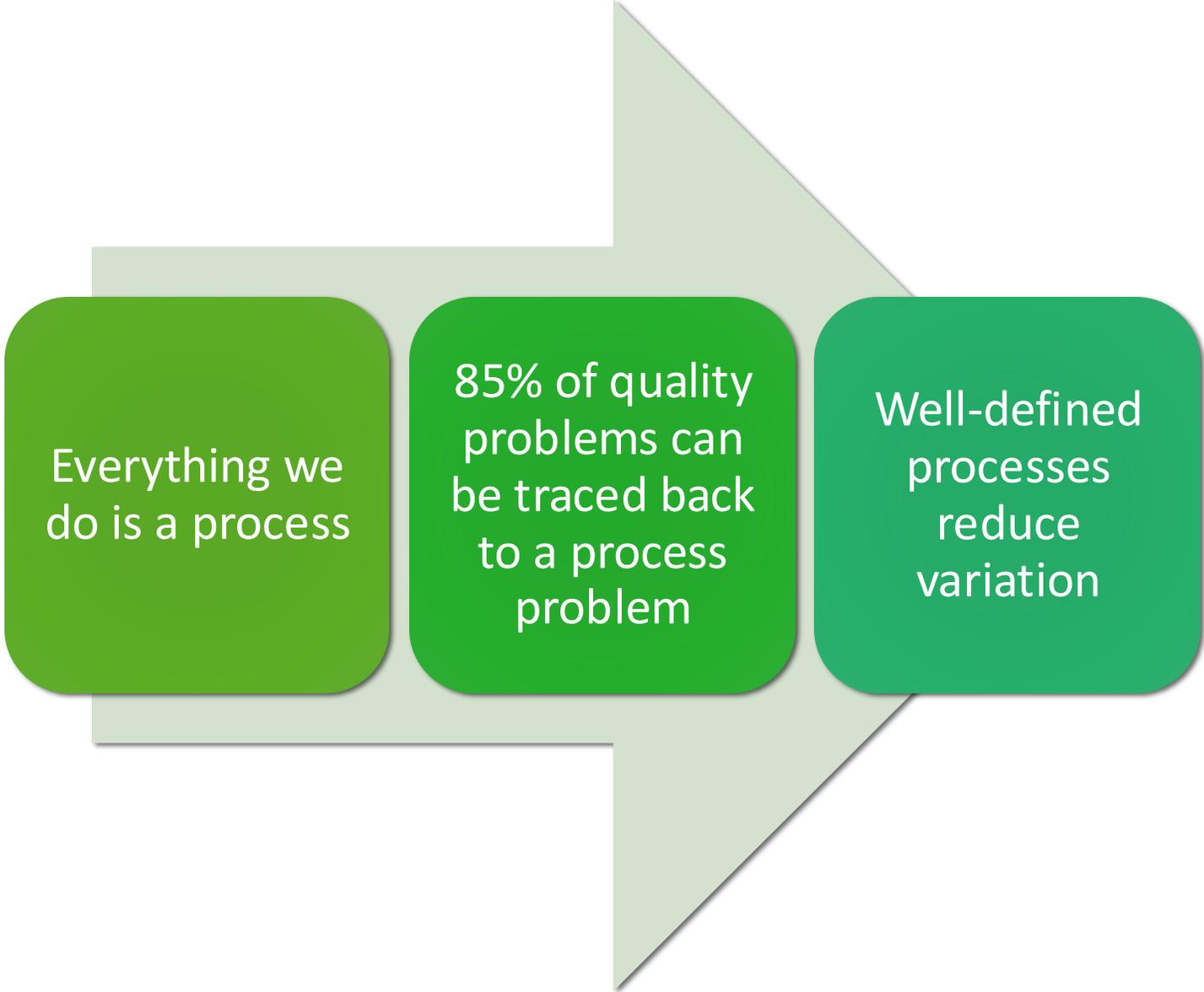
QI Foundation
#1: Customer
Focused

Who do we serve? Who are our customers?
(consider both internal and external)

What does it take to delight our customers?

How can we help co-workers see how their
work affects others in the process?

QI Foundation #2: Process Oriented



Everything we
do is a process

85% of quality
problems can
be traced back
to a process
problem

Well-defined
processes
reduce
variation

QI Foundation #3: Data Driven



Keep data collection and measurement simple



What data is currently collected that could be used?



Is another unit/department already collecting the data?



Can data be collected concurrently?



Don't use "gut" reactions only



Check In

Quality 101

Upcoming Sessions



Part 2: February 12 @ 1000



Part 3: March 5 @ 1000



Part 4: April 2 @ 1000

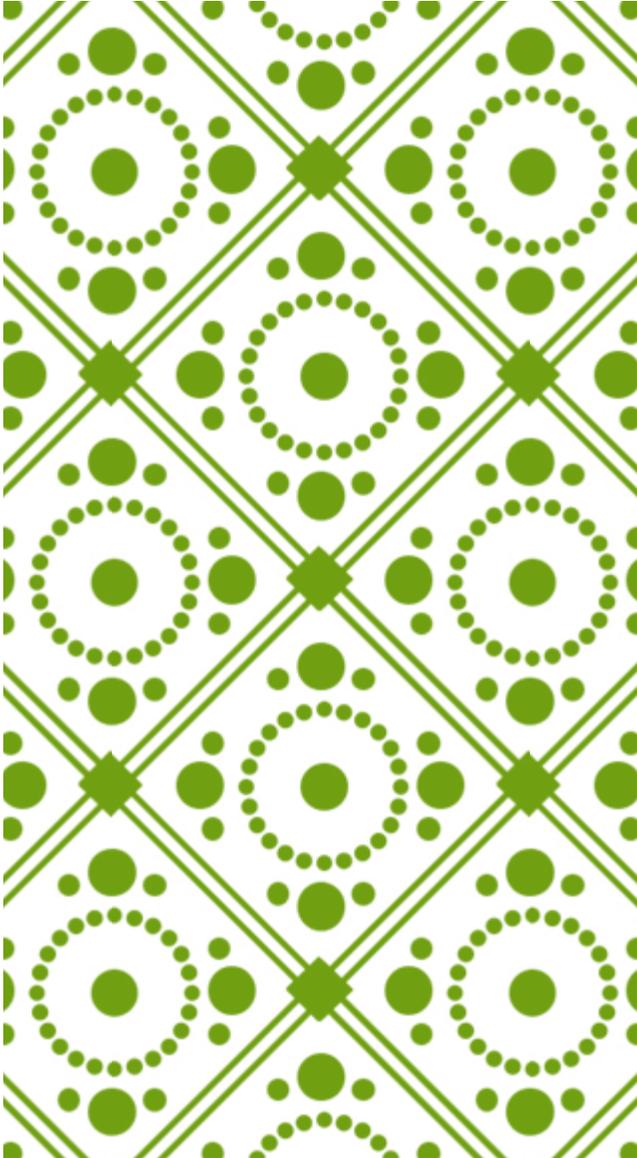


Part 5: May 7 @ 1000

Questions?

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